

General Benefit FAQs

Q: What is my benefit?

A: Eligible Boston Scientific employees receive 10 backup care days per year to use for backup childcare, backup elder care or Joshin's specialized backup care services.

	Center Backup Childcare through Vivvi	Onsite Backup Childcare at BSC Centers	In-Home Backup Childcare	In-Home Backup Elder Care	Care Cash	Joshin
Description	Emergency backup care for when your regular child care plans fall through. Available at Vivvi's NY campuses or partner centers nationwide, close to home or work.	Emergency drop-in backup care at one of Boston Scientific's onsite centers. Backup care can be booked at Bright Horizons (Marlborough, MA) , New Horizon Academy (Maple Grove, MN) or New Horizon Academy (Arden Hills, MN) .	An in-home backup care option provided through a network of fully vetted caregivers.	In-home backup elder care provided through Vivvi's network of caregiving agencies. The person you are caring for does not need to live in your home, but the benefit is available only if you are the person taking off work to provide care.	Use Vivvi Care Cash for up to \$175/day reimbursement, less a \$10 co-pay per child, for backup care secured at Boston Scientific's onsite centers (New Horizon Academy Arden Hills and Maple Grove, MN, and Bright Horizons Marlborough, MA). A \$100 reimbursement is available for employees to make their own backup care arrangements through January 31, 2024. Beginning February 1, 2024, this option is only available if care cannot be secured through Vivvi, BH, New Horizons Academy or Bambino.	Joshin's program include: specialized in-home backup care, virtual coaching sessions, navigation support, and digital programs & community groups. For more information about each service, visit joshin.com/bsc .
Ages	Vivvi campuses: 0-5 Partner centers: 0-5, select centers ages 6-12.	0-5	0-12	Adults of all ages.	0-12 and adults of all ages	All ages
Locations	United States	Marlborough, MA, Maple Grove, MN & Arden Hills, MN	United States	United States	United States	United States
Uses	1 day covers 1 child. There is a co-pay of \$10.	1 day covers 1 child.	1 day covers 8 hours, up to 2 children. There is a \$5/hr co-pay per dependent; cap of \$10/hr	1 day covers 8 hours, up to 1 adult. There is a \$5/hr co-pay per dependent; cap of \$10/hr	Each full reimbursement covers 1 day. Partial reimbursements will be prorated	Visit joshin.com/bsc for details.
Access	Step 1: Register for your benefit Step 2: Complete your booking request here .	Step 1: Register for your benefit Step 2: Parents will coordinate backup care directly with the centers and pay out of pocket. Step 3: Submit for reimbursement from Vivvi (up to \$175) through the Care Cash program. See Care Cash for more details.	Option 1: Vivvi's Concierge Service. Vivvi will choose your caregiver. Complete your booking request here . Option 2: Choose your own caregiver. Download the Bambino app to book care. Get reimbursed for up to 8 hours and booking fees less your co-pay.	Step 1: Register for your benefit Step 2: Complete your booking request here .	Step 1: Enroll Step 2: Request reimbursement	Step 1: Sign up here .



Benefit Eligibility FAQs

Q: How do I know if I am eligible for this benefit?

A: This benefit is available for active employees who are not currently on leave.

Q: When can I use backup care?

A: The benefit is intended to be used on days that your regular child or elder care plans fall through and you still need to work. It is available to you during regular business hours. Weekends and evenings are not eligible, unless approved by your employer before booking. Employer-sponsored benefits are not available to you if you are not working.

Q. Are there any other exclusions I should be aware of?

No more than 5 consecutive days of backup care can be used.

Q: How do I enroll?

A: Please visit go.vivvi.com/bsc to learn more about your benefits and to register.



Backup Care FAQs

Q: What is Backup Care?

A: Backup care is designed to be used when your regular child & elder care plans fall through, for example your daycare or elder care center is closed, your child's school is closed but you still have to work, or your nanny calls out sick or is on vacation.

Q: What kinds of backup care can I access?

A: At one of Vivvi's campuses, our partner center locations throughout the U.S. onsite backup care at one of BSC's centers, in-home or through Care Cash reimbursement (select instances).

Q: What are the hours?

A: Vivvi's campuses are open for backup care from 8 AM - 6 PM, Monday-Friday. Partner center hours may differ slightly. Our in-home caregivers are available during business hours for 8 hour days.

Q: What ages is this for?

A: Center based backup care is for ages 0-5 while In-Home and Care Cash is for children ages 0-12 and adults of all ages.

Q. Can I use backup care for personal reasons?

Yes, you can use any of Vivvi's backup care options at your own cost. We recommend Bambino for sourcing qualified babysitters.



Backup Care FAQs

Q: How do I book backup care at one of Vivvi's campuses or partner centers?

A: Please visit go.vivvi.com/bsc to register for your benefit and access [our booking system](#).

You will be required to have an updated health form for your child on file before attending center based backup child care. We recommend having this form completed by your pediatrician ahead of time so that your child can join us when you have a last minute emergency.

Q: How do I book backup care at one of Boston Scientific's Onsite Centers?

Please coordinate care directly with the center. Pay for backup care out of pocket, and then submit your receipt and request for reimbursement through Vivvi Care Cash, less a \$10 co-pay per child.

First, enroll in Vivvi's Care Cash program [here](#). Next, submit your reimbursement after care takes place [here](#).

For backup care at New Horizon Academy (Maple Grove, MN):

Call 763-255-0980 or email 24@nhacademy.net

For backup care at New Horizon Academy (Arden Hills, MN):

Call 651-582-4229 or email 86@nhacademy.net

For backup care at Bright Horizons (Marlborough, MA):

Call 508-683-5122 or email bostonscientific@brighthorizons.com. They will confirm if space is available and provide you with the necessary information to set up your account in their system.



Backup Care FAQs

Q: How do I book in-home backup child care?

You have two options for reserving in-home backup child care:

Option 1: Vivvi will choose and coordinate care using one of our local agency partners. Reserve your backup care dates [here](#).

Option 2: Choose your own caregiver through Vivvi's partner, Bambino.

Download the [Bambino app](#).

- Create a profile
- Enter the referral code VIVVI (not promo code) when setting up your profile
- Choose an Elite Sitter (these sitters are background checked)
- Schedule care for the dates you need backup
- Pay your sitter
- Once your care takes place, submit your reimbursement request [here](#). Vivvi will reimburse you for up to 8 hours of care and any booking fees. If we do not already have your bank details, please securely submit that information [here](#).



Backup Care FAQs

Q. How do I book In-Home Elder Backup Care?

A: Please visit go.vivvi.com/bsc to register for your benefit and access [our booking system](#).

Q. My family has a preferred caregiver that is not part of the Vivvi network? Can they join?

A: Child care providers can apply to join the Bambino platform. For instructions please visit go.vivvi.com/bambino. If you have a preferred daycare center to recommend, please email us at backup@vivvi.com.

Q. When can I book?

A: Care can be booked up to four weeks in advance, and as late as the morning of, pending availability.

Q: How much does it cost?

A: Employees have access to 10 days per year. The majority of your backup care is sponsored, but there are co-pays as follows:

- Vivvi Center Network: \$10/day per child
- Onsite Backup Childcare at BSC Centers: up to \$175/day of your out of pocket costs are reimbursable, less a \$10 co-pay per child.
- In-Home Backup Child & Elder Care: \$5/hr co-pay per dependent; cap of \$10/hr
- Care Cash: up to \$100/day of your out of pocket costs are reimbursable. Care Cash can be used only when Vivvi Center Network, Onsite Backup Care at BSC centers, Vivvi In-Home or Bambino care is not available*.

**This requirement is waived for the month of January 2024 only*



Care Cash FAQs

Q: What is Care Cash?

A: Care Cash is a reimbursement of up to \$100/day for emergency child or elder backup care that you arrange on your own. It is to be used when your regular care plans fall through or are unavailable and can only be used if care cannot be sourced through Vivvi, one of Vivvi's partner centers, Bright Horizons Marlborough, MA, New Horizon Academy Arden Hills, MN, New Horizon Academy Maple Grove MN, one of Vivvi's In-Home agencies or Bambino.

Care used at Bright Horizons Marlborough, MA, New Horizon Academy, Maple Grove, MN or New Horizon Academy Arden Hills, MN is paid by the employee out of pocket, and reimbursed up to \$175 per day, less a \$10 co-pay per child, through Vivvi's Care Cash program.

Q: When can I use Care Cash?

A: Care Cash can be used on days you are working and your regular care plans are not available. Eligible programs include backup child care and backup elder care. Regular childcare expenses, after school and summer camp programs are not eligible for reimbursement. However, if your child's after school or regular child care plans are unavailable on a given day, you may submit reimbursement for an alternate backup option (e.g. a babysitter).





Care Cash FAQs

Q: When will I receive my reimbursement?

A: You will receive an email confirmation once your reimbursement has been processed. From there, you should expect to see the funds in your bank account within 5-10 business days.

We can only process reimbursement **after** care has taken place, just in case your plans change.

Q: How can I receive my reimbursement?

A: Direct deposit to your bank account or via a check.

Q: What care providers qualify?

A: A local babysitter, caregiver, daycare center provider or family member.

Q: What ages is this for?

A: Children ages 0-12 and aging adults/elders

Q: Do I need to show proof of payment?

A: Yes, please upload receipts with your reimbursement request. For the \$100 personal network option, you will be required to show proof that care could not be sourced by the options listed on the previous slide.



Care Cash FAQs

Q: How do I receive my reimbursement?

Step 1: Enroll once by securely submitting your bank details:

[US Employees](#)

Step 2: Coordinate care on your own

Step 3: Submit your reimbursement request [here](#)

Q: How often can I submit my reimbursement?

A: Please submit your care expenses within 5 days after the end of the month that the care took place.



Corporate Childcare Discounts

Q: I need regular child care. Does Vivvi offer this?

A: Yes! Vivvi and our partner centers provide child care and early learning for children ages 0-5.

Q: What is my corporate discount?

A: Boston Scientific employees receive 10% off their tuition at Vivvi, KinderCare and other select centers in our network.

Q. I am looking for a nanny. Can you help?

Yes, Vivvi partners with [The Bell Agency](#) to provide nanny placement services. Boston Scientific employees receive 10% off their placement fee.