

Bright Horizons - How to Use Back-Up Care

STEP 1: REGISTER FOR BACK-UP CARE

Online

1. Visit <https://clients.brighthouse.com/NSM>, under "Reserve Back-Up Care" select "Use It".
2. For first time users, under the "LOGIN" button select "Not signed up yet? Register Now" to enter your employer credentials:
 - Employer Username: **NSM**
 - Employer Password: **Benefits4You**
3. Use the **CREATE YOUR USERNAME** field to create a username for future access to the back-up care website. After registration, when you log in moving forward, you will access the portal with the new username you created.

Note: If your benefit eligibility cannot be confirmed, you can still register by calling 877-BH-CARES and your personal username and password will be delayed until confirmation is received from your employer.

By Phone

1. Call **877-BH-CARES (242-2737)** to speak with a care consultant 24/7.
2. You'll receive a confirmation email with a link to create a personalized username and password.
3. Log in to your account with your new credentials.

STEP 2: COMPLETE YOUR CARE PROFILE

On the home page, click on the blue "Create Your Care Profile" button and follow these steps:

1. **Fill Out Your Employee Profile:** Provide your relevant contact and employment information.
2. **Add Care Recipients:** Enter your relationship, care location(s), and health information, and download/complete any required care forms.
3. **Enable Authorized Contacts:** Add any adults (e.g., spouse/partner, grandparent, or friend) as an emergency contact and/or authorized to pick up care recipients.
4. **Enter Care Locations:** Let us know where you will typically need care.

STEP 3: RESERVE BACK-UP CARE

Access up to 5 annual days of back-up care at subsidized rates. Child care in a center is \$15 per child/day or \$25 per family/day. In-home care is \$6 per hour (4 hour min.) for well or mildly-ill children, adults, and elders. Reservations for back-up care can be made:

1. **Online:** Visit <https://backup.brighthouse.com>. Once you have completed your care profile, visit the home page and click on the blue "Make My First Reservation" button.
2. **By Phone:** Call 877-BH-CARES (242-2737) to speak with a care consultant 24/7.
3. **Via Mobile App:** If you're fully registered and have used care once before, search "Back-Up Care" in the [App Store](#) or [Google Play](#) and download the app to reserve care on the go.

Once care is reserved, you will receive a confirmation email. You may also indicate in your care profile that you'd like to receive care confirmations via phone.