Pet Backup Care

Here for your pets when you can't be

Find and book background-checked pet caregivers for dog walking, boarding, doggy day care and drop-in care. Need to travel for work? Sick doggo at home? Regular pet caregiver not available? Pet Backup Care is there to help your cats and dogs get the care they need while you're working.

Using Pet Backup Care is easy.

1 Log in to your Care account or register using the link or QR code provided below.

2 Select Pet Backup Care and follow the instructions to get your $150 code towards pet care services.

3 Go to our pet care partner site to book services and apply your code at checkout.

Wide-ranging coverage from our network of partners

- Serves more than **24,000 neighborhoods** with **96% local coverage** across the U.S.
- More than **500,00 pet caregivers** with **97% 5-star reviews**.

Enroll or login to book care today
bilh.care.com

Pet Backup Care
Frequently Asked Questions

When should I use Pet Backup Care?

Pet Backup Care covers times when you need to work and don't have pet care arrangements in place. This might include traveling for work, attending off-site or after-hours team events, picking up an additional shift, or anytime you just can't give your pets the care they need owing to work commitments.

Who delivers Pet Backup Care services?

Pet Backup Care services are delivered by background-checked pet caregivers through Care's network of partners, which includes more than 500K pet caregivers covering 96% of U.S. towns and cities and nine other countries globally. At this time, we are partnering with Rover to deliver these services, but plan to add other providers in the future.

What caregiver options are available through Pet Backup Care?

You can find services for both cats and dogs, including dog walking, boarding, doggy day care and drop-in care.

How do I use Pet Backup Care on Rover?

1. Login to your Care account and choose the Pet Backup Care option or register at care.com/yourbenefits.
2. Follow the instructions to use one of your Backup Care days to get a $150 code that can be used for any of the services available through Rover.
3. Go to Rover.com to create an account or login to an existing account.
4. Find and book services.
5. Apply your code at checkout.

Does Pet Backup Care have a co-payment?

No, there is no co-payment for Pet Backup Care. When you get your $150, you will have this full amount to spend on pet care services.

What if I change my mind and no longer want to get Pet Backup Care on Rover?

The transaction of using a Backup Care day for a Pet Backup Care code is final and cannot be reversed or refunded. We encourage you to visit Rover.com to see if you can find a suitable caregiver before using one of your Backup Care days.

What else do I need to know about how Rover codes work?

Rover codes must be used within 90 days of being generated. You can use a single Rover code for multiple transactions and services up to the $150 value of the code before it expires (e.g. multiple dog walks or days of doggy day care).

How is Pet Backup Care different from Pet Care Reimbursement?

Pet Care Reimbursement allows you to get reimbursed for using the pet caregiver of your choice for Backup Care, while Pet Backup Care gives you direct access to a large network of providers without having to pay out of pocket. While both options have their benefits, Pet Backup Care:
- Gives you greater overall dollar value for your Backup Care day - $150 for Pet Backup Care compares to $75 for Pet Care Reimbursement.
- Allows you to use a Backup Care day for pet care across multiple transactions and days.

Who can I contact with further questions?

For Rover account or pet caregiver issues, visit the Rover Help Center or contact their support team. For specific questions related to this benefit, contact your company's benefits team.

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