

Why Pet Backup Care?

Because they are part of your family, too! It's time that pet parents aren't left out of the equation. Whether you have to work late or travel for business. With Backup Care for pets, you can source your own professional pet care provider and pay them directly. Then, submit a receipt to get reimbursed for a portion of the cost.

BACKUP CARE FOR PETS:

With Pet Backup Care you can pay your professional pet care provider for short-term care then submit a claim to be reimbursed for that care up to a maximum daily amount, minus your standard co-pay. Use Backup Care for pets when regular pet care is not available for long hours or business travel.

When you use a caregiver or center from your Personal Network, you are fully responsible for all vetting. You can visit our [Safety Center](#) for guidelines on hiring safely.

How does it work?

1. Make sure you are enrolled in your Care@Work benefits. You can enroll on your company's Care@Work website. Care must take place after you have enrolled.
2. Book your preferred pet caregiver or center on your own.
3. After care is complete, login into your Care@Work account and select "Reimburse me for care".
4. Add a claim and upload your receipt.
5. Once your claim is approved, you'll get reimbursed via direct deposit or mailed a check.

Your benefit year:

January 1-December 31

Backup Care days:

Up to 10 days per year

Backup Care rate:

\$15/day for Pet Backup Care

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Frequently Asked Questions

What qualifies a person or business as being a professional pet care provider?

We are looking to verify if this person or business has an online presence for their business or has a brick and mortar location.

When should I use Pet Backup Care?

When submitting a claim for Pet Backup care, you are confirming that the service:

- Provided coverage for a gap in care (and is not a routinely scheduled care expense)
- Enables you to work during the time that care was provided
- May be audited for compliance and non-compliant requests may be reported to your employer

How do I get reimbursed for care?

Log in to your Care@Work account and go to “Reimburse me for care.” From this page, you can add a claim and upload a professional receipt from your care provider. Your Backup Care day utilization count will be deducted. Once your receipt is approved, we’ll send you a reimbursement via direct deposit or if you prefer, we can mail you a check.

What information do I need to request on the receipt from my caregiver/center?

- The care provider’s name, address, and phone number
- Your full name
- Name, breed and number of pets
- Where the care took place
- Type of service and number of hours provided
- Date of service
- Total amount paid

How long do I have to submit a claim?

Your claim needs to be submitted within 30 days of care and the care must take place after you have enrolled in your Care@Work benefit. Anything after these deadlines will be automatically rejected.

How long will it take me to get my reimbursement?

You will need to provide your bank account information to get reimbursement via direct deposit. If you would prefer, we can mail you a check. Most claims are paid within 10 business days after the claim is processed.

What if I haven’t received a reimbursement payment and it’s been over 2 weeks?

To check the status of a claim or if you have a question regarding your reimbursement, please check your “My Claims” page for the status of the payment. If you have additional questions, you can email us at backupcare@care.com.

Do I need to let you know in advance that I’m using Backup Care for my pet?

No. While you’re welcome to enter your claim as soon as you realize you need care; you have 30 days after the care takes place to submit the claim.

What if something changes after I’ve submitted a claim?

You can edit or delete your claim at any time before it has been approved for payment. Login to your Care@Work account, and select “My Pets” then “Reimburse Me For Backup Care” then “View Claims.” Select “Edit” next to the claim you want to change or delete. If you delete a claim, the Backup Care utilization day will be added back to your account to be used at a later date.