

# **FREQUENTLY ASKED QUESTIONS**

**Tutoring Through Bright Horizons**



# FAQs: Overview

## Tutoring Through Bright Horizons

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

Bright Horizons provides access to tutoring for your child, including instant homework help in reading, math, science, social studies, and 3,000+ other subjects. There are additional options available for adult and college-aged learners, including yourself!

### Benefit Details

Get Tutoring Support

Visit <https://backup.brighthorizons.com>

Search for Tutoring through *Bright Horizons Back-Up Care*<sup>™</sup>

## TUTORING THROUGH BRIGHT HORIZONS

### Why did Bright Horizons add the tutoring option?

Bright Horizons continues to add and enhance services to meet benefit users' evolving needs. In response to the continued need for academic support, we have added the option to reserve tutors through *Bright Horizons Back-Up Care*™.

This enhancement allows those eligible to use the back-up care benefit to arrange personalized tutoring in 3,000+ subjects to help them or their child stay on track.

Learn more about our tutoring option here: <https://bh.social/TutoringFamily>

### Which ages are served by tutoring?

Tutoring is available for adult learners and dependents aged 5+.

### Who provides the tutoring?

Tutoring providers are selected based on their quality, learning platform, and breadth of topics. Varsity Tutors® and Sylvan Learning are two nationally recognized tutoring providers and our current partners for this program. Sylvan focuses on the K-12 learners and Varsity Tutors focuses on all ages and levels. At this time, tutoring for 18+ age groups is available only through Varsity Tutors.

### Which subjects are available?

Tutoring can assist you and your children and teens with reading, math, and more than 3,000 other subjects. Tutoring for learners 17+ also include the following popular subjects:

- College Learning: Calculus, Chemistry, Statistics, Accounting, and Computer Science
- Graduate School Entrance Exams: MCAT, LSAT, and GMAT
- Adult Learning: Spanish, Microsoft Excel, Public Speaking, ESL, Chess
- Professional Certifications: NCLEX, PRAXIS, SIE, CPA, Real Estate License
- Technical: Autocad, Python, PMP, Java, Adobe Illustrator

### How much tutoring is provided per reservation?

You will receive 4 hours of tutoring for each back-up care reservation.

### How much does tutoring cost through back-up care?

Any applicable copayments are collected by Bright Horizons or by your employer at the time of booking your tutoring reservation through the back-up care site. Visit the back-up care website at

<https://backup.brighthorizons.com> prior to reserving tutoring to learn about your employer's specific copay method.

### **How can I see and access tutoring through my Bright Horizons benefits?**

Tutoring can be accessed through the back-up care site (<https://backup.brighthorizons.com>).

### **Can tutoring hours be scheduled at different days and times?**

Yes! You receive 4 hours of tutoring for each back-up care use, and can schedule tutoring in 1-hour increments according to your or your child's needs. You can exchange as many uses as you'd like!

### **How long will tutoring hours be available?**

Tutoring hours are available for 90 days from the date when they are credited in your tutoring provider account.

### **Do I need to create a Bright Horizons Back-Up Care account to reserve tutoring?**

Yes, because you will request tutoring through the back-up care site. Log in or create an account at <https://backup.brighthorizons.com> to access this program.

### **Do tutoring requests count toward my back-up care use bank?**

Yes. Tutoring requests will be deducted from your back-up care use bank.

### **How do I schedule tutoring?**

View this interactive user guide to get a step-by-step overview of the process: <https://brighthorizons.nickelled.com/copy-tutoring-expansion-to-learners-18->

### **Can I request tutoring through the back-up care mobile app?**

Currently, tutoring requests must be submitted through the back-up care website.

### **When do I select the subject matter for a tutoring session?**

Within one business day of submitting a Bright Horizons Back-Up Care reservation for tutoring, you will receive an email from the tutoring provider with instructions on creating an account on their website. You can find a tutor and select the subject matter directly from that site.

### **Are same-day reservations available?**

Not at this time. Tutoring providers will respond within one business day of a reservation submission through the Bright Horizons Back-Up Care site.

### **Can I reserve the same tutor for multiple tutoring reservations?**

Yes. If you choose the matching option, you can continue to work with the same tutor (based on the tutor's schedule and availability).

### **Can I reserve tutors for myself and multiple children?**

Yes, you can reserve tutoring for yourself and any dependent ages 5 and up.

### **Can I reserve tutors on different subjects?**

Yes. Within one business day of submitting a Bright Horizons Back-Up Care reservation, you will receive an email from the tutoring provider with instructions on creating an account on their website. You can find tutors on the provider site you made the reservation with.

### **How far out can I reserve tutoring?**

Tutoring requests follow existing back-up care reservation policies for your organization, which is generally up to 60 days in advance. However, the exact date and time of tutoring sessions is not bound to that window.

### **What is the cancellation policy for virtual tutoring reservations?**

When you request tutoring through the Bright Horizons Back-Up Care site, you effectively “trade” a use of back-up care for tutoring hours. At that point, the hours are credited to your tutoring account and any adjustments to your tutoring schedule will be managed with the tutoring provider. The hours will remain in your tutoring provider account for 90 days and can be scheduled in small increments according to your needs.