

Frequently Asked Questions

Q. When is the crèche/ day care policy effective from?

A. The revision in policy is effective from 1st May 2022.

Q. Does the day care benefit policy apply to men and women?

A. It is applicable for working parents/men & women employees with children between the age group of six months to six years. This program is designed to be aligned with the Maternity Benefits Amendment Act, 2017.

Q. Can I avail the day care center benefit for my adopted child/ children?

A. Yes, you can avail the benefit for your child/ children as per the eligibility criteria. Including single parents or mothers.

Q. What's the difference between 'Near Site' & 'Near Home' day care facility?

A. 'Near Site' day care facility is a facility mandated under the Maternity Benefit Act, 1961 which is situated near the Optum India office sites. The cost incurred for providing creche daycare/creche facility (only) to the child of the beneficiary employee is fully borne by the Company. India office sites.

'Near Home' day care facility is a facility which is not mandated by the law but provided by Optum India, as a co-pay model at preferential fees, at various locations in Cities where Optum India has sites. This optional facility is being provided to enhance employee's experience. However, the "Near Home" locations/facility may be rolled back in case there are not enough participants.

Q. What is the number of seats available for Optum India employees at the different creche/ daycare centers – near site and near-home?

A. There are no seats blocked for employees, the seats are available on first-come-first-serve basis.

Q. Is there a provision of selecting the creche/daycare of my choice and getting it empaneled with ProEves under Optum's daycare benefit?

A. Several factors have been taken into account to choose the list of creche/daycare partners including statutory requirement. Therefore, employee must choose one amongst the listed partners only. Based on utilization and feedback, the network of creche/daycare partners will be reviewed and updated annually.

Q. In case of any grievances or issues with the Center, what do I do?

A. Please raise your grievance and issue on the ProEves portal. ProEves will work with you to help you address the grievance and issue with the center. Please go to the portal and use the '**Register Complaint**' tab to document your grievance.

Q. What if employee has already enrolled their child(ren) into a creche/daycare center? Can reimbursement option be availed?

A. This policy is effective May 1, 2022, for admissions on/ after May 1,2022, or your date of joining whichever is later. Any fees/ charges paid for a period prior to applicable effective date will not be considered for payment.

In line with the process, employee will have to access Optum's childcare management partner portal, register themselves and also submit necessary declaration forms along with requisite documents to avail the subsidy for the near site center.

Q. What is the timeline for admissions and exits?

A. Parents can enroll their child from either 1st or 15th of any month. In case the enrolment is before or on the 15th of the month, full month fees will be applicable. In case the enrolment is after the 15th of the month then half month's fees will be applicable. Optum will co-pay accordingly.

In case employee withdraws the admission on or before the 15th of the month, half month fees will still be charged. In case employee withdraws the admission after 15th of the month, full fees for that month will be charged. Optum will co-pay accordingly. Funding will thereafter be stalled.

Q. How can I exit? What is the process I need to follow?

A. This is required for eligible employees who had enrolled into this benefit and were getting financial or discount assistance. Employees would need to raise exit request and active child registration would be closed subsequently. It's prudent to raise the Exit request at least 4 weeks in advance. Payment/ refund terms as per the childcare center enrolled with will apply. Process detailed earlier in this document.

Q. How would the benefit be treated in case of an exit? Would it stop immediately or by the end of the month?

A. The benefit is applicable only till the last day of exit. It is mandatory to close all formalities related to daycare benefit also as part of Exit formalities.

Q. Are there any virtual learning options available for children?

A. Yes, the employees have the option to choose virtual care program provided by select brands in our network. The list of virtual care programs is also updated on the Childcare Portal.

However, parents can either choose virtual care (skill camps, career mentoring, etc.) or physical care (daycare/creche services) to receive support with fees/cost of program from Optum as per above policy. For additional programs, employees can avail self-paid option directly from service providers.

Q. Who will be the point of contact for all creche/ daycare related queries?

A. Optum has partnered with childcare service providers ProEves to support Optum employees. ProEves will manage the entire benefit process for Optum through the customized childcare portal.

Via this portal, Optum employees can also seek help from counsellors / get answers to queries related to creche/daycare facility. Employees can also email their queries to optumpll@proeves.com.

Internally: Employees can reach out to the HRdirect for escalation only.

Q. Is there a tax implication associated with the benefit?

A. As per the relevant provisions of the Income-tax Act, the daycare benefit extended to employees will be considered as a perquisite in the hands of the employees and will be taxed accordingly as per employee's income tax slab. This is to ensure due tax compliances are being done. The perquisite tax amount will have to be borne by employee. The perquisite tax amount will be calculated on the cost borne by organization as per applicable income tax slab based on employee's income.

Q. Is there a limit on the number of kids the employee can enroll for this benefit?

A. Up to 2 children