

# Care.com Family Care Benefits

Care.com's family care benefits are here to support you as you're trying to manage it all while caring for those you love, including yourself.

## BENEFITS INCLUDE:

### 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.

### Backup Care

Vetted and subsidized adult care and child care, when your regular care is not available, and reimbursement for child and adult care through your personal network when in-network options are not available.

**Enroll today to access your family care benefits.**

*If your child is experiencing symptoms that may prevent use of the standard care.com network, please call **855-781-1303** instead of using the online booking tool to request backup care, as additional benefit options might be available.*

### YOUR BENEFITS INCLUDE:

Care.com Membership  
Child & Adult Backup Care

### YOUR BACKUP CARE BENEFIT DETAILS:

Up to 10 days per year  
(combined between child and adult care)

### SUBSIDIZED RATES:

\$8 hour for in-home care  
\$15 day/child for in-center care

A Premium Care.com membership and subsidized Backup Care at the advertised rates are available to all MedStar Health associates, with the following exceptions: secondary jobs, PRN, contractor/contingent workers, temps, and students/interns/residents (except medical residents and nurse residents).



## Frequently Asked Questions

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### What is Care.com?

Care.com is an employee benefit that helps manage your family care needs while balancing work. Enroll today to learn more.

### How do I sign up?

Visit [medstar.care.com](https://medstar.care.com) or myHR to begin your account setup process. You may also download the Care.com app to enroll (available in the App Store and on Google Play). Enter MedStar Health as your employer and use your work email address to complete account setup.

### I have questions about my Care.com benefits. Who should I contact?

You can talk to a member of your HR department or contact Care.com directly by calling 855.781.1303 or emailing [careteam@care.com](mailto: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 it Works:

- 1 Enroll and log in to your account through your company's Care.com website or the Care.com app to get started. You can also call 855.781.1303.
- 2 Identify the type of care you need on your company's Care.com website or the app. If you're calling in, press the number that corresponds to your care needs.
- 3 Follow the prompts to complete your search for care.



MedStar Health