

Bright Horizons

Back-Up Care Reservations Guide

STEP 1: REGISTER FOR MY BRIGHT HORIZONS

Online

- Visit clients.brighthorizons.com/JH and click “Join Today”
- Enter the requested credentials to verify your eligibility
- Follow the prompts in the confirmation email to continue filling out your information
- Create a personalized username and password for future use of the website

If your benefit eligibility cannot be confirmed, you can still register by calling 877-BH-CARES. Your personal username and password will be delayed until confirmation is received from your employer.

Phone

1. Call **877-BH-CARES (242-2737)** to speak with a care consultant 24/7
2. You’ll receive a confirmation email with a link to create a personalized username and password
3. Log into your account with your new credentials

STEP 2: RESERVE BACK-UP CARE

Access up to 10 days of back-up care annually at subsidized rates.

Back-Up Care Service	Back-Up Care Copay
Center-Based Care	\$10 per child/day
In-Home Care	Annual Salary: \$39,999 and Below: \$6 per hour
In-Home Care	Annual Salary: \$40,000 - \$74,999: \$8 per hour
In-Home Care	Annual Salary: \$75,000 and Above: \$10 per hour

Online

- Visit clients.brighthorizons.com/JH. Select “Back-Up Care” in the “Benefit summary” box and click “Request care” to access the back-up care site and make a care reservation.

Mobile

- Download the mobile app by searching “Back-Up Care” in the App Store or Google play reserve care on the go
- If you are fully registered and have used care once before, use your personalized username and password to access your account via the mobile app and make a care reservation
- If you are accessing back-up care for the first time, enter your employer credentials:
 - Employer Username: **JH**
 - Employer Password: **Benefits4You**

Phone

- Call **877-BH-CARES (242-2737)** to speak with a care consultant 24/7/365

*Employees also have access to support and help balance work/life demands.
Visit My Bright Horizons to explore all of your benefits today!*

