

## BACKUP CARE

# Care fall through? Start here.

From last-minute care to planned support, Wellthy makes it easier to find care that fits your family, schedule, and needs.

### When to use Wellthy Backup Care

Use Backup Care when you need extra support for:

- School / daycare closures, holidays, or summer gaps
- A sitter, nanny, or regular caregiver calling out
- Work travel, late meetings, or shift changes
- Care for an older loved one or adult who needs support\*
- Pet sitting, dog walking, or other pet care needs\*
- Planned care outside normal arrangements



## Three easy ways to book care

Choose the path that works best for you and your loved ones:



### Full-service support

Tell us what you need and a Wellthy Backup Care Specialist can search, vet, and help coordinate care on your behalf. Great for urgent requests, specific needs, unfamiliar providers, or when you just don't have time to make the calls.



### Search the Care Network

Browse pre-vetted providers and facilities in your area, compare options, and book care directly when you already know what you're looking for.



### Use someone you already trust

Have a favorite sitter, neighbor, daycare, tutor, dog walker, or family helper? Add them to your Backup Care Circle and submit eligible care for reimbursement.

"Wellthy helped me find daycare for my son after my original arrangement fell through. The specialist gathered information about several providers in my area, presented it very clearly, and offered a recommendation for her top pick. She saved me so much time and stress! I have recommended this service to my coworkers with children!"

- Kristina, Wellthy member

## Activate your Backup Care benefit or request care today:

[wellthy.com](https://www.wellthy.com)

\*Note: Backup care program details, including eligible loved ones who may be covered by your benefit, may vary by employer.

## Get started in just a few minutes

It's simple to get started with your Wellthy Backup Care benefit.

- ✓ **Activate your benefit**  
Create or log into your Wellthy account and choose Backup Care.
- ✓ **Tell us what you need**  
Share who needs care, when you need it, where you're located, and any must-haves, like experience with infants, pets, mobility support, special needs, or after-hours care.
- ✓ **Choose your booking path**  
Search on your own, use a provider you already know, or hand it off to our team for full-service support.
- ✓ **Book and submit for reimbursement**  
If you paid for the care, upload the details and any required receipts in the Wellthy platform after the care event is complete.



## Need help finding care? Tag us in.

Some care needs are too specific, too urgent, or too time-consuming to sort through alone. With full-service support, a **Wellthy Backup Care Specialist** can help with the legwork, including:

- Finding providers with availability
- Calling and vetting options
- Looking for care that fits your schedule, location, and needs
- Helping with care for infants, older adults, pets, tutoring, and more
- Recommending options so you can make a confident choice
- Helping you understand next steps for booking and reimbursement

Best for: last-minute needs, nontraditional schedules, hard-to-find care, new locations, special requirements, or any moment where you'd rather not make ten phone calls.

## Backup Care helpful hints

- Your employer sets your Backup Care program details, including eligible care types, number of care days or hours, and reimbursement amounts (if any)
- Availability may vary by location, timing, and type of care needed
- Planning ahead helps, but Wellthy can also support urgent needs
- You can save favorite providers to your **Backup Care Circle** so they're easier to use next time
- The Wellthy mobile app is the easiest place to request care, manage bookings, and submit for reimbursement