

Family Care Benefits

Frequently Asked Questions

City of Memphis — Benefit for Active Employees

Program Overview

Q: What is the Family Care Benefit (Child Care, Senior Care, Pet Care, Housekeeping) Program?

A: This is a family care benefit funded by the City of Memphis to provide active employees with access to trusted, background checked caregivers for childcare, senior care, pet care, household services, and daycare and pre-school resources.

Q: Who is eligible for UrbanSitter Benefit?

A: All active City of Memphis employees are eligible, including full-time and part-time employees, as long as they are in active employment status.

Q: How much money do I receive, and how often?

A: The City provides **\$200 per year**, distributed in four equal installments of **\$50 per quarter**. Funds are added to your UrbanSitter account balance automatically at the start of each quarter — there is nothing you need to do to receive them. **Funds do not roll over and will expire after December 31. Any reimbursement requests must be submitted by December 31.**

Quarter	Period	Amount Available	Use-It-Or-Lose-It?
Q1	January 1 – March 31	\$50	Rolls over to the next quarter
Q2	April 1 – June 30	\$50	Rolls over to the next quarter
Q3	July 1 – September 30	\$50	Rolls over to the next quarter
Q4	October 1 – December 31	\$50	Funds expire at midnight, December 31

Q: Who is UrbanSitter?

A: **UrbanSitter** is the benefit program administrator. UrbanSitter offers a easy to navigate platform that allows employees to access a nationwide network of trusted background check caregivers and access to easily use the care credit funds allocated by the City for eligible childcare, daycare and other family caregiving expenses.

Eligible Expenses

Q: What can I use my UrbanSitter funds (care credit) for?

A: UrbanSitter funds are meant to support your overall family care needs. See the table below for examples of eligible resources.

Generally Eligible
Child Care- find a trusted sitter or nanny for afterschool care, weekdays, weekends, anytime or short-notice backup care.
Senior Care- find compassionate care for an aging parent or loved one who needs help with errands, appointment escorting, meal prep and more.
Pet Care- find a trusted sitter and or walker you can count on
Household assistance- Get help with cleaning, running errands and more
Day Care/Preschool resources- access to 200,000+ verified school programs

This list is illustrative, not exhaustive. Always check the UrbanSitter platform for background checked caregivers within an employees' network and to access verified day care centers licensed and approved or contact the Total Rewards Office.

Using Your Funds

Q: How do I access or spend my UrbanSitter funds?

A: Employees use the UrbanSitter platform (via website, or mobile app) to book and pay the requested caregiver. The platform is also used to submit a claim for Out of Network reimbursement for approved daycare centers. To submit for reimbursement, you will need to complete the reimbursement form and provide a receipt showing the date the daycare was utilized, amount paid, and the payment method used. This must be submitted within 60 calendar days via your UrbanSitter dashboard.

Q: What if I don't use all \$50 in a quarter — can I carry the difference into the next quarter?

A: Yes. Each \$50 quarterly amount can be combined with future quarters. However, any unused funds at the end of the plan year on December 31 are forfeited.

Q: Do unused funds roll over to the next year?

A: No. UrbanSitter funds/care credit do not roll over to the following year. Each quarterly \$50 allotment will automatically roll over. However, any unused balance at the end of the plan year on December 31 is forfeited. Employees should plan utilization accordingly to make full use of their allotment each year. All requested reimbursement must be submitted by December 31.

Q: Is the UrbanSitter amount taxable?

A: Yes. Because UrbanSitter covers a broad range of caregiving expenses beyond childcare, reimbursements are treated as taxable income and will be included on your W-2.

Eligibility Changes & Timing

Q: When will I be eligible for this benefit?

A: Eligibility Criteria:

o **Full-time** employees are eligible after:

- **3 months of employment**

- Defined as those working 30 or more hours per week.

o **Part-time** employees are eligible after:

- **1 year of employment**

- Must maintain a minimum of 20 hours per week (~1,040 hours annually)

Q: What happens to my UrbanSitter care credit funds if I leave City employment?

A: **UrbanSitter** eligibility ends on your last day of active employment. Any unused balance is forfeited, and any new reimbursements cannot be submitted for any caregiver services incurred after your separation date.

Q: Does part-time status change my benefit amount?

A: No. Both full-time and part-time active employees receive the same \$200 annual / \$50 quarterly benefit, provided they meet the plan's eligibility requirements.

Reimbursements & Support

Q: What documentation do I need to submit for Out-of- Network reimbursement (OON)?

A: If you pay for a daycare center listed on UrbanSitter, you can submit the reimbursement form and receipt within 60 calendar days via your UrbanSitter dashboard.

**Please note: Care Credits cannot be applied directly when booking daycare centers found on UrbanSitter, employees will instead pay for the care upfront and submit their eligible daycare expenses through the Out-of-Network reimbursement process. This allows them to still use their Care Credits toward eligible daycare services.*

Q: How long does it take to receive my reimbursement?

A: Approved reimbursements are paid via a Stripe Connect account within 4-6 weeks.

Q: Who do I contact with questions about the UrbanSitter benefit?

A: Contact the City of Memphis Total Rewards Office at 901.636.6800 or email benefitsquestions@memphistn.gov. For UrbanSitter Customer Support, contact them by emailing support@urbansitter.com or by visiting www.benefits.urbansitter.com

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