

Backup Care Program

2025 - 2026 Student Program Guidelines



THE UNIVERSITY OF ARIZONA
**Life & Work
Connections**

About the Program

The Backup Care Program (BCP) is a helpful service for University of Arizona (UA) students. This program runs from July 1 to June 30 each fiscal year and provides up to 80 hours of backup care for dependents and qualifying relatives of eligible students. This care is provided through a vendor and does not include skilled medical or long-term care. The dependent or relative must meet the criteria outlined in [IRS Publication 501](#).

You can use backup care services only on days when you have work commitments. The BCP is here to help when:

- Dependents and relatives cannot attend school or their usual care arrangement.
- There is an unexpected interruption in regular school or care for dependents and relatives.

About the Vendor



Bright Horizons is the vendor for the UA Backup Care Program. All information about the program is based on the agreement between the University of Arizona and Bright Horizons. If there is any disagreement or confusion, the contract takes precedence. Participants in the BCP need to understand that they are using Bright Horizons' services, not those of the University of Arizona. Bright Horizons handles its network of caregivers and care centers, [please review their agency standards](#).

Program Eligibility

Students, whether part-time or full-time, can join the BCP. If students are also employees with full benefits at U of A, they must register as employees. Students must inform Life & Work Connections if their university status changes. If students don't follow the program guidelines, they may lose access to the BCP.

You can use BCP services for dependents and qualifying relatives that meet [the IRS criteria](#).

The University of Arizona does not provide backup care for students outside the United States.



Usage and Rates

Students can use up to 80 hours of backup care each program year. Unused hours do not roll over to the next fiscal year. Participants must follow [Bright Horizons'](#) co-payment procedures. If you have more than three children or adults needing care, you might need extra caregivers, and additional costs may apply. If you have questions, call (520) 621-2493.

Location	Number of dependents	Student Pays	UA Pays
In-home	One - Three (1-3) children or adults in the household	\$6.00 per hour for up to 10 hours per day*	These rates change annually and the subsidized amount is reported to the IRS; contact LWC to receive the current year's rates.
In-center	One - Three (1-3) children	\$3.00 per hour a minimum of 8 hours**	

* There is a four-hour minimum. A caregiver can work a maximum of 10 hours in one home. If more than 10 hours are needed, a different caregiver will be provided.

** Care longer than 8 hours can be provided up to the maximum operating hours of that center.

If you need to cancel a service, you must do so by 5:00 p.m. local time, two business days before care. If you cancel after this time, you will still be charged against your annual limit and must pay the applicable co-payment. Frequent late cancellations may lead to removal from the BCP.

Out-of-Network Care

You can use **Out-of-Network Care** only if no other options for care are available. Bright Horizons must approve of this beforehand. If you use Out-of-Network Care, you will be reimbursed \$100 per day, no matter how many hours you use.

Registration and Verification Process

You can register for the BCP anytime between July 1 and June 30 and it's best to register early. The registration and verification process must be finished before you can request care. Verification can take up to 48 business hours after you register. This process is required before you can schedule care. If you have questions, contact the vendor at 1-877-242-2737.

- **NEW:** You only have to enroll once; enrollment will rollover each year provided you remain eligible.
- Enrollment gives you access to services but does not guarantee caregiver availability.

Step 1: U of A Program Enrollment	Complete the U of A Program Enrollment Form . Once enrollment is verified, you will receive an email with instructions on registering with the vendor. You only have to do this once.
Step 2: Vendor Registration	Complete Bright Horizons' registration process. (This only applies to new enrollees)

IMPORTANT: Double-check that your information matches UAccess to avoid issues with your participation. When registering for the BCP program, you must provide more information to Bright Horizons. By joining, you consent to U of A sharing your enrollment information with Bright Horizons, and Bright Horizons may share information with U of A as needed.

Compliance Checks

Participants are subject to compliance checks and may need to provide extra documents to show eligibility. If you are found to be ineligible, you might need to repay any costs to the University of Arizona. Not following the program rules may lead to losing this benefit.

Requesting Backup Care

You can submit requests for backup care directly to Bright Horizons up to 30 days in advance. It's important to follow Bright Horizons' request procedures.

No-Service Dates



It's your responsibility to know about no-service dates. The BPC program is designed for course-related obligations, so it's unavailable during evenings, weekends, **University holidays, or winter closure** unless you have a course-related reason. If you need care on those dates, request an exception at least 10 business days ahead by emailing the Life & Work Connections office at lifework@arizona.edu.

Program Environment

The University of Arizona wants to create a friendly and respectful atmosphere. Everyone involved in the program must act professionally and respectfully.

If you use the in-center childcare service, please learn and follow the center's specific policies and rules. You are also expected to create a safe and healthy environment for any in-home care.

Dependent Care and Tax Issues for Students



Childcare can be costly for many students. Any money received from the University to help with childcare costs may be treated as “scholarship” income, which could be taxed.

This information isn’t meant to serve as tax advice. Talking to a tax professional about how the program might affect taxes and the best way to use dependent care options is a good idea.

Contacts

To expedite service, please direct your questions to the following.

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