



CG CIVILIAN WELLNESS

Supporting You and Your Family.
Strengthening Mission Readiness.



EMERGENCY BACKUP DEPENDENT CARE

When life doesn't go according to plan, Emergency Backup Dependent Care is there to help. Connect quickly with trusted care providers for children or adult loved ones, even at the last minute. Knowing your family is cared for gives you peace of mind to handle everything else.

WHY CHOOSE BACKUP CARE

- Shift-proof care options, including nights, weekends, and last-minute
- Support for the whole family: kids, spouse, aging parents, and even yourself
- Flexible placement options for in-home or in-center care

DETAILS OF THE PROGRAM

- **When to Use Backup Care:** Any time your usual care is unavailable, and you still need to work. Examples include working overtime; going on a temporary assignment; school closures; a parent's caregiver being unavailable; or recovering from an illness or injury.
- **Frequency:** You can use up to 10 days each fiscal year (subject to availability of funds).
- **When to Request Care:** You can book care up to 30 days in advance or request it on the same day for emergencies.
- **Reimbursement Amounts:** Co-pay is collected over the phone via credit card once network care has been secured. If you use an out-of-network provider, the co-pay is subtracted from the reimbursement amount. Proof of payment is required.
 - For **in-network care**, you'll pay a daily co-pay of \$10.
 - For **out-of-network providers**, you'll be reimbursed the full cost of care minus the co-pay.
 - For a **personal caregiver**, you'll be reimbursed up to \$100 per visit.

HOW TO GET STARTED

1. **Request Care:** Visit CGCivilianWellness.com or call the number below to start the Backup Care process.
2. **Choose Your Caregiver:** Use in-network licensed care, your preferred out-of-network licensed center or agency, or an unlicensed personal caregiver you already know and trust (a friend, neighbor, etc.).
3. **Get the Forms:** A specialist will process your request and send you the reimbursement forms.
4. **Submit Your Claim:** Send in your completed forms and proof of payment within 30 days of the care date. You may opt for reimbursement through check or direct deposit.



Be prepared: Most childcare centers require current health/immunization records in order to care for your child. It is recommended that you keep up-to-date copies of these records at home where they are easily accessible if needed.

Specialists are standing by to assist you 24/7/365. Visit dhseap.com or call the number below to learn more about Emergency Backup Dependent Care.



1-888-718-9508
24/7/365



711
TTY



dhseap.com
Website



USCG
ORG ID

SEMPER PARATUS