

UNITEDHEALTH GROUP



Family Support Resources

August 2020

Eligibility

Regular, active employees in the U.S. and Puerto Rico, including those who are employed by UnitedHealth Group companies that are not yet integrated.



Family Support Resources



Optum WorkLife Advisors

Help employees find care/tutors & navigate resources including eligibility and process for COVID-19 Emergency Backup Child Care reimbursement



YMCA Learning & School Support

Subsidized teacher/educator-monitored in-person virtual learning support & homework help



Traditional Bright Horizons Back-up Care

Subsidized low cost in-home and center-based care



Discounted Resources

Free access to a database of screened home caregivers, sitters, nannies & more; online academic support; nanny placement services and discounted national tutoring options



Emergency Backup Child Care Reimbursement

Reimbursement of up to \$100/day for eligible backup childcare needed due to COVID-19



Employee Care Connect

Virtual message board to match those in UHG community with care resources to those with care needs

Family Support Resources

Updated web page to support child/elder care, tutoring & virtual learning needs



welcome.uhg.com/family-resources

Site is live and new information will be added as it becomes available!

Family Support Resources

These times are unprecedented. As the COVID-19 pandemic continues, your child's school may be going virtual. Your day care may be closed, or your regular caregivers may not be available. Keeping your family safe is critical.

If you need child care, elder care or assistance with your child's learning, we encourage you to tap into our family support resources, including several discounted services.

YMCA Virtual Learning and School Support

Ys around the country are offering small group teacher/educator-monitored in-person virtual learning support and homework help to students whose schools are remote.

You are eligible for a **\$100 per student, per week discount** in the following areas. Programs vary by location. Most are designed for elementary and middle school students.

Location	How to Get Discount	Contact for Questions
Dallas, Texas	Register online; coupon/promo code coming soon	Call your local Y
Greensboro, NC	Call your local Y	Call your local Y

Need more options?
Optum WorkLife Advisors are specially trained to help you find care and tutoring options, and navigate company discounts. They can also help you determine if you are eligible for the COVID-19 Emergency Backup Child Care benefit.

To reach a WorkLife Advisor, call **1-800-781-6300** and press 3, then 1 between 8 a.m. and 8 p.m. CT, Monday through Friday.

Post needs and share resources on employee message

EAP

WorkLife Advisors

EAP WorkLife Advisors

EAP WorkLife Advisors will **do the legwork for you.** They have been trained on the UHG family support resources and discounts and they can help you understand and navigate the backup care benefit. They will:



Complete a **needs assessment**



Research care options **based on your needs**



Present care options in your community that work within your budget

How do I Access this Benefit?

Team members can speak to a WorkLife Advisor by calling the Optum Employee Assistance Program at **866-781-6396**.



- 1 Listen to prompts, "If you are a UnitedHealth Group Employee, or dependent, press or say 3."
- 2 Then, "For childcare resources, press or say 1".

EAP calls are answered 24/7, but the WorkLife team, through EAP, is available 8 a.m. to 8 p.m. CT Monday – Friday.

Calls outside of these hours would generate a referral and the team will call the member back at their preferred time.

YMCA

**Virtual Learning and
School Support**

YMCA COVID-19 Safety Measures

Many of the regional YMCAs have been providing child care to first responders, healthcare workers, and other essential employees throughout the COVID-19 pandemic so are well-versed with working in a COVID-19 environment. They have developed best practices and are adhering to community and state guidelines. Safety measures include:

- Mandatory hygiene and cleaning breaks
- Daily temperature checks/wellness checks
- Face coverings for staff
- Small group sessions to increase social distancing
- Reduced guests/visitors

Please visit your local YMCA website for site-specific details.

YMCA Distance Learning Support

We have communicated with leaders from the following YMCA regions and confirmed that they are offering in-person programs to assist parents with distance learning support. Children that participate will have structured environments to promote academic growth, social engagement with peers, and a variety of enrichment activities available. Many of these programs include half-day and full-day schedules and flexible day options. Most camps have **daily costs in the \$40/day range** and provide activities for children aged 5-12. However, please visit the YMCA website for specific details including locations, costs, and program offerings.



Houston
Twin Cities
St. Louis
Kansas City
Las Vegas
Orange County
Schaumburg
Dallas
Greensboro
Miami

YMCA Distance Learning Support



We teamed up with our existing YMCA partners to offer generous discounts applied at registration for up to \$100 per child per week.



We continue to work with our other YMCA partners and will update the Family Support Resources page as additional learning centers are developed.



Other YMCAs may have childcare programs and offer financial assistance options. To find a YMCA program near you, click on the following link: <https://www.ymca.net/find-your-y/>

**Bright Horizons
Back-Up Child Care
Benefit**

Back-Up Care

Back-Up Care reservations available in three simple ways:



Bright Horizons Back-Up Care App



Bright Horizons Back-Up Care website



Bright Horizons Contact Center

- Reservations are accepted **30 days prior** to date of care up to day of care needed
- Center-based copays of \$20 per child and \$35 family per day – for ages 12 and under
- In-home based copays of \$6 per hour (4 hour minimum) for up to three dependents
- Back-Up Care bank was reset to 15 days on August 24

Exclusive Employee Discounts

Academic Support & Tutoring (Available 8/28)

Resources to support at-home learning success for children ages 5-18 years old

- Broad online tutoring and academic enrichment programs through Varsity Tutors (20% discount on most programs, including tutoring and small group classes)
- Premium academic and test prep for all ages through Revolution Prep (20% off hourly tutoring rates, 33% off interactive math adventure program)
- Digital learning for preschoolers through MarcoPolo Learning, including STEAM and literacy curriculum (65% off annual app subscriptions)

Free Premium Membership to Sittercity

- Free premium employee membership (\$150 value)
- Access to Sittercity's 6+ million sitters, nannies, pet sitters and housekeepers
- Find caregivers who can manage small-group learning pods
- Virtual sitters to engage with children for short periods of time
- A service trusted by 95% of US neighborhoods
- Basic background checks at no-cost, additional background checks available
- Easy access and registration to Sittercity through the Bright Horizons benefits page

Jobs View all jobs

Post a new job
What kind of care do you need?

Babysitter Babysitters provide part-time care for your kids, are usually paid hourly and work for several families.	Nanny Nannies provide full or part-time ongoing weekday care, usually for at least 20 hours per week.	Special Needs These caregivers are experienced caring for those with specific disabilities or conditions.
Pet Sitter From dog walkers to pet sitters, our caregivers can meet the needs of your furry or feathered friends.	Care Companion Care companions assist seniors with everyday tasks and activities in their home.	Housekeeping Your home deserves good care, too. Housekeepers keep it looking neat and clean.

NEXT: ENTER JOB DETAILS

When you need care

Schedule Type: Occasional Regularly Scheduled One Time

Start date:

Start time: Start time is flexible


Duration:

About your family


Number of Children:

Ages of Children: Infant Toddler Preschool Elementary Junior High



Babysitters near 55111 Sorted by: Relevance

 **Yuliya G.** \$10-15/hr
6 years paid experience • 4 miles ★★★★★ (6)

My name is Yuliya and I am a wife to a wonderful man and a home-schooling mom to 3 handsome boys. I have been working with children various ages for many, many years. I remember before I had my own children, I thought I knew just the best ways to do everything that had to do with 'children'. How proud of me? Well, I am con...

 **Kathleen K.** \$15-20/hr
10 years paid experience • 2 miles ★★★★★ (1)

Hi! I'm Kathleen, I'm 23 years old and I am currently a part time student studying psychology. I graduated from Minnetonka HS in 2015. I've been nannying since I was 14, and I love being active and staying busy. I've worked with a variety of ages anywhere from infants to early high schoolers. If thi...

Waived Fees & 10% Discount

Take advantage of a placement fee credit and discounts on Nanny Placement Services

Vetted caregivers, matched to a family's specific needs.



Reduced fee and discount

Take advantage of a placement fee credit (\$300 value) and a 10% discount on the hourly rates for a full-time nanny you select between Aug. 28 and Dec. 31, 2020.



High-Touch Support

Nanny search begins with a consultation call with local agency, focused on family needs.



Managed Process

The local nanny agency recruits and vets potential nannies on the family's behalf.

Self-Coordinated Emergency Back-Up Child Care

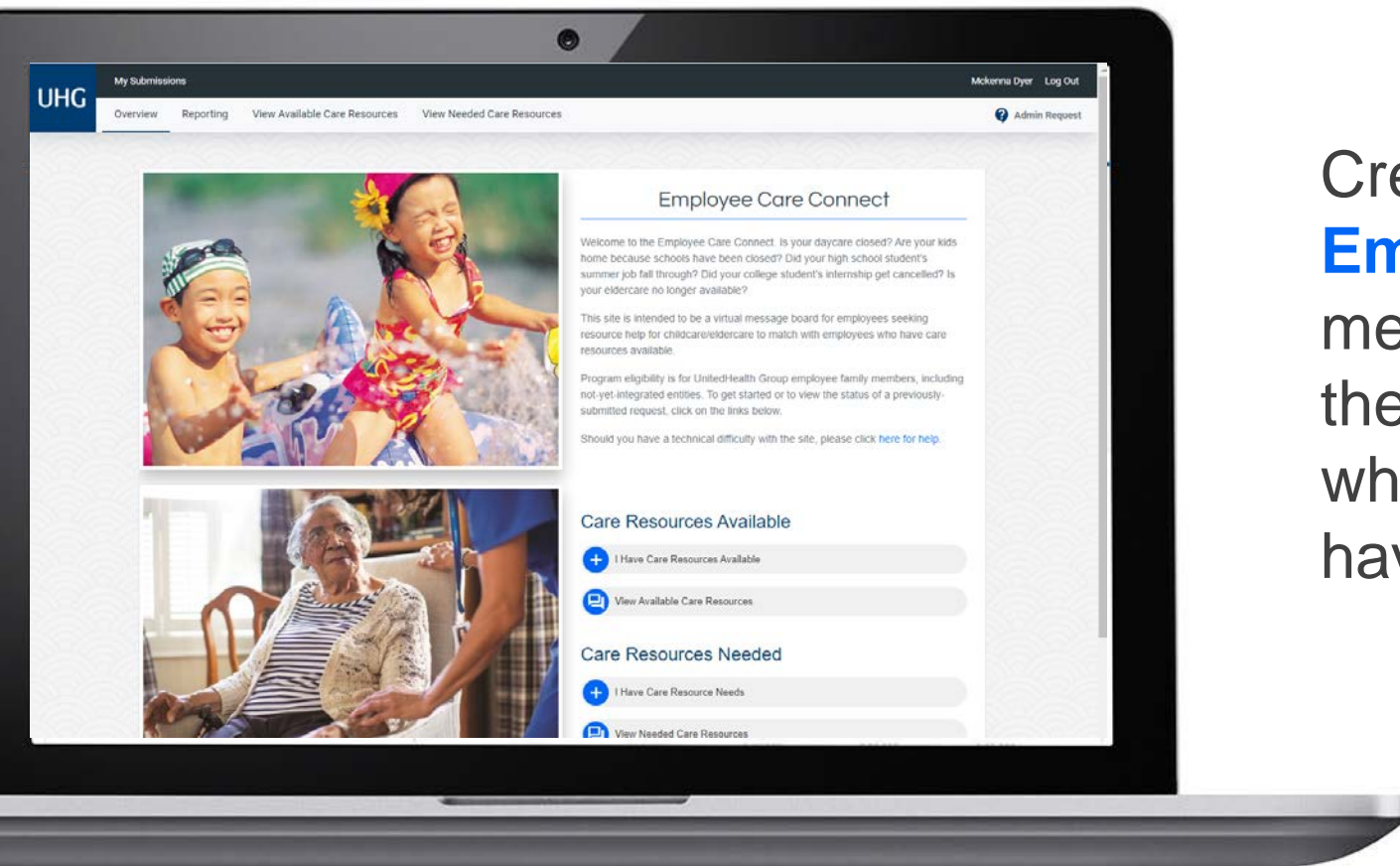
Emergency Back-Up Child Care

Qualifying care is limited to care needed because your child's school or care provider is closed or unavailable (e.g. due to quarantine protocols) due to COVID-19.

- In order to further qualify for reimbursement, the emergency back-up care must be more expensive than your regular care, and you are only eligible to be reimbursed for the new or increased, additional cost
- Reimbursed up to \$100 per day per household
- Submit for reimbursement through Concur Expense
 - Complete the Covid-19 Emergency Back-up Care Receipt within 14 business days of the last care date
 - Proof of payment is required to be submitted along with receipt
 - Reimbursement is for new care starting Aug. 24 through Dec. 31, 2020

Employee Care Connect

Employee Care Connect



Created *by* employees *for* employees, **Employee Care Connect** is a virtual message board to match those within the UnitedHealth Group community who have care needs with those who have care resources.

Questions?