



IN-HOME BACKUP ADULT CARE

The Johns Hopkins Health System Corporation/the Johns Hopkins Hospital

Johns Hopkins Hospital & Health System Corporation has partnered with Parents in a Pinch, Inc., a premier backup care specialist, to provide you with backup care services. Parents in a Pinch is happy to provide you with in-home backup adult care as one of your employee benefits. Just call 800-688-4697 and Parents in a Pinch will connect you with an adult care service provider. Backup adult care services include both companion and personal care services, such as meal preparation, light housekeeping, transportation, prompting for medication, and assistance with bathing, dressing, and ambulation.

frequently asked questions

Q: When is it appropriate to call Parents in a Pinch?

- When the regular caregiver is unavailable and your mother needs assistance with dressing, bathing, and ambulation
- When your grandfather is waiting for an opening in an assisted living facility
- When your father needs company to help him through the maze of doctor's appointments
- When your spouse/partner is recuperating at home from surgery and needs temporary assistance
- Anytime you have a gap in your adult care arrangements and you need to work

Q: Who in my family is eligible to receive care through my adult care benefit?

Your benefit extends to any adult dependent in your family or extended family for whom you have caregiving responsibilities, including:

- Your parents and your spouse/partner's parents
- Your spouse/partner
- Grandparents, aunts, uncles
- Your adult children
- You!

Q: When are the adult care providers available? When can I call?

Adult care is available in your home 24 hours/day, seven days/week. The Parents in a Pinch office hours are: Monday – Thursday, 7:00 a.m. – 8:00 p.m. EST, and Friday from 7:00 a.m. – 5:00 p.m. EST. As an employee of JHHSC/JHH, you also have access to a customer service representative on Sunday from 5:00 p.m. – 8:00 p.m. EST for care needed the following day. The more time you give them, the more likely they can make a perfect match.

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Brookline, MA 02446

www.parentsinapinch.com

617.739.KIDS

800.688.4697

617.739.1939 fax



Q. What is the process for arranging adult care?

- Call Parents in a Pinch directly at 800-688-4697 to request care. You must have already registered with the HR Service Center/Benefits Office before requesting care.
- Identify yourself as an employee of JHHSC/JHH.
- Parents in a Pinch will identify a provider for you who meets your specific needs, and the adult care service provider will contact you to finalize the arrangements.
- Once the care is received, Parents in a Pinch will bill your credit card at the appropriate hourly rate. In some instances, you will pay the caregiver directly.

Q. How much do I pay?

Hourly rates vary by location but typically range between \$15.00 to \$18.00/hour. In the Baltimore metropolitan area, the rate is \$15.00 per hour. In most cases, there is a four-hour minimum charge per day.

As an employee of JHHSC/JHH, you may use up to a combined total of 10 calendar days of childcare and adult care per contract year (July 1 through June 1). JHHSC/JHH will also reimburse you for a portion of the costs that you incur when using the backup adult care program. Depending on your annual compensation, JHHSC/JHH will reimburse you between \$4.00 and \$8.00 per hour. Simply fax the reimbursement form to Parents in a Pinch at 617-739-1939 and you'll receive the reimbursement at the beginning of the next month.

Q. What if my elder lives in another city?

Parents in a Pinch maintains a growing national network of adult care providers that meets established criteria for providing a high standard of care. Providers undergo a credentialing process, which includes gathering information on quality of care, assessing hiring and supervision protocols, verifying insurance and licensure requirements, and insuring high levels of customer satisfaction. While Parents in a Pinch cannot guarantee a provider in all locations throughout the country, they make every effort to meet the needs of your adult dependents, wherever they live. Providing information on location and type of care in advance increases the likelihood that Parents in a Pinch can provide the care requested.

Q. How does Parents in a Pinch screen their caregivers?

Parents in a Pinch's partner agencies maintain a rigorous screening process for caregivers. Depending on the type of care requested, caregivers may be certified nurse's aides, home health aides, or experienced adult care companions. All caregivers have prior adult care experience, excellent references, and must pass a criminal records check and social security verification.

Q. What if I need to cancel my request?

If you cancel after a provider has already been reserved for your job, your credit card will be charged \$35.00.