Your Family Care Benefits

Register to get started at hr.harvard.edu/care-at-work


Now you have help!

Enroll today to access your family care benefits.

YOUR BENEFITS INCLUDE:
• Care.com Membership
• Child Backup Care
• Adult Backup Care
• Senior Care Solutions

YOUR BACKUP CARE BENEFIT DETAILS:
• Up to 20 days/year
• Benefit year is July 1-June 30
• Tiered co-pay amounts valid through 8/31

SUBSIDIZED RATES:
• In-center: $10/day
• In-home: based on employee salary:
  • $0-$55,000: $3/hr
  • $55,001-$99,999: $6/hr
  • $100,000 and above: $10/hr

Care.com Membership
Post jobs, search, and reach out to local caregivers 24/7, to find care for children, adults, pets, housekeeping, tutors, and more.

Child Backup Care
 Vetted and subsidized in-home or in-center child care when your regular care is not available.

Adult Backup Care
 Vetted and subsidized adult when your regular care is not available.

Senior Care Solutions
Master’s-level social workers guide you through the intricacies of caring for aging loved ones. Use the Family Care Hub to store and organize important information about your loved one’s care.

QUESTIONS? EMAIL US AT CARETEAM@CARE.COM
Frequently Asked Questions

What is Care@Work?
Care@Work by Care.com is an employee benefit that helps manage your family care needs while balancing work. Register today to learn more.

How do I sign up?
To access Care@Work benefits, you must register and complete a waiver found at hr.harvard.edu/care-at-work. Once you submit the waiver, you will receive a confirmation email with instructions on how to create your Care@Work account. Waiver processing takes 24 hours. After your waiver is processed, go to hu.care.com to enroll in the benefit.

I have questions about my Care@Work benefits.
Who should I contact?
You can contact the Office of Work/Life or contact Care@Work directly by calling 855.781.1303 or emailing careteam@care.com.

What kind of information do I need to provide about my dependents?
To ensure your care needs are met, we will ask for the following information during enrollment: name, age, gender, and details on any special needs.

How does it work?
1. To access Care@Work benefits, you must first complete and submit a release form found at hr.harvard.edu/care-at-work. Once you submit the waiver, you will receive a confirmation email with instructions on how to create your Care.com account. Waiver processing takes 24 hours. After your waiver is processed, go to hu.care.com to enroll in the benefit.
2. When you’re ready to use the benefit, log into your account at hu.care.com or by calling 855.781.1303.
3. Identify the type of care you need in your portal. If you’re calling in, press the number that corresponds to your care needs.
4. Follow the prompts to complete your search for care.