LifeCare

LifeCare Backup Care Connection FAQ

This program is designed to help you get to work by connecting you with reliable care providers who are available, even at the last minute, to look after your loved one when your normal care plans are disrupted.

Question	Answer
How many visits do I get per year?	15 days of care per year
How long is one visit?	A visit is considered care that occurs in one calendar day.
What's the per visit copay?	• $25 per in home use (per caregiver needed) • $25 per center visit (per child) • Copays are per visit, not hourly
What type of providers can I choose from?	LifeCare has a nationwide network of child care centers and in home agencies. Or you are free to choose a provider you are familiar with outside of our network. You will be responsible only for the co-pay and the remaining cost of care will be subsidized for you.
Can I use a friend or family member as the caregiver?	Yes, if you prefer to use a friend or family member to watch your child, simply contact LifeCare to authorize the date of care and you will be reimbursed up to $60 per visit.
How do I schedule care?	You may reserve, change or cancel care through our website or by calling a Backup Care Specialist.
When can I schedule care?	• Up to thirty days prior to the care date • Same day, even at the last minute
Can I speak to someone about the backup care service?	Yes, specialists are standing by 24/7 to answer your questions and help you schedule care.

Life can be hard. Getting help is easy!

1-866-621-7687

Or log in now at **http://member.lifecare.com**
Registration Code: ATRIUM

Wherever you are in life, there's LifeCare.

AtriumHealth