

FREQUENTLY ASKED QUESTIONS

Tutoring Through Bright Horizons



FAQs: Overview

Tutoring Through Bright Horizons

Your employer has partnered with **Bright Horizons**[®] 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

Register and Reserve Back-Up Care by visiting:

<https://clients.brighthouse.com/athome>

Download the App: Search "back-up care" in the [App Store](#) or [Google Play](#)

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®, Sylvan Learning and Revolution Prep are nationally recognized tutoring providers and our current partners for this program. Sylvan focuses on K-12 learners, Revolution Prep focuses on K-College, and Varsity Tutors focuses on all ages and levels. At this time, tutoring for 18+ age groups is available only through Varsity Tutors and Revolution Prep. In-person tutoring is also available through Sylvan at select facilities.

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?

It is 4 hours per Back-Up Care use, but users can schedule up to 12 hours of tutoring in one reservation. For in-person via Sylvan Learning, it will be 3 hours per 1 Back-Up Care use.

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 or mobile app. Visit the back-up

care website or mobile app 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>) or mobile app.

Can I use the Bright Horizons Back-Up Care app on my phone to make a tutoring reservation?

Yes! You can make your reservation more easily through the mobile app. To download, search "back-up care" in the [App Store](#) or [Google Play](#). Just select "Request Care" then select "Tutoring" to make your request.

Can tutoring hours be scheduled at different days and times?

Yes! You receive a number of 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?

You must schedule and use tutoring hours within 90 days.

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 or mobile app. Log in or create an account at <https://backup.brighthorizons.com> or through the mobile app 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?

It's easy to book tutoring through Back- Up Care.

Here are the steps:

- Login to your Bright Horizons Back-Up Care account (backup.brighthorizons.com)
- Click Tutoring and Select a provider
- Enter details regarding your address and student
- Confirm the exchange of hours, create or confirm profile details and payment method, accept terms and then check out/purchase the

credits

Bright Horizons will:

- Send a confirmation email with details about Tutoring and next steps

The tutoring provider will:

- Send an introductory email to you within 1 business day, which includes account set-up information and contact information for their support team (if needed)

You will:

- Create an account with the tutoring provider using the link provided in the introductory email.
- Select immediate 1:1 tutoring or scheduled tutoring.
 - Immediate tutoring provides a match within 1 minute (i.e., the first available expert in that subject area).
 - Scheduled tutoring displays a form on which the employee provides detail on their specific needs and scheduling preferences.

When scheduling tutoring, the tutoring provider will suggest a match (based on criteria provided) within 2 business days.

The employee can then schedule up to 4 hours (in one-hour increments) of tutoring directly on the provider 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 or mobile app. Once a tutoring provider has responded, users can request immediate tutoring, or schedule tutoring for a future date.

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 90 days in advance.

What is the cancellation policy for tutoring reservations?

When you request tutoring through the Bright Horizons Back-Up Care site or mobile app, 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.

What is the cancellation policy for in-person tutoring reservations?

Once booked, reservations cannot be canceled. However, you may be able to make special arrangements to reschedule through Sylvan Learning.

Questions?

Call the Bright Horizons toll-free number at 844-266-1525. Care consultants are available 24 hours per day, 7 days a week.