

Family Care Benefits for BJH and SLCH Residents and Fellows

Back-up care is available through Bright Horizons when you have a caregiving emergency that would interfere with your normal work responsibilities—a sick caregiver, a shift change, school, or childcare center closure, help after an accident or illness. Back-up care is not intended to be used as regular, on-going care.

You can request same day care or care up to 60 days in advance. Instructions for accessing the services are below:

Emergency Back-Up Care
<p>Register and Set Up an Account with Bright Horizons</p> <p>Username: WUBACKUP Password: BACKUP ID #: Use the ID on your WUSTL badge or log in to Workday to locate your 6-digit ID #.</p>
<p>Benefit Overview</p> <ul style="list-style-type: none"> • Access up to 20 total uses each calendar year. Unused days do <i>not</i> roll-over to the next year • For children, reserve care in your own home, at a high-quality center, or with your chosen back-up caregiver. • For adults, reserve care in your home, or the adult’s home (even if they live outside of St. Louis), or with your chosen back-up caregiver. • Co-Pays: <ul style="list-style-type: none"> ○ In-Home Care: \$7/hour with a four-hour minimum ○ Center-Based Care: \$20/child/day (\$30 max per family) • Use your own back-up caregiver (out-of-network): Pay your caregiver; receive reimbursement of \$100/use.
<p>Using Back-Up Care</p> <ul style="list-style-type: none"> • Reserve back-up care with Bright Horizons • Or call 877-242-2737 • Download and reserve care from the Bright Horizons app. (Out-of-Network Care can only be reserved on the main website.) • Important: When requesting reimbursable care, your caregiver will receive an email asking them to verify they provided care. Your caregiver has 9 days to verify the care services, followed by a 3-day grace period. You’ll receive notifications at each step, and by day 13, your request will be either approved or canceled. Communications about caregiver verification will be sent from noreply@brighthorizons.com.
Additional Family Support
<ul style="list-style-type: none"> • Discounted tuition at select partner centers in Bright Horizons childcare network • Free access to Sittercity—an online marketplace of sitters, pet care and housekeepers • Personalized nanny placement through Jovie with discounted placement fees • Discounts on tutoring and test prep through Revolution Prep • Elder caregiving planning resources through Years Ahead <p style="text-align: center;">Go to Bright Horizons</p>
Questions
<ul style="list-style-type: none"> • Amy Dunnegan, WashU Child and Family Care Facilitator, 314-935-1054 or FamilyCare@wustl.edu. • Bright Horizons Customer Service, 877-242-2737