



Backup Care Program

2024 – 2025 Employee Program Guidelines

Description of Program

The Backup Care Program (BCP) is an important work/life service for the University of Arizona (UA) community. This program runs July 1, 2024 - June 30, 2025, and provides up to 80 hours of backup care for dependents and qualifying relatives of eligible employees through a contracted vendor. Backup care does not include skilled medical or long-term care. The dependent or qualifying relative must meet the criteria stated in the IRS [Publication 501](#).

Backup care services may only be used on the same day(s) as an employee’s work-related commitments. The BCP provides care when:

- Dependents and qualifying relatives are unable to attend school or their regular care arrangement.
- There is an unscheduled interruption in regular school and/or care arrangements for dependents and qualifying relatives

Vendor

Bright Horizons serves as the current UA Backup Care Program vendor. All program materials are based upon the contractual agreement between the University of Arizona and the contracted vendor(s). In the event of any discrepancy or conflict, the contract shall take precedence. Participants in the BCP elect to use this service with the knowledge that they are contracting with Bright Horizons and not with the University of Arizona for backup care services. Bright Horizons is responsible for contracting and overseeing their network of caregivers, providers, and centers. Participants are encouraged to review [Bright Horizons’ agency standards](#).

Eligibility

Employees who are eligible for full benefits may participate in the BCP. Eligible employees who are concurrently enrolled as UA student must register under their primary university status of an employee. Employees are responsible for notifying Life & Work Connections if their primary university status changes. Eligible employees not complying with program guidelines and registration requirements may be disqualified from the BCP.

Employees may use BCP services for dependents and qualifying relatives meeting the criteria stated in the IRS [Publication 501](#).

The University of Arizona does not currently offer backup care services for employees outside of the United States.

Compliance Checks

Participants are subject to compliance checks and additional documentation of eligibility may be required. If found to be ineligible, employees may be responsible for reimbursing any, and all monies, to the University of Arizona. Failure to comply with the above requirements may result in the denial of this employee benefit.

Usage and Rates

Employees are eligible for up to eighty (80) hours of backup care per program year. Participants are responsible for following co-payment procedures outlined by [Bright Horizons](#). Households with more than three (3) children and adults needing care may require additional caregivers, and additional utilization and co-payments may apply. Please call (520) 621-2493 if you have questions.

Location	Number of dependents	Employee Pays	UA Pays	Full Hourly Rate
In-home	One - Three (1-3) children or adults in the household	\$6.00 per hour for up to 10 hours per day*	\$54.34 p/h for up to 10 hours per day*	\$60.34 per hour for one to three (1-3) children or adults in the household
In-center	One - Three (1-3) children	\$3.00 per hour a minimum of 8 hours**	\$45.26 p/h a minimum of 8 hours**	\$48.26 per hour for one to three (1-3) children

*Four-hour minimum. 10 hours is the maximum any one caregiver can work in the home. A different caregiver will be provided when over 10 hours are needed.

**Care over 8 hours can be provided up to the total number of hours per day of operating hours offered by that center.

Service cancellation must be completed by 5:00 p.m. local time, two business days prior to the day of care. If care is canceled after the deadline, the registrant is charged the use against their annual limit and charged the applicable copayment. Recurring late cancellations resulting in usage charges may result in expulsion from the BCP.

Out-of-Network Care

[Out-of-Network Care](#) is available only if no other option for care services is reasonably available. Out-of-Network Care must be pre-authorized by Bright Horizon. Participants utilizing *Out-of-Network Care* are reimbursed \$100 per day regardless of the hours used.

Registration & Verification Process

Participants may register for the BCP anytime between July 1, 2024 - June 30, 2025 and are encouraged to register as early as possible. The registration and verification process must be completed before care requests can be fulfilled. Verification and processing can take up to 48 business hours after registration is completed. This verification process is required before backup care services can be scheduled. Contact the vendor at 1-877-242-2737 if there are questions.

- Participants must enroll every program year; program enrollment does not carry over.
- Enrollment in the BCP provides access to services but cannot guarantee caregiver availability.

Step 1: UA Program Enrollment	Complete UA Program Enrollment Form . Once enrollment is verified, an email with instructions on how to register with the vendor will be sent via university email.
Step 2: Vendor Registration	Complete Bright Horizons' registration process. (This only applies to new enrollees)

IMPORTANT: Participant information must match the employee's information as noted in UAccess to avoid interruptions or delays. **Participants acknowledge that, as part of the BCP registration process, they will be required to provide additional information to Bright Horizons. Participants agree that the UA may share program enrollment information with Bright Horizons as necessary to facilitate access to the program. Likewise, participants agree Bright Horizons may provide information to the UA as needed.**

Requesting Backup Care

All backup care requests are submitted directly to Bright Horizons and can be made up to 30 days in advance. Participants must follow the Bright Horizons care request procedures.

No-Service Dates

Employees are responsible for understanding no-service dates. As the BPC program is for work-related obligations, the program is unavailable evenings, weekends, [University holidays](#), and winter closure unless an employee has a work-related obligation at that time. In these cases, the employee must request an exception at least 10 business days in advance to the Life & Work Connections office via email (lifework@arizona.edu).

Program Environment

The University of Arizona is committed to and promotes an atmosphere of positive engagement and mutual respect. All parties (and their representatives) affiliated with the program are expected to conduct themselves in a professional and respectful manner.

Participants using the in-center childcare service are requested to familiarize themselves and comply with specific center policies and procedures. Additionally, participants are expected to provide and maintain a safe and healthy environment for in-home care.

Dependent Care and Tax Liability Issues - Employees

The Internal Revenue Service has determined that employers may exclude a maximum of \$5,000 (\$2,500 if married filing separately) per year from an employee's income through a dependent care assistance program established by the employer. The \$5,000 includes combined monies applied through the following UArizona-sponsored pre-tax programs:

- [Flexible Spending Account \(FSA\)](#) for qualified dependent care (child and/or elder) expenses only (excludes medical expenses)
- Childcare Choice - Employee for qualified childcare expenses
- Employee Backup Care Program for qualified dependent care (child and/or elder) expenses only (includes the value of employer-subsidized costs)

Please note that dependent care expenditures that exceed the \$5,000 (\$2,500 if married filing separately) limit may be subject to income tax. Annual FSA total costs will be reported on Form W-2, Wage and Tax Statement. This information is not intended to serve as tax advice. Please consult your professional tax advisor to identify the full tax implications of program use and to determine the optimal use of dependent care offerings. For information about the status of your FSA or qualified deductions, contact ASI at <http://www.asiflex.com> or at (800) 659-3035.

Contacts

To expedite service, please direct your questions to as follows.

Life & Work Connections	UA enrollment, No-service exceptions	(520) 621-2493	www.lifework.arizona.edu
Bright Horizons	Vendor Registration, care requests	1 (877) 242-2737	https://clients.brighthorizons.com/arizona

Additional Resources

The University of Arizona offers an array of resources to support dependent care. Full benefits-eligible employees eligible may also be interested in taking advantage of [Paid Sick Time](#), [Family Medical Leave](#), and [Flexible Work Arrangements](#) as an alternative to or in conjunction with the BCP.