

COVID-19 – Emergency Back-Up Caregiving FAQs

For integrated team members eligible for OptumCare and Optum Partner Services benefits and not-yet-integrated employees, in the U.S. and Puerto Rico.

1. My kids' school/day care is closed — how can I work if I don't have child care?

You can find back-up care/child care resources through the Employee Assistance Program (EAP). Between 8 a.m. and 8 p.m. CT, Monday through Friday, call 866-781-6396 and press 3, then 1 to speak with a WorkLife Advisor.

In addition, you can take advantage of Self-Coordinated Emergency Back-Up Care, which allows you to arrange for back-up care to be provided by a caregiver identified and selected by you. This individual does not have to be a licensed caregiver and can be a neighbor, family member, etc. Under this program, you will be reimbursed up to \$100 per day per household through Concur or your company's expense reimbursement process.

We're offering the Self-Coordinated Emergency Back-Up Care benefit from **March 16 through June 12 (Aug. 31 for patient-facing roles only)** to all regular, active employees in the UnitedHealth Group family of companies in the U.S. and Puerto Rico during the COVID-19 public health threat (see question 2 for how to access).

2. My children aren't covered under my company-sponsored medical plan — are they still eligible for back-up care?

Yes, if they are under age 13, we are making this benefit available to all regular, active employees in the UnitedHealth Group family of companies in the U.S. and Puerto Rico during the COVID-19 public health crisis.

3. If my kids are still in school or my regular provider is still offering care, may I use any of the back-up care benefits?

No. The back-up child care benefits are only for those who have a breakdown in regular care. Many communities are offering options for employees in essential health care jobs — please try to use those resources if available. You can also check with local churches or YMCAs, which may be offering child care to parents of health care workers and emergency responders.

4. Does my 13-year old child qualify for back-up care?

No, qualifying dependents must be under the age of 13. However, if your child has a physical or mental disability that requires him/her to continue to receive care after the age of 13, he/she is eligible for the emergency back-up child care reimbursement.

5. Under the Self-Coordinated Emergency Back-Up Care program, is the \$100 daily maximum reimbursement limit per child?

No. It's per day regardless of how many children are receiving care.

6. If my spouse or domestic partner is watching our kids while I work, am I eligible to be reimbursed through the Self-Coordinated Emergency Back-Up Care benefit?

No. In addition, your caregiver cannot be your regular caregiver or your child's other parent.

7. If my spouse or domestic partner is also an employee of UnitedHealth Group or any of its affiliates, are we both eligible to be reimbursed through the Self-Coordinated Emergency Back-Up Care benefit?

No. The daily Self-Coordinated Emergency Back-Up Care reimbursement limit is \$100 per day per household so only one parent is eligible to be reimbursed.

8. Can I request reimbursement for Self-Coordinated Emergency Back-Up Child Care expenses for when I'm not working?

No. You are only eligible for reimbursement for care when you are working.

9. How do I submit my care expenses for the Self-Coordinated Emergency Back-Up Care?

You'll want to follow your organization's reimbursement process. Contact your Accounts Payable team or speak with your manager if you need instructions.

If you use the UnitedHealth Group [Concur Expense](#) system for reimbursements, refer to the resources on the [Emergency Back-Up Caregiving Resources page](#) under More Information, where you will find detailed information on the expense reimbursement and receipt process.

10. How long will it take to receive my reimbursement for Self-Coordinated Emergency Back-Up Care through the UnitedHealth Group Concur Expense process?

You'll receive reimbursement on your biweekly paycheck based on the [2020 U.S. Concur Expense Out-of-Pocket Reimbursement Schedule](#).

11. How do I request reimbursement for Self-Coordinated Emergency Back-Up Care if I don't use the UnitedHealth Group Concur Expense process?

If your company does not use the UnitedHealth Group Concur Expense system for reimbursements, you'll follow your company's expense reimbursement process. Contact your Accounts Payable team if you need instructions.

12. How long will it take to receive my reimbursement for Self-Coordinated Emergency Back-Up Care through my company's expense reimbursement process?

Please check with your Accounts Payable team.