

Family Support Benefits

Emergency Backup Care Support

This new solution can help you with care arrangements anywhere and at any time, those that are planned and those that are emergencies. This resource includes care for children, adults, and pets when you need to work. You will have great flexibility to choose care through nationally recognized care services with a low copay – or reimbursement of a certain amount if you prefer to use other licensed providers, friends, or family to provide care.

This program is offered through LifeCare, a partner of Oncor’s Magellan Employee Assistance Program (EAP). Here’s how it works:

- If you access a credentialed provider through the program, you pay a \$10 copay per visit. The providers include:
 - Over 2,100 brand-name child care centers, most with National Association for the Education of Young Children (NAEYC) accreditation, and
 - More than 900 in-home care agencies representing thousands of caregivers.
- If you choose to use other licensed providers, friends, or family to provide care, you can receive reimbursement of up to \$75 per day.

The Backup Care Connection providers include Childcare Network, BrightStar, Homewatch CareGivers, KinderCare, Sunshine House, and other nationally-recognized care services.

You can access this service 24 hours a day, 7 days a week through the EAP by visiting MagellanAscend.com or calling **1.800.327.6608**. You may access up to five visits a year.

When you log on, you must create an account by clicking:

- **Back up care connection**, then
- **Create an account.**

