



HomeServices
of America

Frequently Asked Questions

Your Fertility and Family Building Benefit

What's included in my Progyny benefit?

Your Progyny benefit includes comprehensive fertility treatment and medication coverage for every unique path to parenthood, access to a premier network of fertility specialists, and personalized emotional support and guidance from dedicated Patient Care Advocates (PCAs).

What is a Smart Cycle?

To make your fertility benefit easier to use, we've bundled all of the individual services, tests, and treatments into the Progyny Smart Cycle®. Each treatment or service is valued as a portion of a Smart Cycle and expressed as a fraction, so you always know your benefit balance. The Smart Cycle is designed for comprehensive coverage. All standard of care services and technology needed for a treatment cycle are covered within the Smart Cycle. In-cycle monitoring, anesthesia, assisted hatching, genetic testing, intracytoplasmic sperm injection (ICSI), medications, and even the first year of storage are all included in a Smart Cycle authorization. That means you won't run out of coverage mid-cycle, and you can focus on the most effective treatment, regardless of cost.

Your benefit includes **2** Smart Cycles. You can utilize your Smart Cycles for whichever treatments you and your physician determine to be necessary throughout your fertility journey, until you exhaust your Smart Cycle balance.

I have questions about this benefit, how do I get started?

With your Progyny benefit you have unlimited access to PCAs that provide personalized support and guidance. To learn more and get started, visit progyny.com or call your dedicated PCA at: **833.210.4631**.

Who is eligible for the Progyny benefit?

Employees and their covered spouse or domestic partner enrolled in an eligible plan are eligible for the Progyny benefit.

How can I find a Progyny in network provider?

You can search for an in-network provider and find our list of in-network labs at progyny.com/find-a-provider. This search tool includes detailed information for each Progyny in-network clinic, including provider profiles with demographics, sub-specialties within fertility, and other unique practice characteristics. Alternately, your dedicated PCA can assist you with finding an in-network provider by calling Progyny at **833.210.4631**.

What If I am currently seeing a fertility specialist?

We want to ensure that you do not experience any disruption in care during this transition period. If you are currently undergoing or seeking to begin a fertility treatment, please contact Progyny toll-free at **833.210.4631** to speak to a PCA, Monday through Friday from 9 am – 9 pm ET.

Your Menopause and Midlife Care Benefit

What's included in my Progyny Menopause & Midlife Care benefit?

Your benefit includes access to menopause specialists through virtual appointments to address your specific symptoms due to hormonal changes. You'll receive a personalized treatment plan offering hormonal and non-hormonal options, along with care for nutrition, weight management, sleep support, and mental health. In addition, you'll have unlimited access to a Menopause PCA who will provide care coordination, emotional support and guidance, and personalized coaching. Your care will be supported by the Progyny member portal where you can access educational content, schedule appointments, and communicate with your Menopause PCA.

How do I know if this is right for me?

Progyny Menopause and Midlife Care is individualized, and will be based on your symptoms, medical history, and personal goals. Symptoms may include weight fluctuation, anxiety, insomnia, brain fog, fatigue, joint pain, and hot flashes. If you are experiencing any changes or symptoms, contact Progyny to connect with an expert to find out how they can help you get back to feeling your best.

Who is eligible for the Progyny benefit?

Employees and their covered spouse or domestic partner enrolled in an eligible plan are eligible for the Progyny benefit.

Does the benefit cover in-person care?

Your menopause provider will work with you to ensure you're up to date with any necessary care such as Pap smears and mammograms. If you need testing, you can be referred to a lab near you. Your provider will always discuss any of this with you as part of your care plan.

Why do I need to see a menopause trained provider?

Progyny's menopause providers are experts in perimenopause and menopause. They will review the solutions that fit best with your lifestyle and needs. These solutions include hormone therapies, non-hormonal medications, supplements, and lifestyle protocols, such as nutrition plans, acupuncture, and mental health support. These providers also offer convenience through online scheduling, appointments, and messaging.

How can I book an appointment?

Once you've activated your benefit you can log into your member portal [online](#) or through the Progyny app to schedule with a provider. If this is your first appointment, you will be asked to complete an assessment so your provider can understand where you are in your journey and prepare for your first visit. If you encounter any issues logging in, please call your Menopause PCA.

What does this cost?

All services are subject to your financial responsibility based on your medical plan, which may include deductible, coinsurance, copayment, and/or out of pocket maximum. Your Menopause PCA will review coverage details with you during enrollment and as needed.

I have questions about this benefit, how do I get started?

With your Progyny benefit you have unlimited access to Menopause PCAs that provide personalized support and guidance. To learn more and get started, call your dedicated PCA at: **833.210.4631**.
