My CareAssist™
Family Care When and Where You Need It Most

Back-Up Care Advantage Program®

The Back-Up Care Advantage Program® network is growing every day so that Brown University families have access to convenient high quality back-up care options for children and adult relatives when regular care arrangements break down – up to 100 hours per employee per calendar year.

If Bright Horizons is unable to secure care through a current network provider, you have the option of finding your own back-up provider and being reimbursed for related care.

- Up to $100/day reimbursement for center-based care for children
- Up to $100/day reimbursement for in-home care for children or adults
- Call 877-BH-CARES (877-242-2737) and a care consultant will research care options. If no providers are available, the care consultant will offer information on My CareAssist™ and send you all applicable forms for reimbursement
- If you have a provider who is not currently participating in the Back-Up Care Advantage Program, you can nominate them for participation! Log-in to your personal account or per below and click on “Nominate a Provider” to the Network under the “Providers” tab

Online: https://backup.brighthorizons.com
First time users click on Create Your Profile

Back-Up Employer Username = Brown
Back-Up Employer Password = backup8

Call: 877-242-2737 (877-BH-CARES) for assistance 24/7