Optum

Daycare Benefit Process Guide

Childcare Portal – Step-by-step process

Visit the **Proeves portal** and look through the Day-care options in your location by navigating the left panel on the home page.

If you have any queries regarding the near office / near-residence creche facility, please raise a **Query Request**

Proeves team will contact you within 48 hours to understand your Day-care requirements

In the meantime go through the **Deciding Day-care** tutorial to get equipped with information on how to choose a creche facility

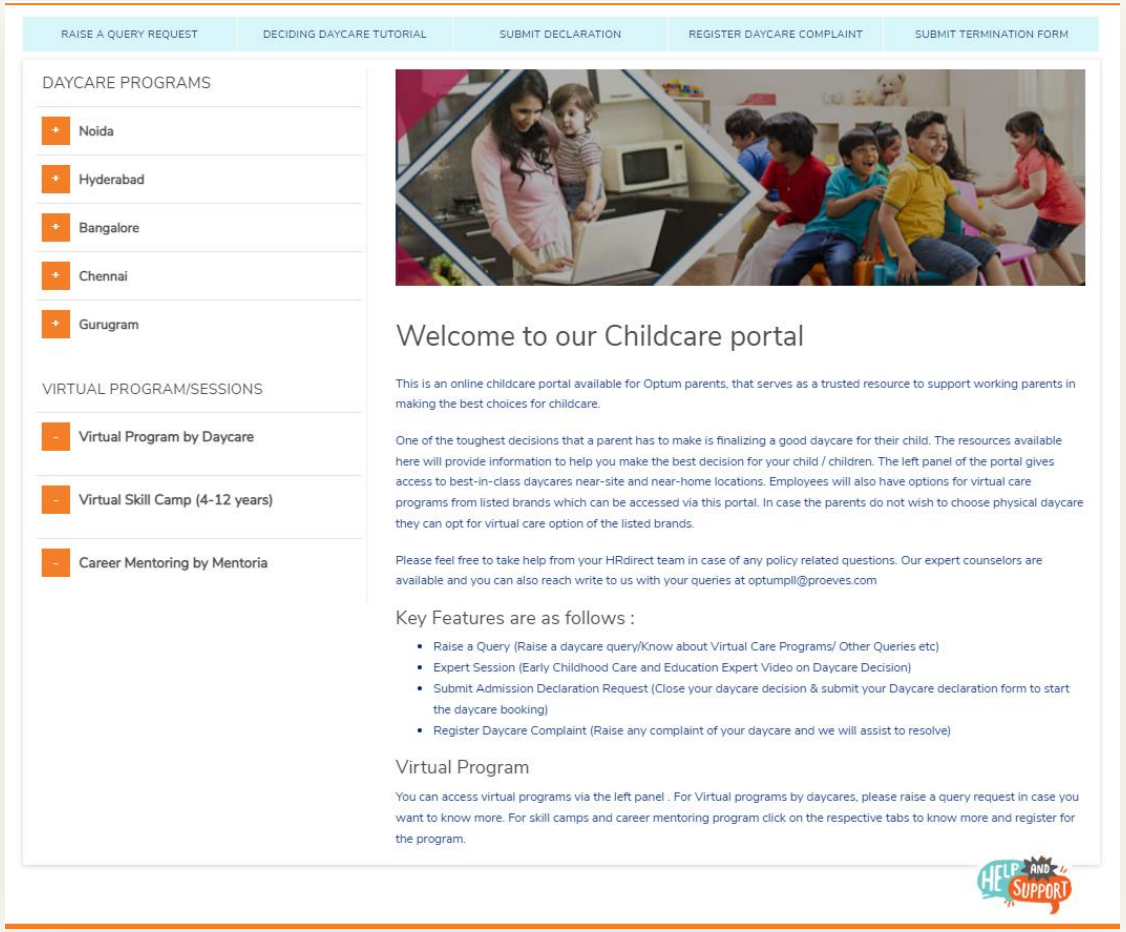
Visit the shortlisted day-care centre page on the portal and block an appointment to visit. Proeves team can help coordinate the same

Once user has chosen the centre , pls visit the portal and submit the **Admission Declaration Request**

The Proeves team will inform the centre about parents intent and organisation funding plans If any.

If you have any concerns about the services, you can register a Day-care Complaint

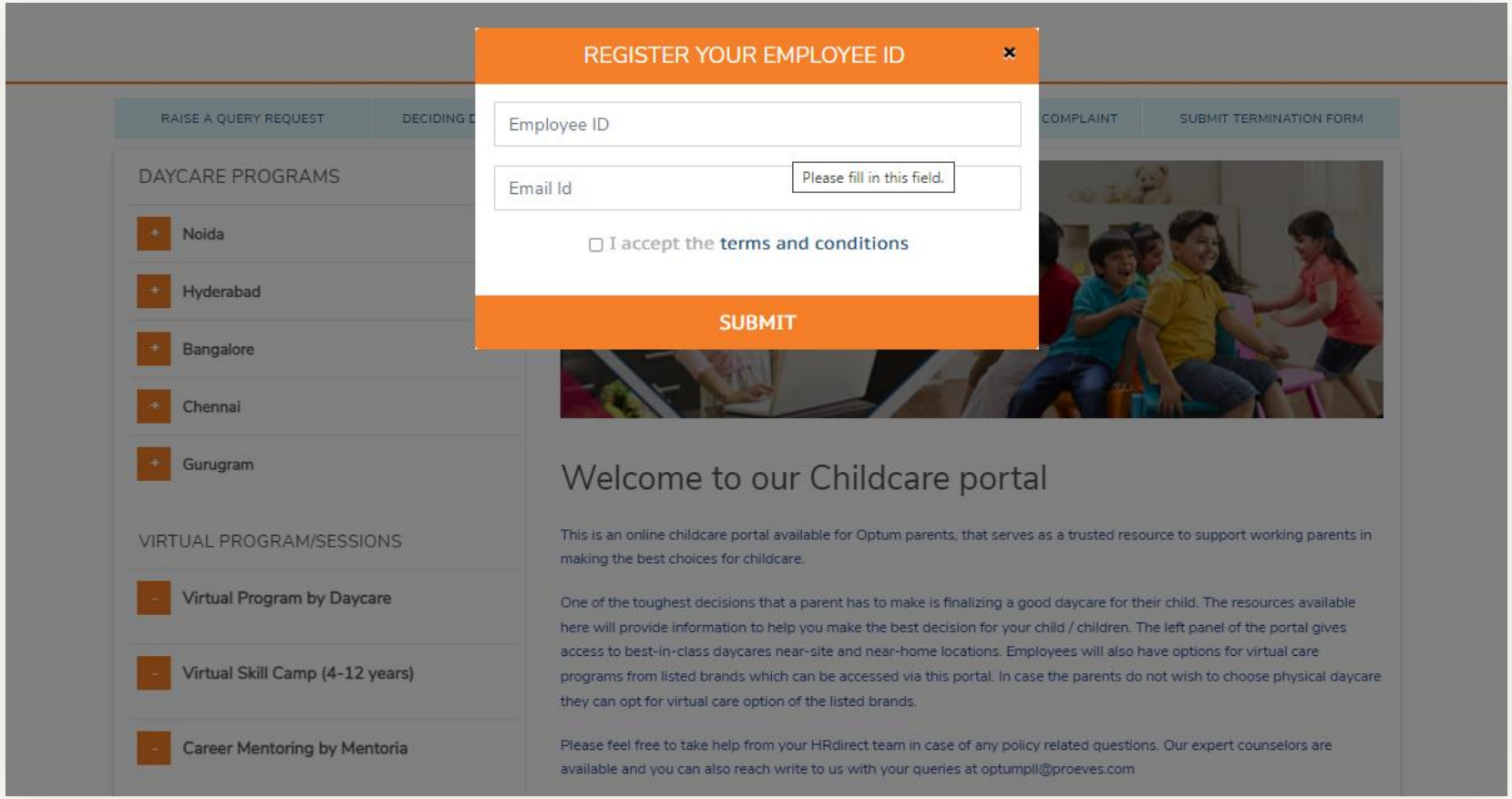
If you wish to stop daycare services you, need to submit the termination form so that the daycare can be informed about the same



© 2022 Optum, Inc. All rights reserved.

Childcare Portal

Login Process - How to Register?

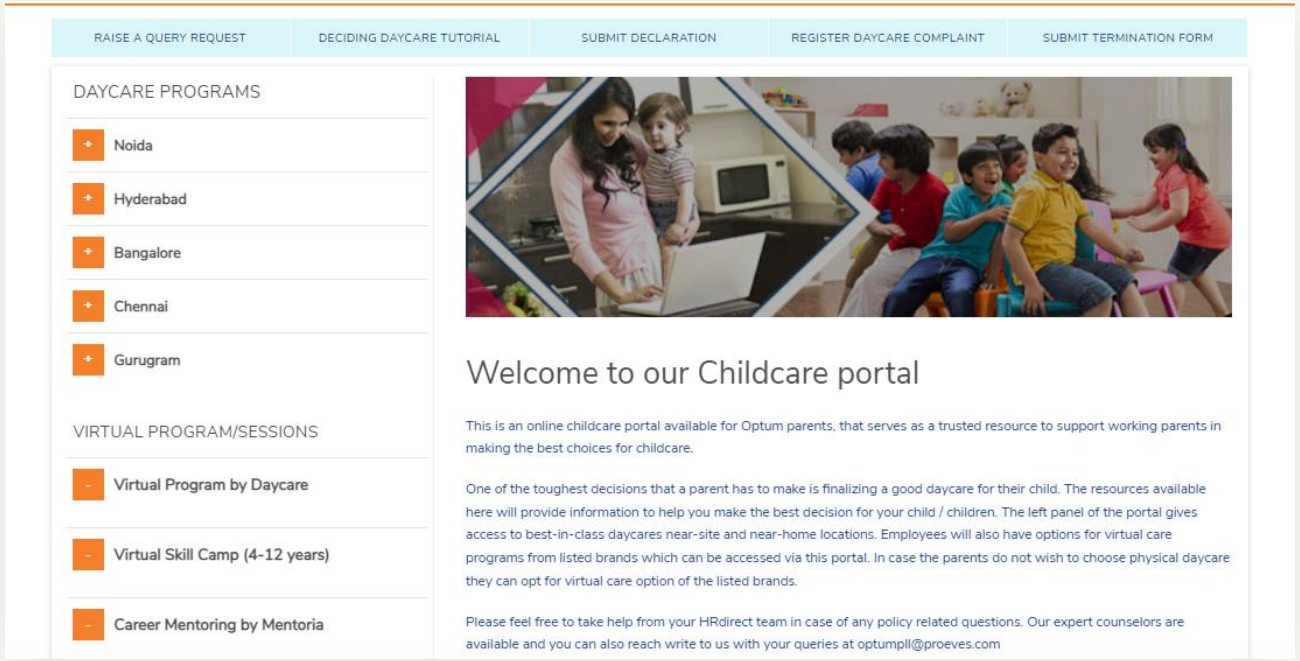


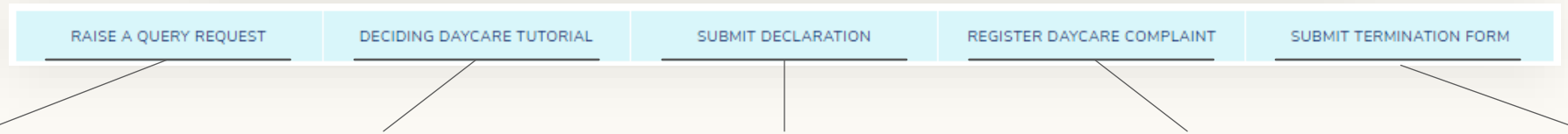
Enter your Employee ID, and Official Email ID. Once entered please submit the request and you will have access to the portal for purpose of browsing, seeking information and raising requests.

© 2022 Optum, Inc. All rights reserved.

Childcare Portal Home Page

What are the actions you can perform?





Raise service request by filling up the form

Discovery Support - Early Childhood Care and Education Expert Video on Day care Decision

Start admission process for daycare use by submitting admission declaration form

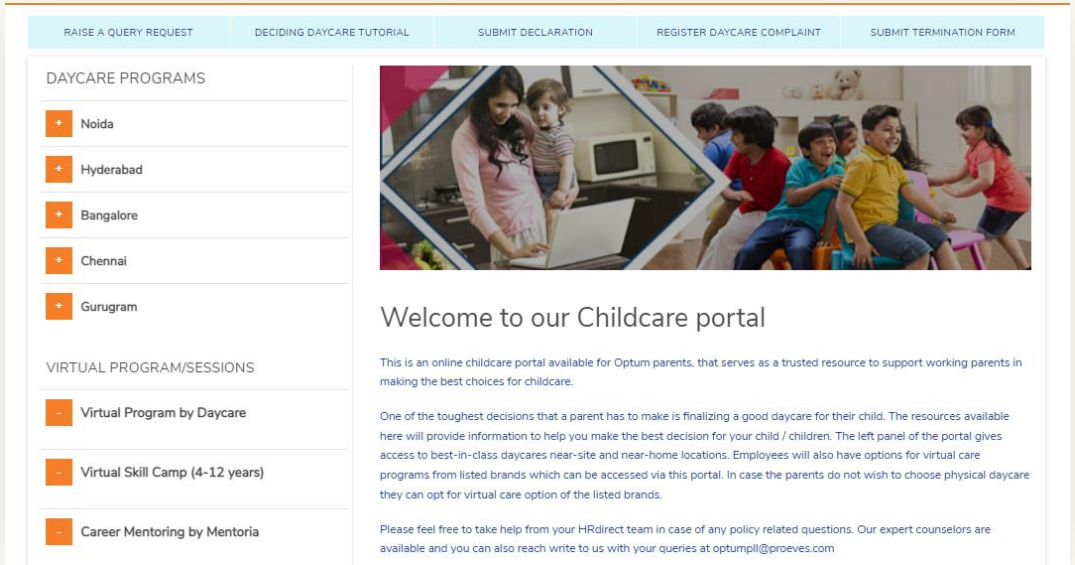
Submit complaint against daycare

For Exit – Visit the submit termination tab

Optum

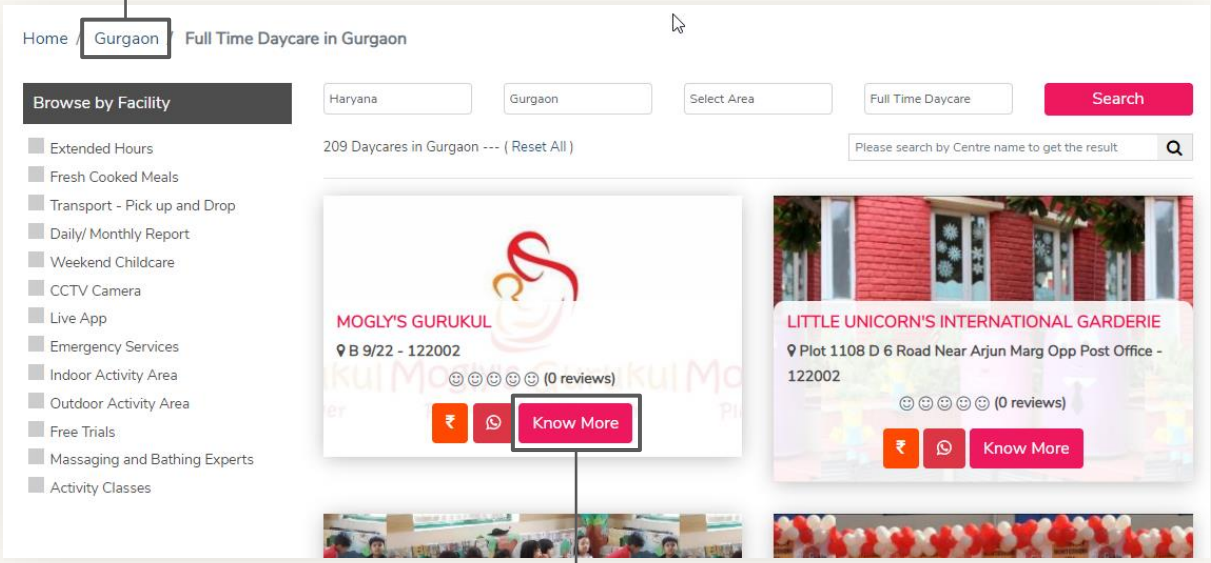
© 2022 Optum, Inc. All rights reserved.

Daycare Detailed Page - Access through the Daycare link



Location wise daycare list to explore & choose the best option for your child. Area wise & service wise options available to refine your daycare search further. Click on the tabs on the portal to know more.

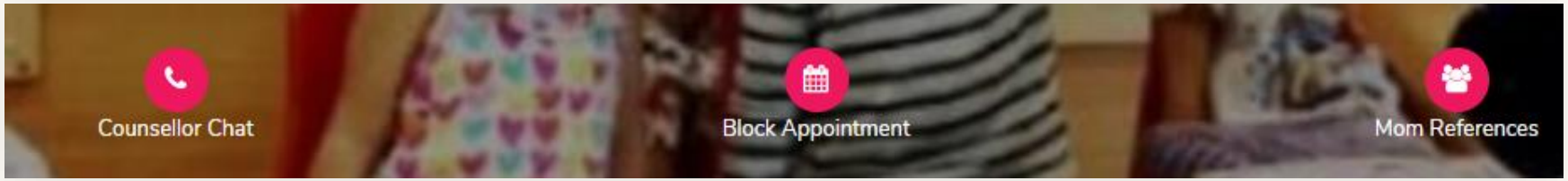
Page showing list of day cares for the selected location.



Click on Know More to visit the specific Centre page.

© 2022 Optum, Inc. All rights reserved.

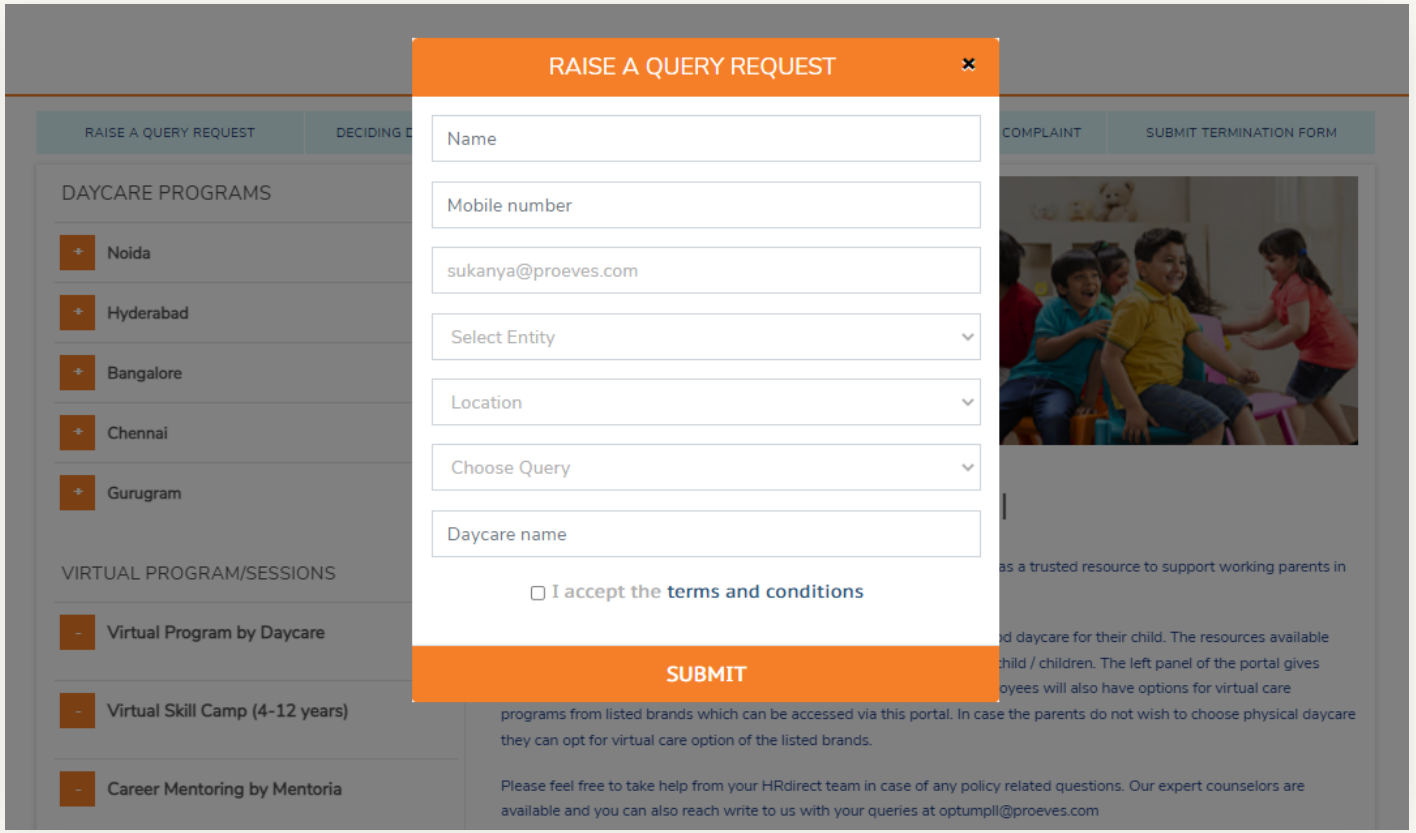
Daycare Detailed Page – Know More About the Centre



Raise a request for a counsellor chat, Raise a Mom reference request or Block Appointment for a visit to a daycare to make an informed choice by using the menu options provided.

© 2022 Optum, Inc. All rights reserved.

Daycare Detailed Page – Know More About the Centre

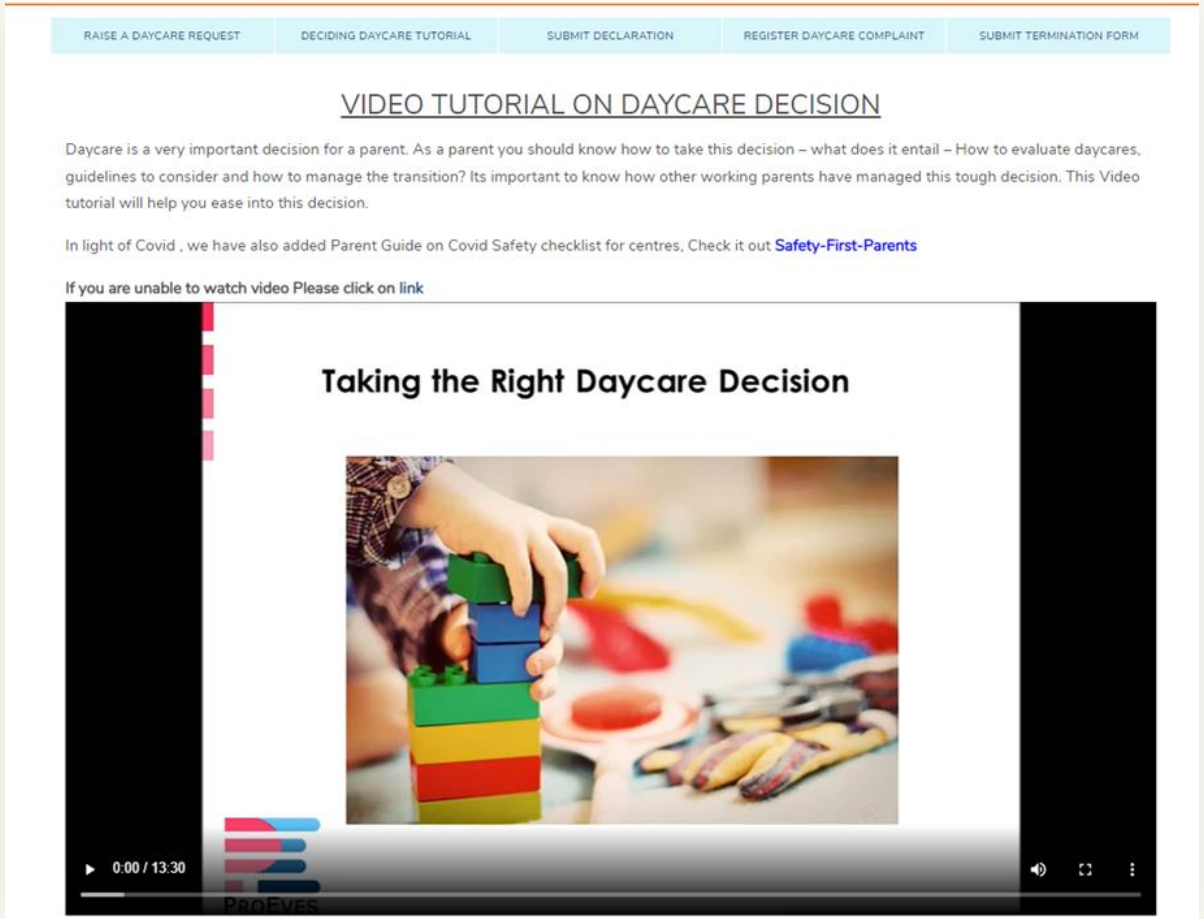


Submit the “Raise a Query Request”, to raise a query on starting daycare service – Physical or Virtual. You can also raise a query to learn about the Virtual skill camp or Career mentoring program.

Users need to fill up the form and submit, post submission, ProEves childcare counsellors will call you to discuss in the next 48 working hours.

© 2022 Optum, Inc. All rights reserved.

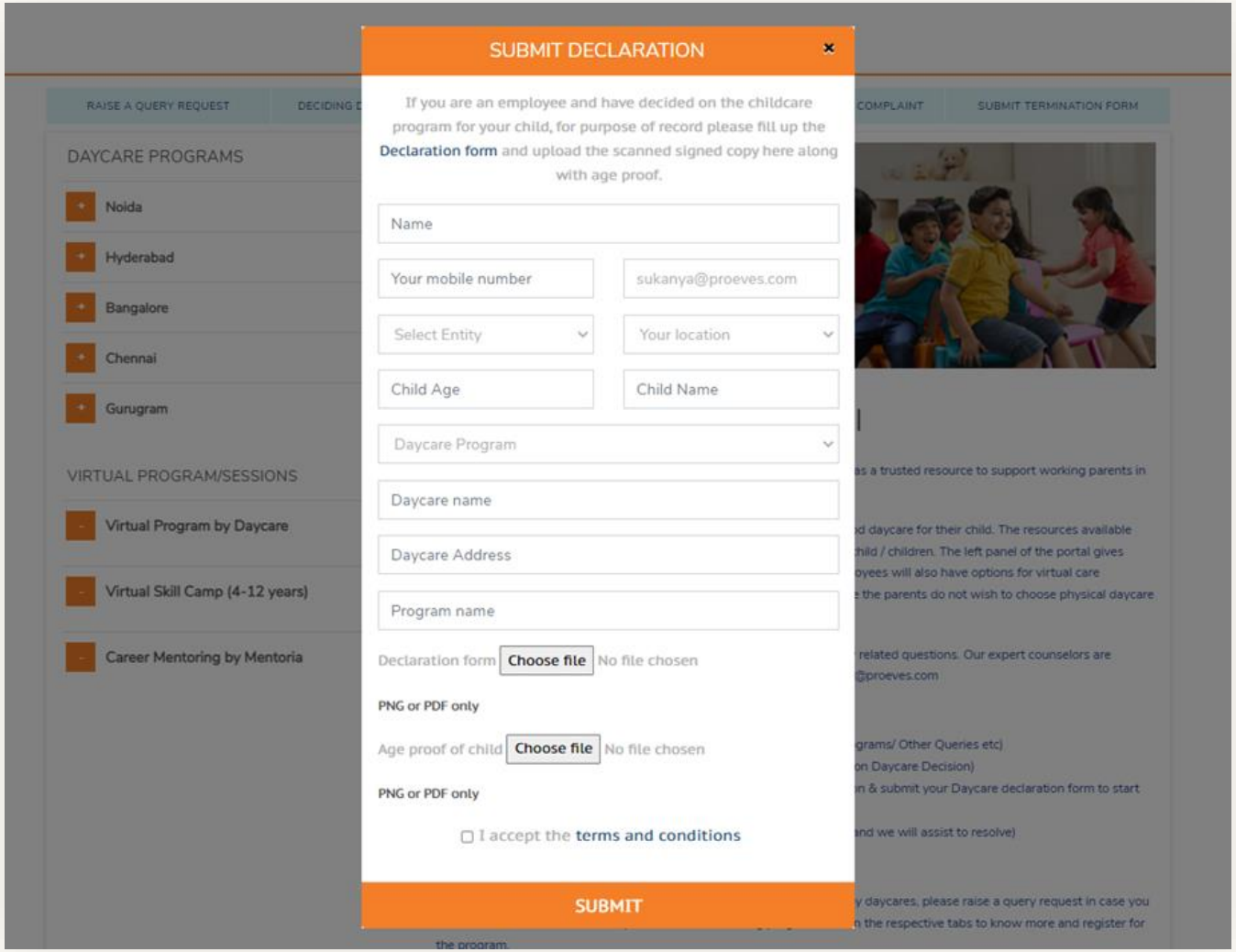
Deciding Daycare Tutorial



The “DECIDING DAYCARE TUTORIAL” tab in header menu, provides you access to tutorial on the Day-care Decision, all that you will need to know to choose the right daycare and deal/manage the day-care relationship

© 2022 Optum, Inc. All rights reserved.

Submit Admission Declaration Form

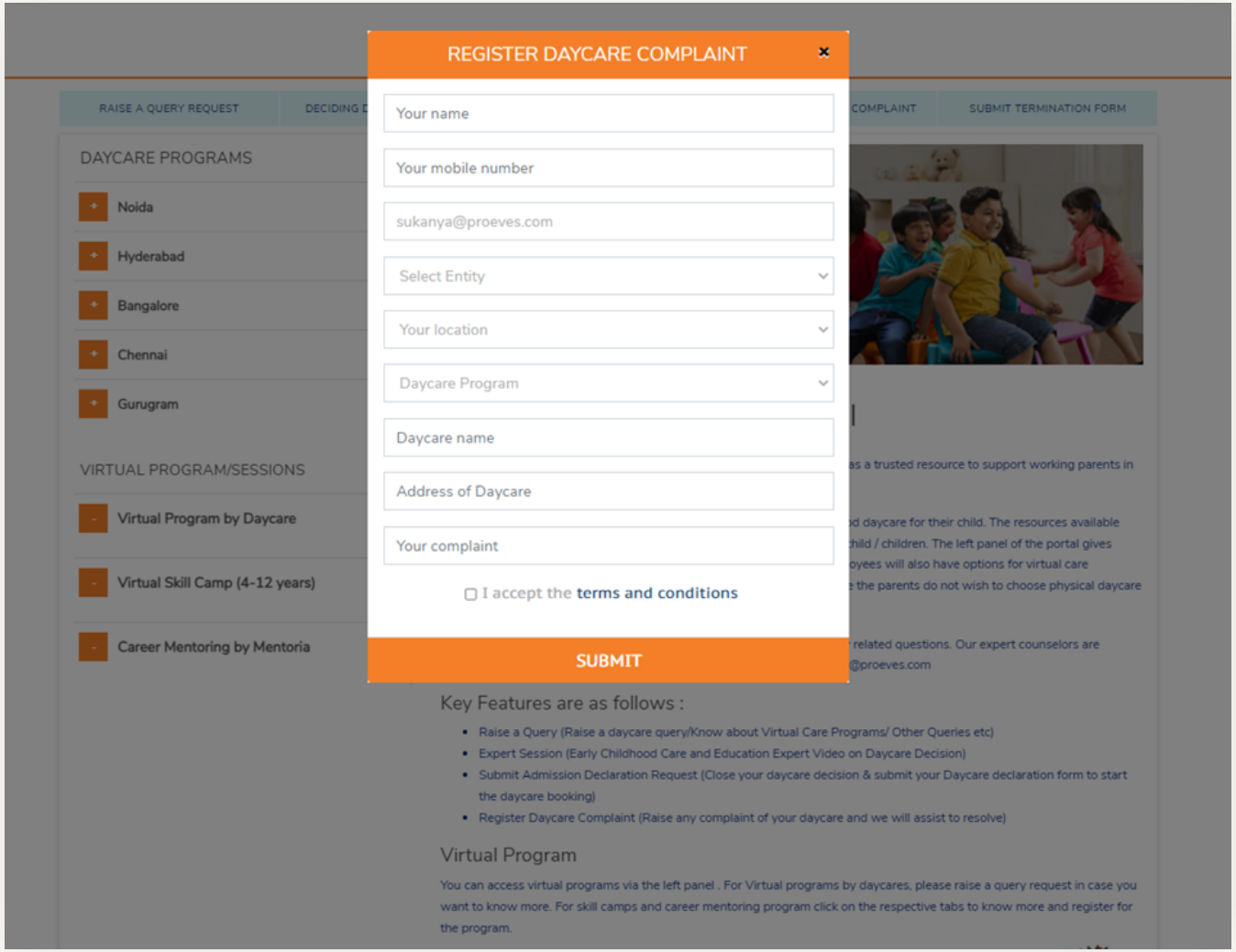


Users need to fill up the declaration form, this is a mandatory form to be filled. Please download the declaration form, sign it and upload here. This needs to be done when the user has decided to go ahead with admission for their child at a centre of their choice – Virtual or Physical Daycare. After receiving this form , the day-care centre will be informed about the parents intent to admit their child and funding details from corporate if applicable. TAT for this upto 48 hrs.

Note: This is a one-time activity at the time of the admission.

© 2022 Optum, Inc. All rights reserved.

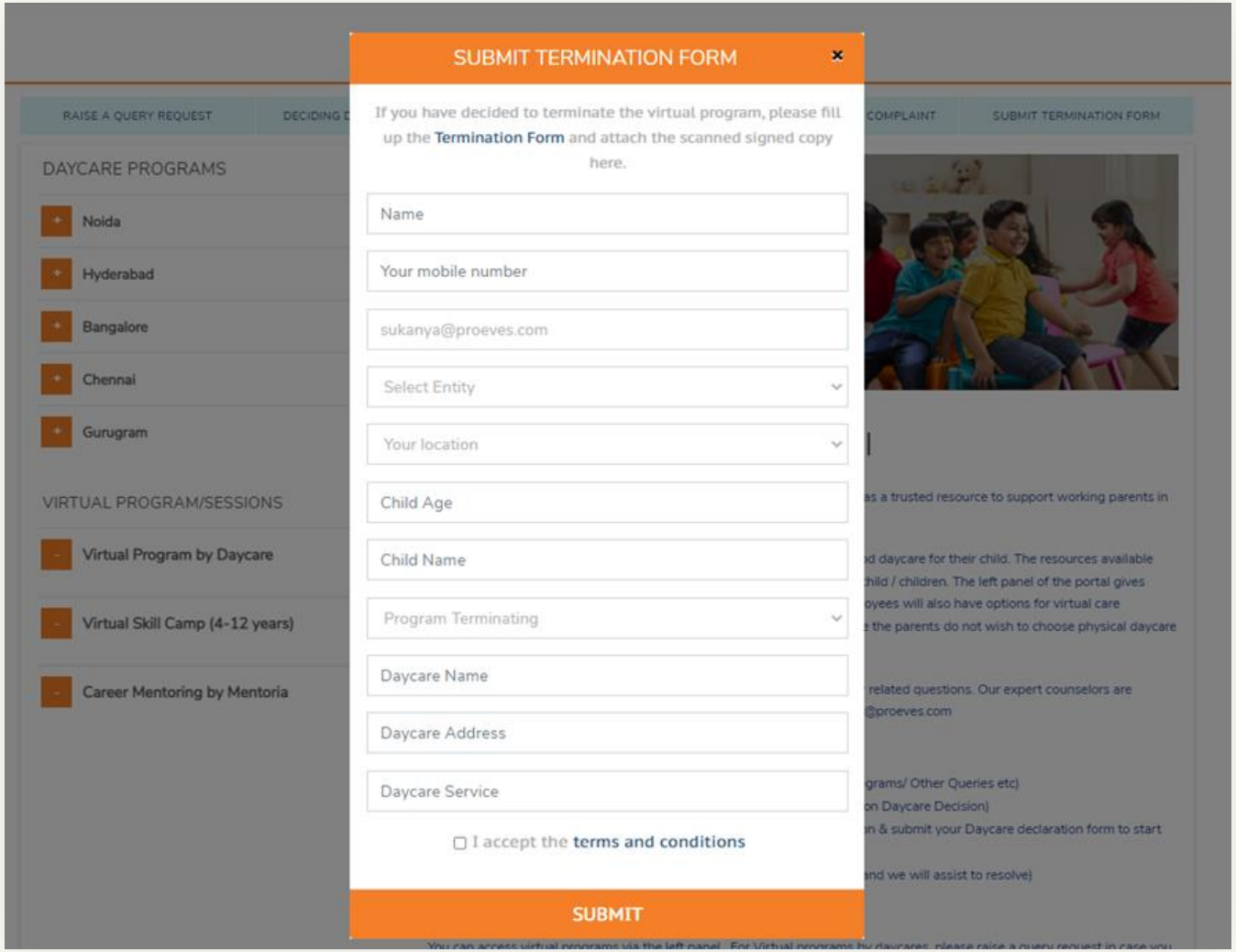
Submit Your Grievance



Register your grievance for the listed daycare through the portal. Users need to fill up the form and highlight their concern in detail. Post submission, ProEves counsellors will speak to the employee and get further details if required and then will take it up with the concerned centre for redressal.

© 2022 Optum, Inc. All rights reserved.

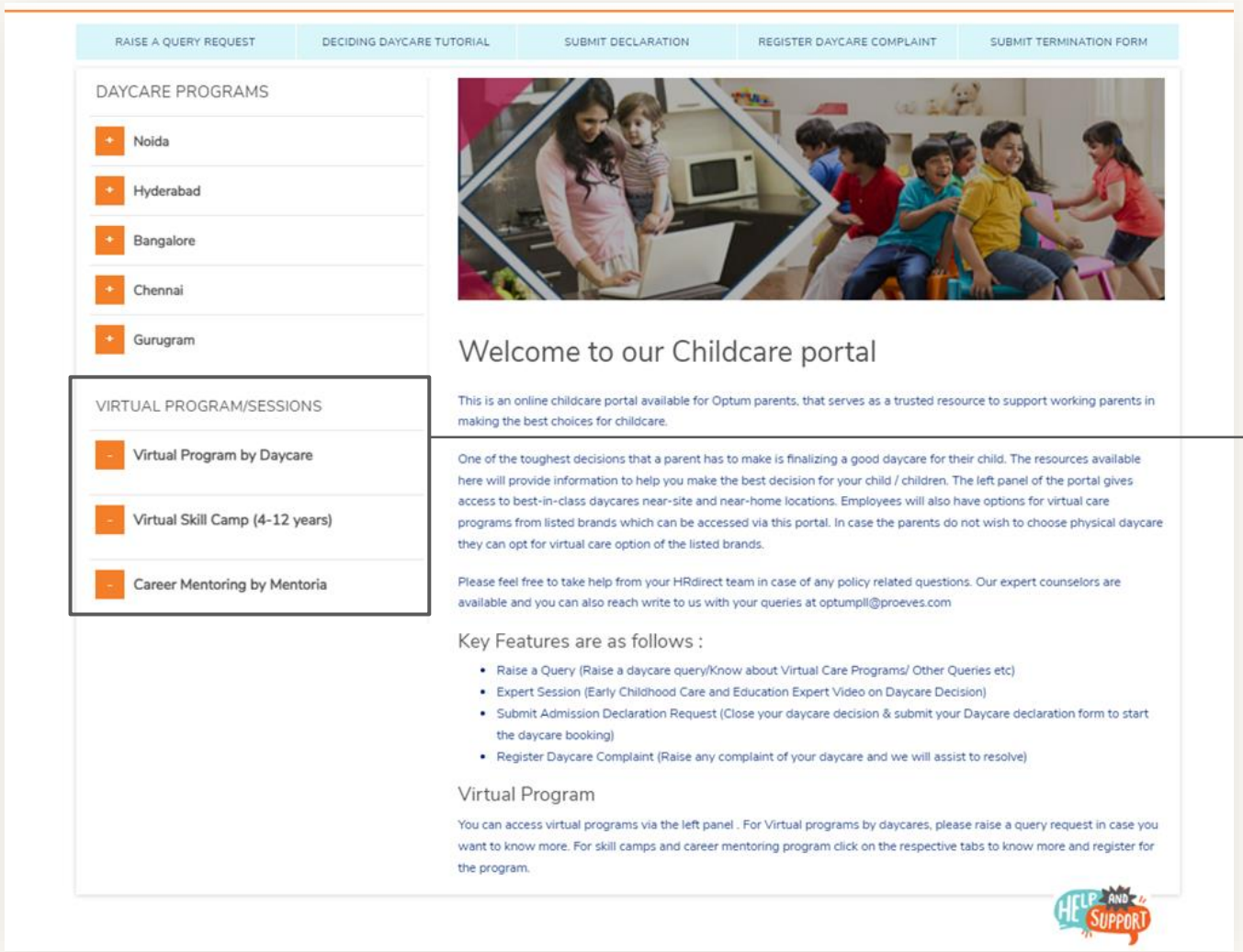
Exiting Daycare - Submit Termination Form



If the user wishes to stop daycare for their child , they need to submit the termination form so that the daycare can be informed about the same. This is an important step and forms an input for reporting back to the organisation as well. Please ensure you understand and adhere to the exit formalities of the daycare centre.

© 2022 Optum, Inc. All rights reserved.

Exiting Daycare - Submit Termination Form



Virtual Program options are also listed on the left panel of the portal home page. To know more about the virtual programs offered by daycares , click on the respective tabs to know about the programs and raise a daycare query request to know more. In case you wish to enroll your child of the virtual daycare program, admission declaration form will need to be filled and uploaded. This page also gives you access to virtual skill camps and career mentoring program. Please click on respective tabs to know more and register for the same.

© 2022 Optum, Inc. All rights reserved.

Optum

Thank you!

Please reach out us with your query

Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2022 Optum, Inc. All rights reserved.