



LifeCare

Frequently Asked Questions for City of Tucson Employees

What is LifeCare?

LifeCare is a resource provided to City of Tucson employees, offering temporary solutions for employees and their families in childcare and adult care, for short term emergency situations that may otherwise keep the employee from being able to report to work.

What is a “short term, emergency situation?”

Examples include but are not limited to:

- Previously arranged childcare unavailable without notice
- Regularly scheduled adult care temporarily unavailable
- Caregiver has an appointment or is ill, weather or structural emergencies, etc.

How much is it?

Free! Employees are eligible for up to 3 days of emergency care at no cost, per household, each year.

There is a "Friends and Family" component of the program that allows employees to reimburse friends and family for caring for their loved ones when they are at work.

How does it work?

Call the LifeCare phone number, scan the QRC code, use the LifeCare app, or log in to the website – info on flyer (attached).

The employee has to be at work to use the benefit. LifeCare use is not permitted while the employee is on vacation or on leave of any kind.

Will I ever have to pay the City of Tucson back for using this service? Or if I use it, will it be documented in my personnel file?

No, and No. There is no fee to employees or their department for this service, and the use of LifeCare will not be recorded in the employee personnel file.

I have concerns about someone I don't know caring for my loved one...

Understandable. Our loved ones are important, and their safety is paramount to convenience. The intent of this emergency care solution is to alleviate the need for employees to scramble for last minute care, when they are required to report to work. The providers offered through this service are prescreened and placed according to the needs of the employee, and the unique care required.



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Care for those that matter most

Get reliable backup care for the whole family

BackupCare
Connection®

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Backup Care Connection®

We'll connect you to reliable care providers who are available – even at the last minute – to look after your loved one. Gain the peace of mind that comes with quality care you can count on, no matter what.

What is Backup Care Connection?

- **WORRY-FREE:** No more scrambling for help when you suddenly find yourself in need of backup care due to illness, weather, last-minute cancellations, or any other circumstance.
- **NO COST:** \$0 per day from our nationwide network of prescreened care providers. You're entitled to up to three days of backup care every year (per-household).
- **FLEXIBLE:** We recommend options, you choose which is right for your needs.
- **CONVENIENT:** We make sure you get the help you need, whenever you need it. Schedule ahead of time or in a pinch.

Plus, you can conveniently access your individual backup care activity anytime online by visiting the Backup Care Center under MyLife. Go now to schedule new care, review your current backup care visits status, check details of care that's been scheduled, submit for reimbursement and more.

Scan to Access



Life can be hard. Getting help is easy!

1-866-697-5202

Or log in now at <http://member.lifecare.com>
Registration Code: TUCSONAZ

Wherever you are in life, there's LifeCare.