

FREQUENTLY ASKED QUESTIONS

Bright Horizons Family Concierge

FAQs: Overview

Bright Horizons Family Concierge

Your employer has partnered with **Bright Horizons**[®] to help you better manage your many work, family, and personal responsibilities.

Bright Horizons Family Concierge offers personalized guidance for families to manage, plan, and execute the best care and education choices for their unique needs.

Benefit Details

Access this free benefit by visiting your My Bright Horizons account and clicking on the Family Concierge pop-up: <https://clients.brighthorizons.com/wiss>

Questions? Call 1-888-874-0420

What is a Family Concierge?

A Family Concierge is a dedicated team member who can help you find, coordinate, and schedule the best Bright Horizons benefits solutions for child care, elder care, pet care, housekeeping, education enrichment, and more. This team member has extensive knowledge of your employer's Bright Horizon's benefits and will work closely with you to create a care plan, share ongoing best practices and as your family's needs change, help adapt your plan.

What professional experience does a Family Concierge have?

Our Family Concierge team members come from diverse backgrounds and experiences, from childcare providers and nanny agency owners to benefits and long-term care advisors, elder and disabilities care, counseling, and more. Their experience allows them to partner strategically with you to solve any family needs. Trained to listen to each family's unique needs, all our team members lead with empathy and strive to go above and beyond for each family.

What can a Family Concierge help me with?

Family Concierge can help with a wide variety of needs: ongoing or occasional child care, elder care, tutoring, housekeeping, camps, after-school care, and connecting you to other Bright Horizons benefits your employer offers. Your Family Concierge will also help you adjust your plan as your family's needs change over time.

How can my Family Concierge help me utilize my employer benefits?

Our Family Concierge team has comprehensive knowledge of all Bright Horizons benefits and solutions. They are well integrated in Bright Horizon systems and tools and can fully support you in researching, booking and registering for care options. Our team can help support any family care related requests but for all other benefits, such as medical coverage and financial planning, please reach out to your HR department.

How does it work?

Simply sign in to your My Bright Horizons account and click on the Family Concierge tile and answer a few quick questions so your Concierge can get started on your care plan. You can also email family.concierge@brighthorizons.com or call 1-888-874-0420 to schedule a time to speak with a Family Concierge.

How long is a typical conversation with a Family Concierge?

Our Concierges work with your schedule. If you only have a few minutes to send a text or a quick email, we'll work with that. We do recommend a kickoff call or video chat with your Concierge to make sure they have all the information they need for the care plan, and that typically lasts around 30 minutes.

What happens after our conversation?

You will receive an email letting you know your comprehensive, customized plan is ready to be reviewed in your My Bright Horizons account and next steps. If you do not have access to My Bright Horizons, you will receive an email with your care plan and next steps. Additional follow-up actions will vary based on your family's needs, but could include providing a list of suitable child care centers with openings, assistance scheduling back-up care, or help setting up a job description to search for long-term in-home care.

Can I speak to the same Family Concierge again?

Yes! Whenever you reach back out, you will be put in touch with the same Concierge so you can continue the conversation. We know that consistency and historical knowledge is key when it comes to planning for care.

What is the cost of Family Concierge?

There is no cost to you. Family Concierge is covered through your employer's Bright Horizons benefits.

How many times can I reach out to my Family Concierge?

There is no limit to the number of times you can reach out so please reach out as many times as you like in order to develop a care plan that best suits you and your family. Our team will go above and beyond for our families, we're happy to help!