
Backup Care Reimbursement – FAQs

1. What is the family care reimbursement program?

The family care reimbursement program was enacted as an option for you to find a caregiver of choice to take care of your loved ones to allow you to work and receive up to a \$100 reimbursement per day of care. This care reimbursement program is to help you manage your care options when family care resources are limited due to state or national emergencies related to the current pandemic.

2. Who is eligible for this program?

All US-based management and associate employees can access backup care for dependent children, elder family members, adults with special needs, or other household members when there is a temporary breakdown in normal care arrangements.

3. When should I use this program?

Family care reimbursement program is not meant to replace normal care arrangements but should serve as a temporary solution when no care options are available.

NOTE: Submissions for family care reimbursements should be requested during dates and times where an employee was scheduled to work and a temporary care provider was needed to support your family needs.

4. Who is an eligible caretaker?

A caretaker can be anyone in your personal network (e.g. neighbor, babysitter or family members) that is not working full-time and would not be expected to provide for the wellbeing of the dependent (e.g. non-working spouse).

5. If spouses both work for Verizon, can we both submit individual claims for reimbursement for each of our children?

No, both employees cannot submit a reimbursement claim for the same dependent, adult or elder family member.

6. Is there a minimum number of hours I need to use to qualify for reimbursement?

A minimum of 4 hours of care in a day need to be used to be eligible for reimbursement.

7. How much am I reimbursed?

Verizon will reimburse employees \$15 per hour of care, up to \$100 per day. The maximum reimbursement is \$100 per day, per household, regardless of the number of dependents.

8. How do I request a reimbursement?

The reimbursement process is simple. At the end of the week you used a personal family care provider, submit a request for reimbursement. The system will require the following details:

- Care dates and hours used
- Caretakers name, age, home address and email address
- Dependents name (including eldercare recipients)

To submit your reimbursement, use [Backup Care Reimbursement Request](#) form.

9. Is there a required timeframe for me to submit?

Reimbursement requests are submitted on a weekly basis after the care was received.

10. After I submit the reimbursement, can I adjust it?

Yes, you can make adjustments by logging into the form and editing it. If you edit the form after the last submission date, then it will not be processed until the next pay period.

11. When will I receive a payment?

All reimbursement requests can be submitted on a weekly basis. Reimbursement payments will be made on a bi-weekly basis. Beginning May 20th, all reimbursements submitted by this day for the prior week(s) of care, payments will be received in payroll checks by May 29th.

12. If I didn't receive my reimbursement, who should I contact?

Send an email to the vz.backup.care.administration@verizon.com. Please provide your name and the dates of care where you did not receive payment.

13. Will I be taxed for this reimbursement?

Please be advised that pursuant to Internal Revenue Code, reimbursements for dependent care are not subject to taxation when within certain limitations. Because of the federally declared disaster, Verizon is also taking advantage of certain additional sections of the Internal Revenue Code to avoid making payments subject to the cap in the current pandemic. So you will not see these reimbursements in your W-2, nor will you receive a form 1099.

While reimbursements to you will not be subject to taxation, we are not in a position to opine on the receipt of the payments and their taxability and would suggest that recipients seek guidance from their personal tax advisor.

14. My union offers dependent care reimbursements as well, am I eligible for both programs?

No, you cannot request reimbursements for both programs.

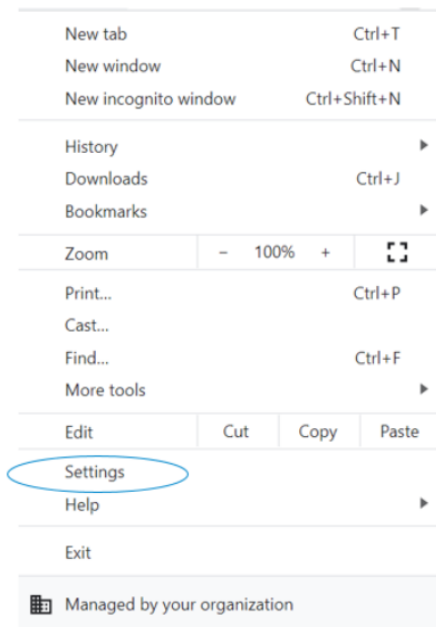
15. If I choose to use an at-center care provider or in-home care provider, am I eligible for reimbursements?

If there are registered/licensed at-center care providers or in-home care providers available to you, and you are negotiating those relationships on your own not via Bright Horizons, then you can submit a reimbursement request through this program.

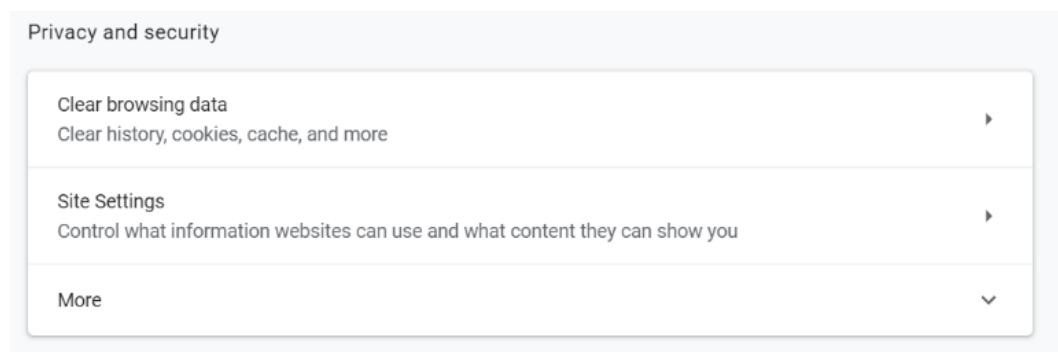
16. If I am experiencing access issues or I am unable to submit the request, what should I do?

While entering your request and the form freezes, please refresh the application and try accessing the form again. If you are still encountering issues, clear your cache, close all browser windows and then try accessing the form again.

To clear your cache, in Chrome, click on Settings;



Privacy & Security section, click on 'Clear browsing data'



Then, click on 'Clear data' to clear all history.

Clear browsing data

Basic Advanced

Time range Last hour

- ☒ Browsing history
Clears history and autocompletions in the address bar.
- ☒ Cookies and other site data
Signs you out of most sites.
- ☒ Cached images and files
Frees up less than 319 MB. Some sites may load more slowly on your next visit.

Cancel Clear data

Ensure your multiple browser windows are closed. You can access this form using all browsers.

Any other errors that are not resolved with the above tips, please email vz.backup.care.administration@verizon.com. Include a screenshot of the error with an explanation. One of our team members will respond to you within 24-48 hours.