



**ACI**  
SPECIALTY  
BENEFITS



**STANFORD**  
UNIVERSITY

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Emergency Back-Up  
**Child & Elder Care**  
Orientation

# ACI Specialty Benefits



- Providing Emergency Back-Up Care to Stanford Employees since 1999
- Full-service international provider of EAP, Wellness, Work/life and Concierge services
- Started in 1983 by CEO Dr. Ann Clark, employee owned and operated
- 5,675,000 covered lives with provider network of over 40,000 licensed providers
- All programs are tailored for each client and include UNLIMITED services
- Ranked Top Ten EAP by Business Insurance Magazine



[www.acispecialtybenefits.com](http://www.acispecialtybenefits.com)



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# Program Overview & Benefits



- Background & security screening
- Referral process
- Program access
- Stanford dependent care subsidy
- Provider overview
- Program promotion

# Program Overview

## Who is eligible?

Stanford University faculty & staff - verified by "Stanford Who?"



## What is emergency child & elder care?

24/7 Access to back-up care referrals with availability checks locally & nationwide.

Subsidies from Stanford are available.

All care providers screened and licensed.



# Background & Security Screening



Stanford employees have access to ACI's nationwide network of quality, licensed child care centers and in-home care providers.

ACI continuously screens providers, they must be state licensed, board certified and background checks are performed.

# Emergency Child Care Referrals

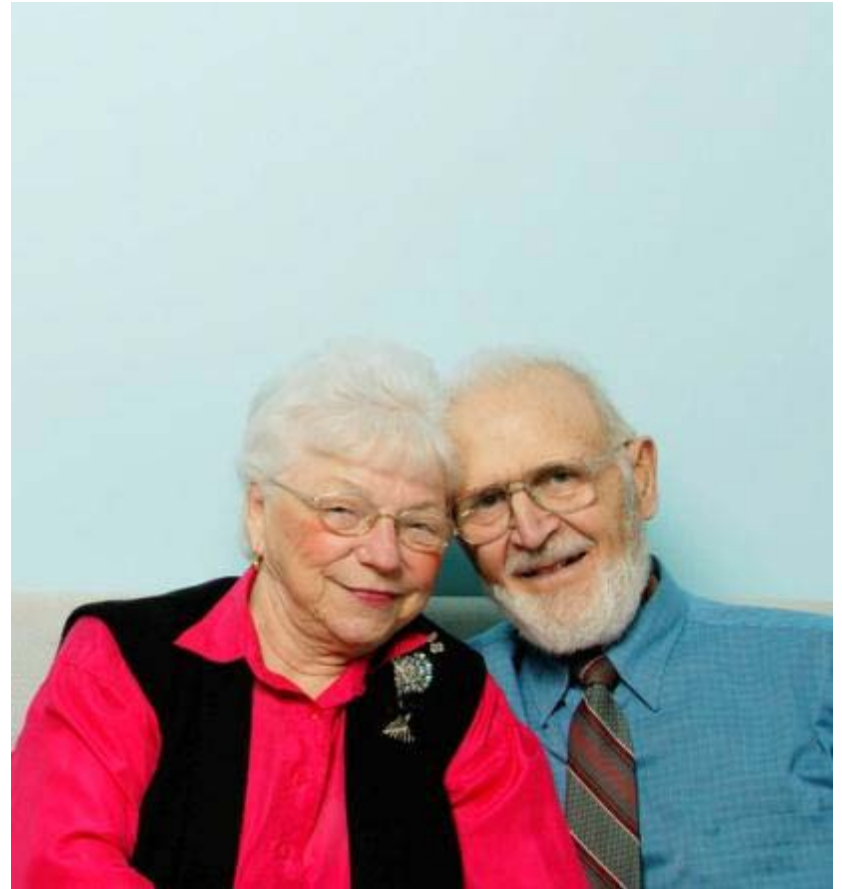
- Provider illness, vacations, transportation
- School days off & holidays
- Summer drop-in care
- In-home care
- Temporary care situations
- Screening & background checks performed





# Emergency Senior Care Referrals

- Senior day programs
- In-home care
- Temporary care situations
- Provider illness/vacations
- Transportation
- Emergency and respite care
- Back-up companionship programs
- Screening & background checks performed



# How the program works

1. Call ACI at **800-777-3319**, describe your emergency/back-up needs.
2. ACI researches and provides emailed referrals. ACI will leave the name of the Stanford Employee to available providers.
3. The Stanford employee contacts the care providers of choice.
4. Employee **submits the completed reimbursement form** to Stanford's WorkLife Department.





# Stanford Subsidy Program

Stanford Subsidy program helps offset the cost of emergency care by reimbursing up to a maximum of \$10/hour for \$160 total per year.

- University faculty and staff have a limit of 16 hours per year (or \$160 per year).
- Medical School faculty have a limit of 32 hours per year (or \$320 per year).

Reimbursement applies to only providers obtained through an ACI referral. It can be applied to agency registration fees as well as the actual cost of care.

*Reimbursement claim forms are included with every referral sent by ACI or can be obtained through the Stanford WorkLife Office. Normal processing time is 2 weeks. To check on the status of a claim, contact the WorkLife Office at 650-723-2660.*

*Subsidy payments are reported as taxable income on your W-2.*

**WorkLife** STANFORD UNIVERSITY

**Stanford University**  
Emergency & Back-Up Dependent Care Program  
Request for Reimbursement

CHECK HERE, if you have a new address.

Employee Name: \_\_\_\_\_ Employee ID No: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Faculty  Staff Day Phone Ext.: ( ) \_\_\_\_\_

**EMERGENCY DEPENDENT CARE EXPENSES**

Period Incurred	Name of Service Provider	Person & Age for Whom Service Was Rendered	# of Hours	Cost per Hour	Total Cost
____/____/____	_____	_____	_____	_____	\$ _____
____/____/____	_____	_____	_____	_____	\$ _____
____/____/____	_____	_____	_____	_____	\$ _____
____/____/____	_____	_____	_____	_____	\$ _____

GRAND TOTAL OF DEPENDENT CARE EXPENSES <sup>1</sup> \_\_\_\_\_  
 Dependent Care Provider Tax ID Number (EIN or SSN): \_\_\_\_\_

**Read Carefully:**  
 The undersigned participant in the plan certifies that all expenses for which reimbursement or payment is claimed by submission of this form were incurred during the Plan year while the undersigned was covered under the Stanford University Emergency Dependent Care Reimbursement Plan with respect to such expenses and that such expenses have not been reimbursed, or are not reimbursable, under any other benefit plan.  
 The undersigned fully understands that he or she alone is fully responsible for the sufficiency, accuracy, and veracity of all information relating to this claim which is provided by the undersigned and that the expense for which payment or reimbursement is claimed is a proper expense under the Plan. The undersigned also understands that this reimbursement is considered taxable income to the employee. The undersigned further understands that this reimbursement will be deducted from his or her maximum allowable subsidy.

Signature of Employee: \_\_\_\_\_ Date: \_\_\_\_\_

**Attach Receipt Here**  
 Attach(ies) for Dependent Care expenses must show: Provider of service, period covered, amount paid, and person and age for whom the service was rendered.

MAIL TO: WorkLife Office  
 Stanford University  
 320 Panama Street  
 Stanford Ca 94305-4110

Fax: 650.723.4181  
 Phone: 650.723.2660



www.acispecialtybenefits.com

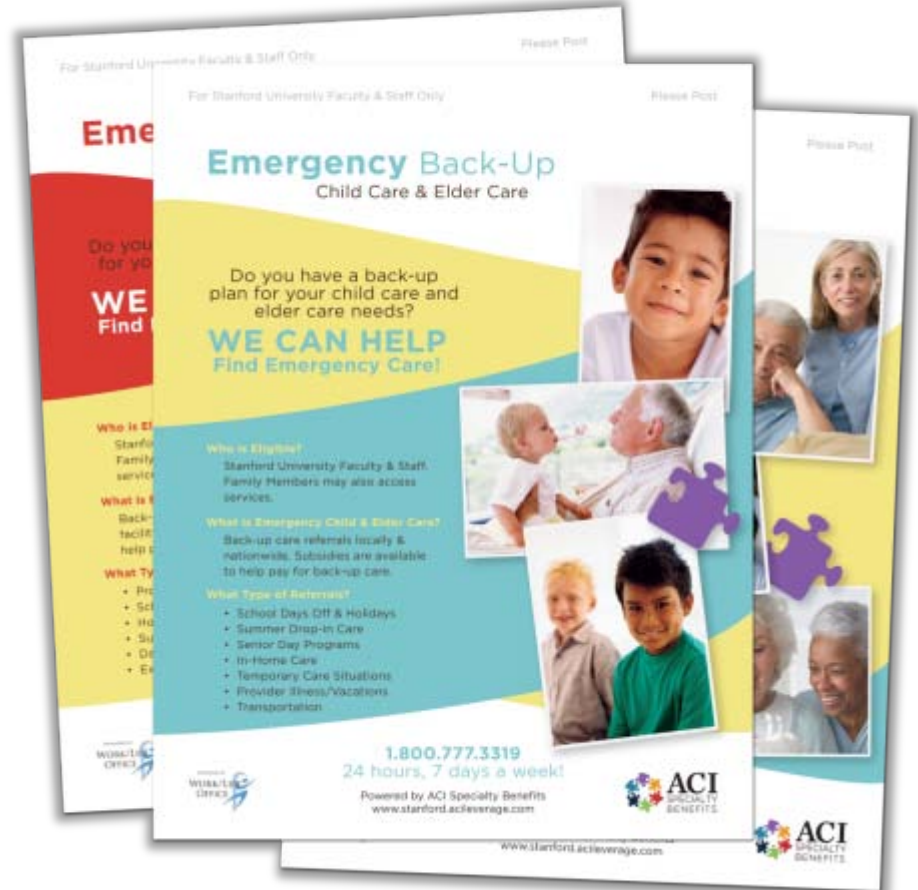


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# Program Promotion

Stanford's landing page  
<http://stanford.acileverage.com/>  
gives employees a brief overview of the  
benefit and access to:

- Emergency care flyers
- ACI Phone number & email



[www.acispecialtybenefits.com](http://www.acispecialtybenefits.com)



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# Program Access

- Stanford employees have access to the program **24/7**
- Medical answering service available for after-hours calls.
- On-call intake specialists are available.
- Multi-cultural / multi-lingual

<http://stanford.acileverage.com/>

1.800.777. 3319



[www.acispecialtybenefits.com](http://www.acispecialtybenefits.com)



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# Many Locations

Tell the intake person the most convenient location for care:

- Near work
- Near home
- Or in between





# Provider Overview



ACI will refer nationwide: selected in-home agencies, centers and family daycare homes that provide back-up and drop-in child care.

This service can be used if your regular caregiver is ill or on vacation or if your child is mildly ill.

Providers are screened, board certified, licensed and background checks are performed.

# Emergency Back-Up Child & Elder Care

## Contact ACI

Stanford Landing Page: <http://stanford.acileverage.com/>

Email: [info@acispecialtybenefits.com](mailto:info@acispecialtybenefits.com)

Call: 800.777.3319



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