



Frequently Asked Questions

Prepared for HomeServices of America

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.
