

# **FREQUENTLY ASKED QUESTIONS**

**Bright Horizons Family Concierge**



# FAQs: Overview

## Bright Horizons Family Concierge

Your employer has partnered with **Bright Horizons®** to help you better manage your many work, family, and personal responsibilities.

Bright Horizons Family Concierge offers personalized guidance for families to manage, plan, and execute the best care and education choices for their unique needs.

This benefit is powered by Sittercity, a Bright Horizons company.



### Benefit Details

Access this free benefit by visiting your My Bright Horizons account and clicking on the Family Concierge pop-up: <https://clients.bright Horizons.com/uvapg>

Questions? Call 1-888-874-0420

## **What is a Family Concierge?**

A Family Concierge is an expert who can help you navigate care decisions and match you with options provided through your employer's Bright Horizons benefits. Your Family Concierge will help you create a customized care plan or help with other care-related questions.

## **What professional experience does a Family Concierge have?**

Family Concierge team members have backgrounds in child care, coaching, social work, and teaching. Trained to listen to each family's unique needs, they'll help you navigate your choices to select the best care solution.

## **What can a Family Concierge help me with?**

Family Concierge can help with a wide variety of needs: ongoing or occasional child care, elder care, tutoring, housekeeping, camps, after-school care, and connecting you to other Bright Horizons benefits your employer offers. Your Family Concierge will also help you adjust your plan as your family's needs change over time.

## **Is the Family Concierge familiar with all the benefits my employer offers?**

The Family Concierge is familiar with the Bright Horizons benefits that your employer offers. They will also research other care solutions for you, such as local independent child care centers. For other benefits, such as medical coverage, please reach out to your HR department.

## **How does it work?**

Simply sign in to your My Bright Horizons account and click on the Family Concierge pop-up. This will take you to the Family Concierge landing page, which is powered by Sittercity — a Bright Horizons company. You can also email [familyconcierge@sittercity.com](mailto:familyconcierge@sittercity.com) or call 1-888-874-0420 to schedule a time to speak with a Family Concierge.

## **How long is a typical conversation with a Family Concierge?**

Most conversations will last 30-45 minutes, with additional follow-up calls and/or emails as requested.

## **What happens after our conversation?**

You will receive an email with your comprehensive, customized plan and next steps. Additional follow-up actions will vary based on your family's needs, but could include providing a list of suitable child care centers with openings, assistance scheduling back-up care, or help setting up a job description to search for long-term in-home care.

## **Can I speak to the same Family Concierge again?**

Yes! If preferred, the Family Concierge you speak with can remain available to you and follow up as your needs change.

## **What is the cost of Family Concierge?**

There is no cost to you. Family Concierge is covered through your employer's Bright Horizons benefits.

## **How many times can I reach out to my Family Concierge?**

You can reach out as many times as you like in order to develop a care plan that best suits you and your family.

## **What if I prefer to work with a different Family Concierge or am not satisfied with the plan offered?**

If you are not happy with the plan, we highly recommend letting your Family Concierge know so they can develop a new plan. If a Family Concierge is not the right fit for you and your care needs, simply email [familyconcierge@sittercity.com](mailto:familyconcierge@sittercity.com) to be connected with a better fit.