Your Progyny Benefit

Baxter Credit Union Member Guide

2026 Plan Year

progyny

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Introduction to Progyny

Meet Progyny

Progyny is a transformative fertility, family building, and women's health benefits solution designed for you and your family. We envision a world where everyone can realize their dreams of family and ideal health. Your Progyny benefits include comprehensive coverage for the services you need, access to care from top providers, concierge support from your own care advocate or coach, and expert resources to empower a healthier journey across life's milestones.

To be eligible for Progyny benefits you must be enrolled in an eligible medical plan through your employer. Review this Member Guide to understand what services are covered under your benefit.

Contact Progyny at 833.233.0874 to learn more.

Highlights of Your Benefit

Preconception and Trying to Conceive

Personalized clinical education, testing coverage, and digital resources to optimize your reproductive health

Whether you or your partner are trying to conceive, learning about your family building options, or looking to better understand your reproductive health, Progyny is here to support you every step of the way. Connecting with your own dedicated preconception coach and getting started with our exclusive digital resources are the first steps on your journey. Call Progyny and reference the *Preconception and Trying to Conceive* section to learn more.

Fertility and Family Building

Coverage for fertility and family building services from top fertility specialists paired with unlimited concierge support

Your benefit has been specifically designed to give you the best chance of fulfilling your dreams of family. With Progyny you have comprehensive fertility treatment coverage leveraging the latest technologies (including male infertility services), with access to a premier network of top fertility specialists (reproductive endocrinologists and reproductive urologists). Progyny members receive unlimited support and guidance from a Progyny Care Advocate (PCA) with expertise to support all paths to parenthood inclusive of adoption and surrogacy. Contact Progyny to activate your benefit and learn more about covered services in the *Fertility and Family Building* section.

Menopause and Midlife Care

Provides personalized coaching, care support, and access to menopause specialists across all 50 states

This program is meant to help you find relief from symptoms related to perimenopause and menopause, including hot flashes, weight fluctuations, and insomnia. Your benefit includes convenient access to menopause specialists to help you get back to feeling your best. You'll work with your provider to create a personal treatment plan to address your symptoms through hormonal and non-hormonal methods, as well as care for nutrition, weight management, sleep support, and mental health. Contact Progyny to access care and reference the *Menopause and Midlife* section to learn more.

Get Started

Contact Progyny to learn more about your benefit and start the program that is right for you.

- **Call Progyny at 833.233.0874.** You can reach your care team Monday to Friday from 9 am ET to 9 pm ET.
- **For digital access,** visit progyny.com/benefits to explore more.

PCAs speak several languages, and we utilize a medical translation service for real-time (live) telephonic interpretation in over 200 languages.

If you have a hearing or speech impairment and use Telecommunications Relay Services (TRS) or Text Telephone (TTY), dial 711 to connect with a TRS operator. Oral interpretation services or alternative formats of materials are also available for members with special needs. Contact Progyny for assistance.

Fertility and Family Building

Preconception and Trying to Conceive

Preconception and Trying to Conceive

Growing your family can feel overwhelming and we want to support you every step of the way. Whether you're trying to conceive, planning to start trying soon, or if you want to learn more about your family building options and benefits, we are here to help.

Progyny connects you with our team of nurses to provide clinical education, support, testing, and referral services wherever you are in your path to parenthood.

Eligibility

Progyny's Preconception and Trying to Conceive program is available to employees and their eligible dependents enrolled in an eligible medical insurance plan. Contact Progyny to confirm eligibility and get started.

Personalized Coaching

Throughout the program, you will have regular check-ins with your preconception coach who will provide you with personalized education and support. You can also reach out to our clinical experts whenever you need additional support through phone, email, and secure message. You also have access to support from Registered Dietitian Nutritionists (RDNs) who can help you explore your overall health and dietary habits, offer recommendations to support your goals, suggest meal ideas tailored to your preferences, and discuss general information on nutrients, calories, and supplements.

Educational Content and Resources

Your preconception coach will send resources that include guidance and education including ovulation and intercourse timing, nutrition and wellness, and mental health support.

Testing and Referral Services

Your preconception coach can help you access carrier screening (genetic testing) and/or fertility testing without having to see an in-person specialist first. This testing is part of your covered services. If you would like to see a fertility specialist in-person, your preconception coach can help you with that, too.

Your preconception coach can also provide referral services as offered through your employer for nutrition support, behavioral health, leave benefits, and legal services to support your preconception journey.

Get Started

Contact Progyny to confirm eligibility and start using your benefit.

- **Call Progyny at 833.233.0874.** You can reach your care team Monday to Friday from 9 am ET to 9 pm ET.
- **For digital access,** visit progyny.com/benefits to explore more.

Eligibility

Eligibility for the Fertility and Family Building Benefit

Eligibility

Employees and their covered spouse or domestic partner enrolled in an eligible plan have access to the Progyny benefit. Dependent children are not eligible for the Progyny benefit.

To verify eligibility and learn more about covered services, please contact your Progyny Care Advocate. You must meet eligibility criteria at time services are provided to utilize the Progyny benefit.

The lifetime Smart Cycle benefit is per family not per member.

*In the event of medical treatment for a current cancer diagnosis or in cases of gender dysphoria, that may impact future fertility, fertility preservation is covered for members, partners, and dependent children under 26. Contact your PCA for more information.

If you are the primary subscriber and your partner is not a claimed dependent on your primary medical insurance plan, your partner's services, including testing and treatment, will not be covered. Your partner must be a claimed dependent on your plan in order to receive coverage under your Progyny benefit.

Coordination of Benefits

- If your employer-sponsored medical plan is your primary medical plan, then Progyny is likely your primary insurance for fertility. If you have another medical plan as your primary, Progyny may be your secondary insurance for fertility coverage. Contact your PCA to confirm.

If one partner has the Progyny benefit, and one partner has fertility coverage through another carrier:

- If you and/or your partner have medical coverage through more than one insurer (i.e., covered under two different employers), it is imperative that you reach out to your PCA to understand how the coordination of benefits applies before you receive any treatment or services.
- Your indication of primary insurance coverage for medical benefits will be used in Progyny's treatment authorization process. If your indication of primary coverage is not correct it may lead to significant billing issues and greater financial responsibility on your part. If you're not sure of your coverage details, reach out to your medical carrier to confirm your coverage. You can then discuss this information with your PCA.
- If you do not have fertility coverage under your primary medical insurance and are a dependent on the Progyny benefit, you must receive services from a Progyny in-network provider for your services to be covered under the Progyny benefit. Your PCA can help you select an in-network provider. All claims for fertility treatment for the person receiving services must be submitted to the primary insurance first (even though it will be denied). You must submit your Explanation of Benefits (EOB) from your primary insurance (which shows that the services were denied due to no coverage) to your PCA. Progyny will then work with your provider to process the claim successfully, subject to the specific coverage details of your Progyny benefit. Please note that denial reasons such as "denied due to being out of network with your primary plan" or "denied due to missing authorization request" are not

eligible reasons to coordinate coverage under your Progyny plan. Members must adhere to the primary insurance's rules and regulations.

- If you have fertility coverage under your primary medical insurance and are a dependent on the Progyny benefit, you can submit the EOB from your primary insurance, which details your out-of-pocket responsibility, to Progyny for reimbursement until your primary insurance coverage is exhausted. Your reimbursement will be deducted from your Smart Cycle balance, subject to your member responsibility under your fertility benefit with Progyny, as applicable. Your PCA can provide you with more details on how your reimbursement will impact your Smart Cycle balance. After your primary insurance coverage is exhausted, you must receive any additional fertility services from a Progyny in-network provider for those services to be covered under Progyny. Your PCA can help you select an in-network provider. Even though your primary insurance coverage has been exhausted, all claims for fertility treatment for the person receiving services must still be submitted to the primary insurance first. You will then receive an EOB from your primary insurance (which will show that the services were denied) and you must submit this to your PCA. Progyny will then process the claim, subject to the specific coverage details of your Progyny benefit. Note, deductible, copayment, and coinsurance payments from your medical insurance plan are not reimbursable expenses. Reimbursements must be submitted within three months of the date of service.
- If Progyny is included in your primary medical insurance and you are a dependent on another plan that has fertility coverage, you may be able to submit your EOB from Progyny, which details your out-of-pocket responsibility, to your secondary insurance coverage carrier for reimbursement. Please contact your secondary insurance carrier with any questions.

If both partners have the Progyny benefit through separate employers:

- The person receiving services must be a covered employee on their employer's Progyny benefit (primary) as well as a covered dependent on their partner's Progyny benefit (secondary) to access coverage under both benefit plans. Services will be processed through the member's primary Progyny benefit until it is exhausted. Prior to the benefit being exhausted, you may request that any out-of-pocket responsibility be deducted from your secondary Smart Cycle balance, subject to your member responsibility, as applicable. Your PCA can provide you with more detail on how this will impact your secondary Smart Cycle balance. Once your primary Progyny benefit is exhausted, your remaining Smart Cycle balance under your secondary Progyny benefit will then be utilized for coverage of services.

If you and your partner are both employed at the same company:

- Your Progyny benefit is per family, even if each member is enrolled separately on an eligible plan. If you and your partner are both employed at the same company, your Progyny benefit does not double.

If you leave your current employer:

- If you receive treatment after you have left your employer, you may be able to enroll in COBRA. If you would like to extend your coverage, please speak with your HR department and employer to see if COBRA is available. If COBRA is offered, you may be able to continue your current Progyny coverage

by completing all required enrollment steps. Be sure to connect with your employer to understand your options and the actions you need to take to extend your coverage under COBRA. Advise your PCA of any coverage changes. You forgo any remaining Progyny benefits if you choose not to enroll in COBRA and are subsequently responsible for any further treatment expenses.

- To continue to use your Progyny benefits, your COBRA coverage must be active on each day you receive treatment. If you receive care on a day your COBRA coverage isn't active, you'll be responsible for the full out-of-pocket cost of all services.
- If you're leaving an employer that offers Progyny and you choose COBRA coverage, but then start a new job and enroll in a new medical plan, your new plan will become your primary insurance. Before you can continue to use your Progyny benefit you'll need to contact both insurance providers to coordinate your benefits and ensure your coverage is set up correctly.

Fertility and Family Building Benefit Highlights

Highlights of Your Fertility and Family Building Benefit

At Progyny, we know the road to parenthood can be challenging, and we are here to support you through each phase of your family building journey. We partner with the nation's top fertility specialists to bring you a smarter approach with better care, more successful outcomes, and treatment options to support all paths to parenthood. Unlike other fertility solutions, the Progyny benefit has removed barriers to care to ensure equitable and inclusive access for all Progyny members.

Your Progyny benefit includes **comprehensive treatment coverage** (up to your Smart Cycle limit, as applicable), concierge support from dedicated **Progyny Care Advocates** (PCAs), and access to high-quality care through a **network of top fertility specialists.**

The Progyny benefit provides coverage for eligible services and all covered services will be subject to financial responsibility. Financial responsibility means you will be expected to pay for a portion of your total costs incurred under your Progyny benefit. The amount you should expect to pay is determined by the medical plan you're enrolled in through your employer. This means you should expect bills for all services under your authorized Smart Cycle including your initial consultation and diagnostics, medication, and fertility treatment. Please see the *Understanding Your Financial Responsibility* section of this guide or speak with your PCA for more information.

Highlights of Your Fertility and Family Building Benefit	Effective 01/01/2026
2	Smart Cycles per family per lifetime
2	Initial consultations per year
Progyny Rx	Fertility medication coverage
Fertility preservation	Egg and sperm freezing coverage
Donor tissue	Egg and sperm coverage
Tissue storage	Tissue storage is included for the first year in applicable treatment cycles

To learn more and activate your benefit, call: 833.233.0874

Concierge Support

Your Care Team

As a Progyny member, you'll be matched to a PCA who will provide unlimited clinical, educational, and emotional support throughout your entire journey. After onboarding, you will be matched with your PCA based on your fertility and family building goals. PCAs are fertility experts trained to help support all paths to parenthood, including surrogacy and adoption. Your PCA can provide guidance on available treatment options and possible outcomes, prepare you for all your appointments, and answer questions about your benefit.

Your PCA is also your connection to a team of Clinical Educators, made up of clinicians in the fertility space (including registered nurses and embryologists) who can answer any detailed clinical questions you may have about your care. All members are encouraged to speak with a Clinical Educator prior to and after receiving services, and as you are making important decisions during your treatment journey. Connecting with a Clinical Educator is included within your Smart Cycles and will not impact your balance. You can request to be connected with a Clinical Educator at any time, or your PCA may connect you with one, to receive additional guidance.

If you are interested in exploring other paths to parenthood like surrogacy or adoption, your PCA can also connect you to our specialized surrogacy and adoption coaches. Contact your PCA to learn more.

Digital Tools

Progyny Member Portal and App

In addition to the personalized support from your PCA, you have access to the Progyny member portal, available on the web and as an app. With the member portal, you can review your benefit details, upcoming appointments, account and claims information, communicate directly with your PCA, and access educational resources. Access will be granted after you activate your benefit. Contact Progyny for support.

Educational Resources

We know how confusing the world of fertility can be, and we want to ensure you have access to resources for every step of your family building journey.

- Visit progyny.com/education to browse articles, videos, infographics, webinars, and more
- Listen to Progyny's *This Is Infertility* podcast to hear personal stories and guidance from experts to understand what it's like to go through a family building journey
- Subscribe to Progyny's YouTube channel for expert education on key fertility and family building topics

Top Fertility Specialists

Progyny has created a network of top fertility specialists, including reproductive endocrinologists and reproductive urologists, connecting you to high quality care across the United States.

Our fertility specialists use the latest advancements in science and technology to increase the chances of a healthy and successful pregnancy. With Progyny's comprehensive benefit design, your provider can work with you to create the customized treatment plan that is best for you.

Any Progyny covered treatments and services must be performed at a Progyny in-network clinic by an in-network provider affiliated with the in-network clinic authorized to perform the service to utilize your benefit. You can search for an in-network fertility specialist at progyny.com/find-a-provider. The search tool includes detailed information for each Progyny network clinic, including provider profiles with demographics, sub-specialties, and other unique practice characteristics. To search for in-network laboratories and ancillary partners, please visit progyny.com/labs. There may be out of network exceptions but speak with your Progyny Care Advocate for exact policies.

Progyny works in tandem with our in-network clinics to ensure a seamless experience for all members. Progyny will authorize covered services that are provided by our in-network clinics and then bill you directly for any financial responsibility as applicable. Please refer to the *Authorization and Financial Responsibility* section to learn more.

Check out frequently asked questions about providers and lab facilities here.

Tips for Using Your Fertility and Family Building Benefit

As you get started with Progyny, review these tips for the top things to know when utilizing your fertility and family building coverage. Review the full member guide for all important information relevant to your benefit.

1. Activate your benefit

Before receiving services or beginning treatment, contact Progyny to verify your eligibility and complete onboarding to activate your benefit. Please be prepared to provide a copy of your insurance card to verify you're enrolled in an eligible medical insurance plan or complete an attestation form to confirm eligibility. Log into the Progyny member portal to view curated resources and benefit details, and connect with your dedicated PCA to discuss next steps. Your PCA will be there to provide unlimited support to you throughout your journey, which is part of the services included within your Smart Cycle. Contact your PCA with any questions or if there are any changes to your insurance.

2. Review your financial responsibility

All covered services are still subject to member financial responsibility as determined by your medical insurance plan. This means you may receive bills for any covered services authorized by Progyny. Speak to your PCA prior to starting treatment to understand your potential costs. Reference the *Understanding Your Financial Responsibility* section to learn more.

3. Select a Progyny in-network clinic

Any Progyny covered treatments and services must be performed by a Progyny in-network provider or at a Progyny in-network clinic to utilize your benefit. You can search for an in-network clinic at progyny.com/find-a-provider or contact your PCA. When contacting a clinic to schedule an appointment let them know you have Progyny and provide your Progyny ID (provided at onboarding and available on the member portal).

Any Progyny covered treatments and services must be performed at a Progyny in-network clinic by a provider affiliated with the in-network clinic authorized to perform the service to utilize your benefit.

4. Ensure there is an authorization in place BEFORE receiving services

Before any treatment or service, an authorization must be requested. Coverage is subject to your eligibility on the date of service of claim. In many cases, your clinic will handle the authorization request and confirm the details on your behalf. We encourage you to check with your clinic to ensure they will submit the request, or contact your PCA for guidance. Once the authorization is approved, you will receive a confirmation statement, which serves as your proof of coverage. Prior to any procedure, be sure to review your app to confirm that the requested authorization is in place. Authorization confirms that the service is covered under your benefit but is not a guarantee of payment. Reference the *Authorization for Covered Services* section to learn more.

5. List Progyny as your primary insurance provider and provide your Progyny ID

To avoid billing issues, when you register at your clinic be sure to list Progyny as your insurance for all services listed as covered in this member guide. You will need to provide your Progyny ID to your in-network clinic and labs where you receive services. Your Progyny ID will be provided to you at onboarding, and you can access your Progyny ID via the member portal.

We're here to help! Call 833.233.0874 if you have questions along the way.

The Smart Cycle

Understanding Your Smart Cycle Benefit

To make your fertility benefit easier to use, we've bundled all the individual services, tests, technology, and treatments into the Progyny Smart Cycle. The Progyny Smart Cycle is a benefit currency that is expressed in fractions. Each treatment or service type, such as IVF or IUI, is valued as a fraction of a Smart Cycle. You can mix and match Smart Cycle treatments until you max out your Smart Cycle balance.

Please note, you will have financial responsibility for covered services included within your Smart Cycles as determined by your medical insurance plan, and some services may have tax considerations. Financial responsibility may include a deductible, coinsurance, or copayment depending on your specific plan. To learn more, visit the *Understanding Your Financial Responsibility* section or contact your PCA.

Common Ways to Use a Smart Cycle:

Progyny Smart Cycles can be mixed and matched to create a customized treatment path that works best for you. The below treatments are covered under your Progyny fertility and family building benefit and will deduct from your total Smart Cycle balance.

Visit the *Explanation of Covered Treatments & Services* section of the Member Guide to learn more about what's included in each Smart Cycle and additional covered services. Unless specified, the stated Smart Cycle value for treatment is applied in full, even if you choose to forego any included services. For a full explanation of what's covered under each Smart Cycle, visit the *Glossary of Services*.

Fertility Treatment Coverage

Explanation of Covered Treatments & Services

Progyny offers the following covered services. If a service or procedure is not listed, you should assume that it is not covered by Progyny but may be covered through your medical insurance. Always confirm specific benefits and requirements with your dedicated PCA prior to treatment or testing.

Initial Consultation and Diagnostic Testing

Your coverage includes 2 initial consultations per year, until you've exhausted your Smart Cycle balance. There is no impact to your Smart Cycle balance for your initial consultations, however all covered services are subject to your financial responsibility. Your initial consultation and diagnostic testing bundle includes, but is not limited to: three office visits, two ultrasounds, hormone testing, infectious disease testing, genetic carrier screening, and two semen analyses. Depending on your specific circumstances, there may be some diagnostic tests ordered by your provider that are not covered by Progyny but may be covered by your medical insurance. For example, cholesterol, Pap smear, HPV, and other tests that are not specific to fertility, and are not covered under Progyny, but are likely covered under your regular medical insurance. Reach out to your medical carrier if you have questions about coverage for these services. You can always contact your PCA to clarify if a specific test is covered by Progyny.

Reference the Initial Consultation and Diagnostic Testing appendix for a full list of covered tests and procedures, their medical CPT codes, and additional information.

Covered services are subject to your financial responsibility. See the *Understanding Your Financial Responsibility* section for more information. Please note, your covered services may be billed via several invoices.

Partial Initial Consultation and Diagnostic Testing

In certain instances, your provider may recommend a portion of services for your initial consultation and diagnostic testing rather than the comprehensive bundle of services.

Examples include:

- If you seek a second opinion and only have an office visit
- If you have recently completed diagnostic testing, only an office visit may be appropriate
- If you only require partial testing, e.g., a semen analysis or SHG only

All providers in the Progyny network are instructed to bill only for the partial services utilized in these circumstances. You may always consult with your PCA to ensure appropriate authorization and billing. Please note, the examples above are for illustrative purposes only and are not comprehensive.

Endometrial Receptivity Cycle / Mock Cycle

A mock cycle occurs when the patient is prescribed medication and monitored as if they were preparing for an embryo transfer. Instead of transferring an embryo, a biopsy of the uterine lining is performed to check the receptivity of the endometrium. Progyny provides coverage for the mock cycle for members with approved medical indications such as a history of previously failed embryo transfers, only one frozen embryo, or the use of donor tissue.

The following services are covered:

- Bloodwork related to the mock cycle
- Endometrial biopsy
- Office visits
- Ultrasound
- Endometrial receptivity pathology at an in-network laboratory (Note, ALICE/EMMA/ReceptivaDX tests are not covered)

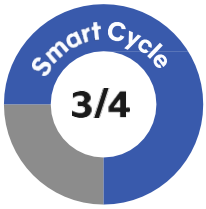
Any medications necessary for the mock cycle and listed in the Progyny Rx formulary will be covered.

Certain services do require specific authorization. To learn more about services that require specific authorization steps, please visit http://nputilizationalliance.com/ or talk to your PCA. Request for authorization for covered services will be reviewed based on your individual submission and our written clinical policy. The request will be timely adjudicated and based on that review may be approved, denied, or partially approved or partially denied.

Fertility Treatments Covered Under Your Progyny Benefit:

IVF Fresh Cycle

An IVF fresh cycle starts by stimulating the ovaries with a course of medications. Following stimulation, the provider retrieves the eggs, which are taken to the lab and fertilized. After three to five days, an embryo is transferred into the uterus in the hopes of achieving pregnancy. Any remaining embryos may be biopsied for preimplantation genetic testing for aneuploidy (PGT-A) before being frozen using vitrification. PGT-A screens each sample for genetic abnormalities, allowing the fertility specialist to ensure that the most viable embryo is chosen for transfer. Please note, the use of PGT-A does not impact your Smart Cycle balance. Any additional, genetically normal embryos remain cryopreserved.



IVF Fresh Cycle

Standard coverage is for a single embryo transfer. If you and your doctor would like to learn more about your options, please refer to the Utilization Management section. To learn more about the single embryo transfer, please find the description in the glossary.

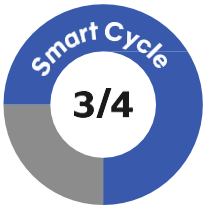
The following procedures are covered:

- Anesthesia (for egg retrieval)
- Assisted hatching
- Blastocyst culture
- Complex sperm wash & prep
- Cycle management
- Embryo biopsy
- Embryo culture lab
- Embryo transfer w/ultrasound guidance
- Intracytoplasmic sperm injection (ICSI)
- Office visits
- Oocyte fertilization/insemination
- Oocyte identification
- Preimplantation genetic testing for aneuploidy (PGT-A)
- PGT-M/PGT-SR biopsy (PGT-M/PGT-SR managed through Progyny in-network lab)
- Preparation and cryopreservation of extra embryo(s)
- Preparation of embryo(s) for transfer

- Retrieval (follicular aspiration, to include ultrasound guidance)
- Simple sperm wash & prep*
- Sperm cryopreservation (sperm storage is authorized and billed separately)
- Tissue storage (1 year)
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

*Sperm wash and prep may not be covered if provider is not on the member health plan.

IVF Freeze-All



IVF Freeze-All Cycle

An IVF freeze-all cycle is similar to an IVF fresh cycle but may increase the chances of success. An IVF freeze-all starts by stimulating the ovaries with a course of medications. Following the course of stimulation medications, the provider retrieves the eggs, which are taken to the laboratory and fertilized. The resultant embryos continue to develop until day five when they may be biopsied before being frozen using vitrification. The biopsy of the embryo tissue is sent to a genetic laboratory for preimplantation genetic testing for aneuploidy (PGT-A). PGT-A screens each sample for genetic abnormalities, allowing the fertility specialist to ensure that the most viable embryo is chosen for transfer. The embryos remain frozen in storage while the PGT-A testing takes place, and until you choose to use at a later date. Please note, a frozen embryo transfer Is a separate authorization that requires an additional Smart Cycle deduction.

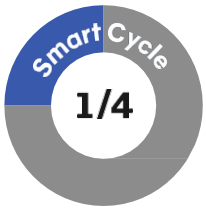
The following procedures are covered:

- Anesthesia (for egg retrieval)
- Assisted hatching
- Blastocyst culture
- Complex sperm wash & prep
- Cycle management
- Embryo biopsy
- Embryo culture lab
- Intracytoplasmic sperm injection (ICSI)
- Office visits
- Oocyte fertilization/insemination
- Oocyte identification
- Preimplantation genetic testing for aneuploidy (PGT-A)
- PGT-M/PGT-SR biopsy (PGT-M/PGT-SR managed through Progyny in-network lab)
- Preparation and cryopreservation of extra embryo(s)
- Retrieval (follicular aspiration, to include ultrasound guidance)
- Simple sperm wash & prep*
- Sperm cryopreservation (sperm storage is authorized and billed separately)
- Tissue storage (1 year)
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

*Sperm wash and prep may not be covered if provider is not on the member health plan.

Frozen Embryo Transfer (FET)

Embryos that have been preserved during an IVF freeze-all, frozen oocyte transfer, or previous IVF fresh cycle can be thawed and transferred into the uterus. A frozen embryo transfer is commonly performed following an IVF freeze-all cycle to allow for preimplantation genetic testing for aneuploidy (PGT-A) on the resultant embryos. PGT-A screens each sample for genetic abnormalities, allowing the fertility specialist to ensure that the most viable embryo is chosen for transfer. Please note, FETs performed on a gestational carrier are standardly not a covered service. Contact your PCA for more information.



Frozen Embryo Transfer (FET)

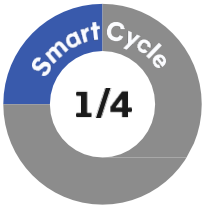
Standard coverage is for a single embryo transfer. If you and your doctor would like to learn more about your options, please refer to the Utilization Management section. To learn more about the single embryo transfer, please find the description in the glossary.

The following procedures are covered:

- Cycle management
- Embryo thaw
- Embryo transfer w/ultrasound guidance
- Office visits
- Preparation of embryo(s) for transfer
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

Intrauterine Insemination (IUI)

Intrauterine insemination (IUI), or artificial insemination, is when sperm is inserted directly into the uterus through a catheter following monitoring. Sometimes a course of medication is used prior to insemination to stimulate the ovaries and increase the likelihood of pregnancy.



Intrauterine Insemination (IUI)

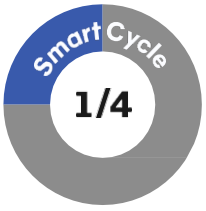
The following procedures are covered:

- Complex sperm wash & prep
- Cycle management
- Insemination
- Office visits
- Simple sperm wash & prep*
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

*Sperm wash and prep may not be covered if provider is not on the member health plan.

Timed Intercourse (TIC)

Timed intercourse (TIC) may be recommended when irregular or missing ovulation is the cause of infertility. A TIC cycle typically involves monitoring via ultrasound at the clinic and may also involve the use of medication to trigger ovulation. When ovulation is about to occur, the provider instructs the couple to have timed intercourse at home.



Timed Intercourse (TIC)

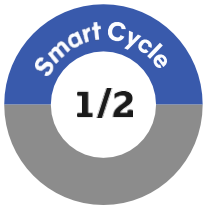
The following procedures are covered:

- Cycle management
- Office visits

- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

Fertility Preservation (Egg Freezing)

Egg freezing, or oocyte cryopreservation, allows a member to preserve their fertility as they plan for the future. An egg freezing cycle starts by stimulating the ovaries with a course of medication. Following stimulation, the provider retrieves eggs from the ovaries and freezes them using vitrification.



Egg Freezing

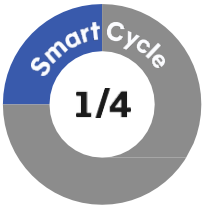
The following procedures are covered:

- Anesthesia (for egg retrieval)
- Cycle management
- Oocyte identification
- Office visits
- Preparation and cryopreservation of egg(s)
- Retrieval (follicular aspiration, to include ultrasound guidance)
- Tissue storage (1 year)
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

While your employer offers fertility preservation, it may be considered a taxable benefit. Contact your PCA to learn more about tax treatment. You should also contact a trusted tax advisor for more information regarding the tax treatment of reimbursements under this benefit.

Fertility Preservation (Sperm Freezing)

Although sperm freezing is less common than egg freezing, there are situations in which a provider may advise banking sperm. Other examples can include, travel when eggs are retrieved and need to be fertilized, low sperm count necessitating multiple sperm donations prior to fertilization, or other medical conditions or procedures.



Sperm Freezing

As with other services, your portion of financial responsibility will apply to each production of a sample. If you prefer to preserve your Smart Cycle balance for treatment, you can always opt to pay for these services out-of-pocket.

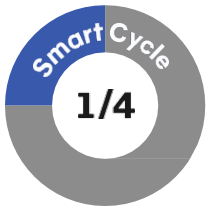
The following procedures are covered:

- Office visits
- Semen analysis
- Semen cryopreservation
- Tissue storage (1 year)

While your employer offers fertility preservation, it may be considered a taxable benefit. Contact your PCA to learn more about tax treatment. You should also contact a trusted tax advisor for more information regarding the tax treatment of reimbursements under this benefit.

Split Cycle

A split cycle is comprised of splitting the cryopreservation of the tissue between eggs and embryos. A split cycle may only be added to an authorized IVF fresh or IVF freeze-all cycle.



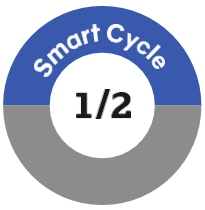
Split Cycle (Egg & Embryo Freezing)
When paired with IVF cycle

The following procedures are covered:

- Oocyte cryopreservation

Frozen Oocyte Transfer (FOT)

A frozen oocyte transfer cycle can be scheduled when a member is ready to use their previously frozen eggs to attempt pregnancy. Eggs are thawed and fertilized in the lab. A fresh embryo transfer takes place three to five days after fertilization. Any remaining embryos may undergo preimplantation genetic testing for aneuploidy (PGT-A) prior to being frozen viavitrification.



Frozen Oocyte Transfer (FOT)

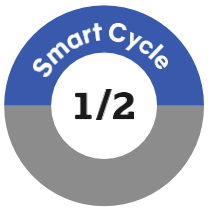
The following procedures are covered:

- Assisted hatching
- Blastocyst culture
- Complex sperm wash & prep
- Cycle management
- Embryo biopsy
- Embryo culture lab
- Embryo transfer w/ ultrasound guidance
- Intracytoplasmic sperm injection (ICSI)
- Office visits
- Oocyte fertilization/insemination
- Oocyte identification
- Oocyte thaw
- Preimplantation genetic testing for aneuploidy (PGT-A)
- PGT-M/PGT-SR biopsy (PGT-M/PGT-SR managed through Progyny in-network lab)
- Preparation and cryopreservation of extra embryo(s)
- Preparation of embryo(s) for transfer
- Simple sperm wash & prep*
- Tissue storage (1 year)
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

*Sperm wash and prep may not be covered if provider is not on the member health plan.

Pre-Transfer Embryology Services

Progyny's fertility benefit covers pre-transfer embryology services including diagnostic testing, fertilization, preimplantation genetic testing, and cryopreservation for the covered member who is the intended parent. This cycle includes all the embryology services for the creation of embryos from previously frozen or donor eggs. The services begin once the eggs have been retrieved or thawed. If this service is being authorized using a gestational carrier or surrogate, please be aware Progyny's fertility benefit does not cover services on a gestational carrier or surrogate, so the subsequent frozen embryo transfer is an out-of-pocket cost.



Pre-Transfer Embryology Services

The following procedures are covered:

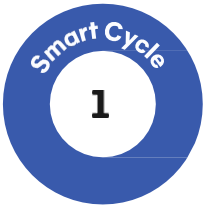
- Assisted hatching
- Blastocyst culture
- Complex sperm wash & prep
- Cycle management
- Embryo biopsy
- Embryo culture lab
- Intracytoplasmic sperm injection (ICSI)
- Office visits**
- Oocyte fertilization/insemination
- Oocyte identification
- Preimplantation genetic testing for aneuploidy (PGT-A)
- PGT-M/PGT-SR biopsy (PGT-M/PGT-SR managed through Progyny in-network lab)
- Preparation and cryopreservation of extra embryo(s)
- Simple sperm wash & prep (intended parent's sperm)*
- Sperm cryopreservation (sperm storage is billed and authorized separately)
- Tissue storage (1 year)
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)*

*Sperm wash and prep may not be covered if provider is not on the member health plan.

**These services are included for those using their own eggs to create embryos. If you are utilizing donor eggs, these services are not included.

Donor Eggs (Oocyte) Purchase

A cohort typically includes 6-8 oocytes (eggs); however the cohort will ultimately be determined by the contracted egg bank you select. If you choose to purchase additional oocytes outside of the standard cohort available, you may incur additional out-of-pocket expenses. Tissue transportation from the tissue bank to your in-network clinic is also covered. Purchase of tissue must be at an in-network egg bank where members can purchase donor eggs directly after an authorization is issued. Visit progyny.com/labs to search for in-network egg banks. Contact your PCA if you have questions.

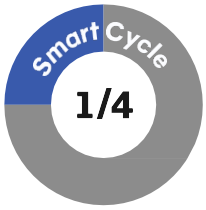


Purchase of 1 Cohort of Donor Eggs
6–8 eggs

Donor Sperm Purchase

Donor sperm includes up to four vials per purchase. All vials must be purchased the same day. Tissue transportation from the tissue bank to your in-network clinic is also covered. Purchase of tissue must be at an in-network sperm bank where members can purchase donor sperm directly after an authorization is issued. Visit progyny.com/labs to search for in-network sperm banks. Contact your PCA if you have questions.

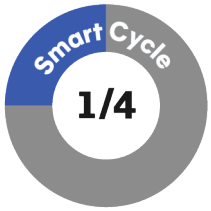
You may also elect to purchase donor sperm without utilizing your Smart Cycle benefit. In this case, you would pay out-of-pocket for the donor sperm (purchase or known donor expenses) as well as transportation. These costs would not contribute to your medical insurance plan cost share. Contact your PCA if you have questions.



Purchase of Donor Sperm
4 vials

FET for Donor Embryo

Some members may choose embryo donation to build their families. Embryo donation, which is sometimes referred to as embryo adoption, is the process of receiving an embryo created by another individual or couple donated their remaining embryos. Following testing, the recipient undergoes a frozen embryo transfer (FET). The FET is covered as part of the Progyny benefit. Donor embryos typically include agency/administration fees. These fees will be an out-of-pocket cost. Please contact your PCA for more information.



Frozen Embryo Transfer (FET) for Donor Embryo

Standard coverage is for a single embryo transfer. If you and your doctor would like to learn more about your options, please refer to the Utilization Management section. To learn more about the single embryo transfer, please find the description in the glossary.

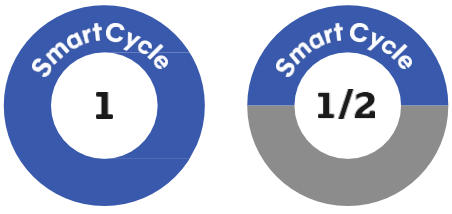
The following procedures are covered:

- Cycle management
- Embryo thaw
- Embryo transfer w/ultrasound guidance
- Office visits
- Preparation of embryo(s) for transfer
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

Live Donor IVF Fresh

Live donor IVF fresh refers to egg retrieval services performed on an egg donor. Once the eggs are retrieved, they are fertilized with sperm to create embryos, and one embryo is transferred to the uterus. Please note, the fresh embryo transfer (transferring the tissue to the uterus of the intended parent) is covered. Sperm may be either donor tissue or tissue from the intended parent(s). Please note, Progyny's fertility benefit does not cover services on a gestational carrier or surrogate.

Standard coverage is for a single embryo transfer. If you and your doctor would like to learn more about your options, please refer to the Utilization



IVF Live Donor Fresh
Donor services and creation of embryos including transfer to member

Management section. To learn more about the single embryo transfer, please find the description in the glossary.

The following procedures are covered for the donor:

- Anesthesia for retrieval
- Cycle management
- Education and instruction for donor
- FDA testing on donor (blood draw and lab tests)
- Follicle puncture for oocyte retrieval
- Office visits
- Physical examination and consultation of donor (includes psychological consultation and testing on donor, physical evaluation on donor—which includes ultrasounds and blood tests, genetic screening, and consultation on donor)
- Retrieval (follicular aspiration, to include ultrasound guidance)
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

The following procedures are covered for the recipient:

- Assisted hatching (blast culture)
- Cycle management
- Education and instruction for recipient
- Embryo culture
- Embryo transfer with ultrasound guidance
- Insemination and fertilization of oocytes
- Intracytoplasmic sperm injection (ICSI)
- Office visits
- PGT-A biopsy (PGT-A managed through Progyny in-network lab)
- PGT-M/PGT-SR biopsy (PGT-M/PGT-SR managed through Progyny in-network lab)
- Preparation of embryos for transfer
- Preparation or cryopreservation of embryos, if applicable
- Psychological consultation for recipient
- Semen cryopreservation, if applicable
- Semen thaw, if applicable
- Semen wash and prep (simple* or complex preparation)
- Tissue storage (1 year) if balance of embryos remaining
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

*Sperm wash and prep may not be covered if provider is not on the member health plan.

Non-covered services include (but are not limited to) donor agency fees, donor compensation, and donor medications. Contact your PCA to learn more.

Live Donor IVF Freeze-All

Live donor IVF freeze-all refers to egg retrieval services performed on an egg donor for fertilization and embryo-banking purposes. Sperm may be donor tissue or tissue from the intended parent(s). Please note, a frozen embryo transfer requires a separate authorization and an additional Smart Cycle deduction.

IVF Live Donor Freeze-All

Donor services and creation of embryos not including frozen embryo transfer

The following procedures are covered for the donor:

- Anesthesia for retrieval
- Cycle management
- Education and instruction for donor
- FDA testing on donor (blood draw and lab tests)
- Follicle puncture for oocyte retrieval
- Physical examination and consultation of donor (includes psychological consultation and testing on donor, physical evaluation on donor—which includes ultrasounds and blood tests, genetic screening, and consultation on donor)
- Office visits
- Retrieval (follicular aspiration, to include ultrasound guidance)
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

The following procedures are covered for the recipient:

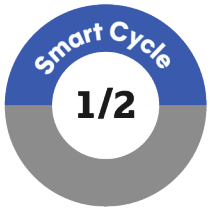
- Assisted hatching (blast culture)
- Cryopreservation of embryos
- Cycle management
- Education and instruction for recipient
- Embryo culture
- Insemination and fertilization of oocytes
- Intracytoplasmic sperm injection (ICSI)
- Office visits
- Semen cryopreservation, if applicable
- Semen thaw, if applicable
- Semen wash and prep (simple* or complex preparation)
- PGT-A biopsy & testing (PGT-A managed through Progyny in-network lab)
- PGT-M/PGT-SR biopsy & testing (PGT-M/PGT-SR managed through Progyny in-network lab)
- Psychological consultation for recipient
- Tissue storage (1 year)
- Ultrasounds & in-cycle bloodwork (E2, P4, beta hCG, FSH, LH)

*Sperm wash and prep may not be covered if provider is not on the member health plan.

Non-covered services include (but are not limited to) donor agency fees, donor compensation, and donor medications. Contact your PCA to learn more.

Known/Directed Sperm Donor

Some members may choose to utilize a known sperm donor for their family building needs. When utilizing a known or directed donor, specific testing is required. Sperm donors can visit one of our in-network sperm banks, and your PCA will create an authorization. The authorization will also include one year of storage. If the donor must use an out of network sperm bank, you may pay the upfront costs and submit for reimbursement, which will impact your Smart Cycle balance. Speak to your PCA about what out-of-pocket costs may occur (for example the fees associated with a legal agreement, psychological evaluation, and genetic counseling services). Your PCA will also be able to direct you to Progyny in-network labs for testing.



Known/Directed Sperm Donor

The following procedures are covered:

- Banking attempt(s)
- Office visits
- Physical exam
- Risk assessment(s)
- Expanded carrier screening
- Screening bloodwork
- Consultation, semen analysis, processing, and freeze
- Tissue storage (1 year)
- Final serology test & donor eligibility determination testing
- Karyotyping (separate authorization)

Partial Cycle = 1/4 or 1/2 Smart Cycle

If you only have 1/4 or 1/2 of a Smart Cycle remaining, you may be eligible to utilize your remaining balance toward IVF for partial cycle coverage. Any services not included in the partial cycle will be a full out-of-pocket cost. All partial cycles are subject to provider approval. Contact your PCA to confirm eligibility and learn more about your options.

What happens if I don't use all aspects of the treatment?

If you choose not to use all services included in your treatment plan, your Smart Cycle usage will still reflect the full treatment for which authorization was granted. For example, if your provider recommends services such as ICSI or PGT-A and you elect not to proceed with them, your Smart Cycle count will not be adjusted.

Medical decisions, including whether to proceed with recommended services, are made solely between you and your provider. Progyny's Smart Cycle benefit is designed to make covered services available when recommended by your provider, but coverage remains subject to the terms and conditions of your plan.

Tissue Storage

Storage for tissue retrieved or created using the Progyny benefit is covered for the first year. Additional years of storage will be an out-of-pocket cost to you.

If you already have tissue in storage that was not created or retrieved with the Progyny benefit, Progyny will cover one year of storage in an in-network clinic or storage facility.

Tissue storage is subject to your financial responsibility. If you choose to discontinue storage or move your tissue before the end of the first year, billing will not be pro-rated, and you will be charged for the full year.

Tissue Transportation

Tissue transportation within or into an in-network clinic or storage facility is covered by Progyny. Coverage only applies to standard shipping, and when possible, members should use an in-network solution. If eligible, reimbursements must be submitted within three months of the date of service. Contact your PCA for more information and to confirm reimbursement eligibility and processing details.

Remote monitoring

When choosing a clinic, it's important to select a fertility clinic that will both meet your personal needs and be easily accessible, as your treatment will include numerous visits to your clinic for testing such as bloodwork and ultrasounds. These tests are designed to ensure you are responding to the medication prescribed by your provider. All services, including monitoring, are authorized at your primary clinic and typically cannot be covered if performed at outside clinics or labs. If you choose to pursue these services outside of your primary clinic, this is referred to as remote monitoring (or outside monitoring) and it is not covered by your benefit. The tests will have an out-of-pocket expense.

Reproductive Urology Services

Progyny covers sperm-related or male-factor infertility, which often means there is an issue with sperm production or delivery, motility or the shape of sperm, or blockage in the reproductive tract. While treatment will vary, an individual will typically need to see a reproductive urologist who specializes in male reproductive health. The Progyny benefit provides treatment coverage for these services when performed by an in-network provider from our curated network of reproductive urologists. Most of these services, other than fertility preservation, do not reduce your Smart Cycle balance when utilized but you may have financial responsibility. Contact your PCA for more information.

Sperm Retrieval Procedures

Sperm retrieval procedures involve procuring sperm for storage or use in fertility treatment. Please note that the sperm retrieval may require a separate authorization. These include:

Testicular Sperm Aspiration (TESA) is a procedure often performed for obstructive azoospermia and involves the insertion of a needle into the testicle and tissue/sperm are aspirated.

All of the following services are covered for a TESA:

- Office visits
- Scrotal ultrasound
- Rectal ultrasound
- Biopsy of the testis, needle
- Sperm aspiration
- Sperm identification from testis tissue*
- Cytopathology: evaluation of fine needle aspirate
- Cytopathology: fluids, washings, or brushings
- Cytopathology: concentration technique
- Level IV surgical pathology
- Facility fees and anesthesia

*May require additional authorization.

Percutaneous Epididymal Sperm Aspiration (PESA) is a procedure often performed for obstructive azoospermia from either a prior vasectomy or infection which involves the insertion of a needle through the skin of the scrotum into the epididymis to aspirate sperm.

All of the following services are covered for a PESA:

- Office visits
- Scrotal ultrasound
- Rectal ultrasound
- Biopsy of the testis, needle
- Sperm aspiration
- Sperm identification from epididymal or vasal fluid
- Cytopathology: evaluation of fine needle aspirate
- Cytopathology: fluids, washings, or brushings
- Cytopathology: concentration technique
- Level IV surgical pathology
- Facility fees and anesthesia

Testicular Sperm Extraction (TESE) or Microdissection TESE (MicroTESE) is a procedure often performed when there is a sperm production problem and there are few or no sperm present in the ejaculate. A small incision is made in the testis to examine the tubules for the presence of sperm.

All of the following services are covered for a TESE:

- Office visits
- Scrotal ultrasound
- Rectal ultrasound
- Biopsy of the testis, incisional
- Sperm identification from testis tissue
- Cytopathology: fluids, washings, or brushings
- Cytopathology: concentration technique
- Level IV surgical pathology
- Facility fees and anesthesia

All of the following services are covered for a MicroTESE:

- Office visits
- Scrotal ultrasound
- Rectal ultrasound
- Biopsy of the testis, incisional
- Sperm identification from testis tissue
- Level IV surgical pathology
- Cytopathology: fluids, washings, or brushings
- Cytopathology: concentration technique
- Facility fees and anesthesia

Micro Epididymal Sperm Aspiration (MESA) is a procedure performed for vasal or epididymal obstruction and allows for an extensive collection of mature sperm. Often through use of an operating microscope, a fine needle is inserted into the epididymis to aspirate sperm and fluid directly from the epididymal tubules.

All of the following services are covered for a MESA:

- Office visits
- Scrotal ultrasound
- Rectal ultrasound
- Biopsy of the testis, needle
- Biopsy of the testis, incisional
- Sperm aspiration
- Sperm identification from epididymal or vasal fluid
- Cytopathology: evaluation of fine needle aspirate
- Cytopathology: fluids, washings, or brushings
- Cytopathology: concentration technique
- Level IV surgical pathology
- Facility fees and anesthesia

Percutaneous Vasal Sperm Aspiration/Vasal Sperm Aspiration (PVSA/VASA) is a sperm retrieval process that gathers mature sperm cells found in the vas deferens. This approach may be an option for those who have normal sperm production but have some kind of blockage or condition that impedes sperm transport from the testicle to the ejaculate.

All of the following services are covered for a PVSA/VASA:

- Office visits
- Scrotal ultrasound
- Rectal ultrasound
- Biopsy of the testis, needle
- Sperm aspiration
- Sperm identification from epididymal or vasal fluid
- Cytopathology: evaluation of fine needle aspirate
- Cytopathology: fluids, washings, or brushings
- Cytopathology: concentration technique
- Level IV surgical pathology
- Facility fees and anesthesia

Other Reproductive Urology (male-factor) Treatments

In addition to sperm retrieval procedures, Progyny also covers several other treatments for male-factor infertility. These include:

- Fine needle aspiration biopsy (testes mapping)
- Electroejaculation (rectal probe) or Penile Vibratory Stimulation (PVS)
- Varicocelectomy (unilateral or bilateral)
- Cystoscopy and transrectal ultrasound-guided seminal vesicle aspiration and chromotubation
- Transurethral resection of the ejaculatory ducts (TURED)
- Cytopathology: evaluation of fine needle aspirate
- Cytopathology: fluids, washings, or brushings
- Sperm DNA fragmentation
- Cytopathology: concentration technique
- Level IV surgical pathology
- Vasography
- Orchidopexy
- Scrotal exploration and microsurgical reconstruction for idiopathic or defined excurrent duct obstruction (cannot be authorized for vasectomy reversal procedures)
- Inguinal exploration

If you have any questions about coverage and services please view our frequently asked questions here. To see what is covered for labs, procedures, and diagnostic tests, view here.

Fertility Medications (Progyny Rx)

Fertility medications are essential to your treatment. Your medication is covered under Progyny Rx, which is designed to work seamlessly with your treatment coverage. There is only one authorization process, so your treatment and your medication will be authorized at the same time. Progyny partners with leading mail order specialty fertility pharmacies to bring you clinical support and overnight delivery of your medications. Each medication delivery includes an UnPack It Call and concierge support, with access to a pharmacy clinician 24/7 for any questions you may have.

Here's How It Works:

Progyny Rx works by authorizing medications at the same time as your treatment. Contact your PCA to confirm your assigned Progyny Rx pharmacy and provide this information to your clinic to use as your preferred pharmacy for all authorizations.

1. Once the authorization is processed, your doctor will send your prescription(s) to our Progyny Rx pharmacy partner.
2. Before your medications can be shipped, a Progyny Rx specialist from our pharmacy partner will call you to complete a consultation call. On this call, you will confirm your preferred shipping address, schedule your delivery date, discuss any allergies and health conditions, review dispensing protocols and how medication is dispensed, and ask any questions you may have about your medication shipment. You will also receive a verbal explanation of financial responsibility for Progyny Rx-covered medications (fertility medications) versus medications covered by your pharmacy benefit manager (PBM) (ancillary medications). You may need to pay a copayment for any ancillary medications over the phone via credit card as determined by your medical plan.
3. Once your medication is fulfilled, your fertility medication is submitted as a claim to be processed. You will receive an invoice from Progyny for any out-of-pocket responsibility as determined by your medical insurance plan.
4. The pharmacy will fill your prescriptions and deliver to your preferred address before the day required for your treatment. You will receive your fertility medications and ancillary medications in the same shipment.
5. Once you have your medications, a Progyny Rx specialist will be available to walk you through your medications and how to properly store and administer them.

Here's What's Included in Your Delivery:

1. All medications, compounds, ancillary medications, and supplies required for treatment.
2. Inside your delivery you will find a Progyny Rx placemat that shows the medication and supplies included in your order and how to properly store them. The placemat includes the phone number for the Progyny Rx pharmacy that will conduct your UnPack It Call.
3. Your Progyny Rx UnPack It Call connects you with a trained pharmacy clinician who will walk you through your delivery, explain how to store and administer each medication, and answer any additional questions you may have.

4. Additionally, you can view Progyny Rx video tutorials on medication administration at progyny.com/rx.

The Progyny Rx pharmacy will ensure only the necessary amount of medication is dispensed to prevent you from having extra medication that goes unused (which can be costly to you). Medications are sent using next-day delivery (or same day, if necessary) to ensure they arrive on time for your treatment. You must confirm delivery with the Progyny Rx pharmacy before the shipment can occur. The Progyny Rx pharmacy will contact you throughout your treatment for any additional medication deliveries that may be required. Please note, once medication has been dispensed, you may not return it for reimbursement. In the event that your medications cannot be delivered for treatment, please contact your Progyny Rx pharmacy and PCA for next steps.

If you have any administration, clinical or delivery questions related to your medication, the Progyny Rx pharmacy is available 24/7 by calling the number provided in your medication delivery.

Please reference the Progyny Rx Formulary for a list of covered medications.

Note: Medication covered under Progyny Rx is subject to your financial responsibility as determined by your medical insurance plan. Ancillary medications fall under your medical insurance plan and may require a copayment over the phone via credit card. See the *Understanding Your Financial Responsibility* section for more information about how your out-of-pocket costs are determined.

Certain services do require specific authorization. To learn more about services that require specific authorization steps, please visit http://nputilizationalliance.com/ or talk to your PCA. Request for authorization for covered services will be reviewed based on your individual submission and our written clinical policy. The request will be timely adjudicated and based on that review may be approved, denied, or partially approved or partially denied.

Benefit Limitation

A maximum of 7,650 total IUs of combined FSH and hMG will be covered for each retrieval cycle for gonadotropins. This amount is equal to 17 days of stimulation at the highest commonly prescribed dose of 450 IUs per day (combined FSH and hMG). If you have any questions regarding this limitation, please reach out to your Progyny Care Advocate.

Please reference Progyny Rx frequently asked questions here.

Utilization Management

Utilization management is the process of evaluating the medical necessity, appropriateness, and efficiency of healthcare services. Progyny works alongside the National Programmatic Utilization Alliance to review services related to fertility and family building care.

Prior Authorization Process

The prior authorization process complies with applicable law and regulations, as well as written clinical and internal policies for performing utilization review. The application of criteria to an individual situation requires consideration of all factors relevant to the criteria, including age, co-morbid conditions, prior history and progress of treatment, and may include other social factors.

The request will be timely adjudicated and based on that review may be approved, denied, or partially approved or partially denied. Authorization is not a guarantee of payment.

If Your Request Is Denied

If your request for authorization is denied or partially denied, you or your provider are able to appeal. For information on your right to appeal, please reference https://nputilizationalliance.com/appeals-process/.

Non-Covered Services

Services not listed in the Member Guide are not covered. Standard exclusions include home ovulation prediction kits, services and supplies furnished by an out-of-network provider, and treatments, including medication, considered experimental or non-standard by the American Society of Reproductive Medicine. All charges associated with services for a gestational carrier, including but not limited to fees for laboratory tests, are not covered.

If your provider recommends services that are not listed in this guide, or that require specific prior authorization, please check with your PCA to confirm coverage. There are some services that do not fall under Progyny's coverage; however, they may be provided through your medical insurance plan. **Costs associated with non-covered services are your responsibility. Please check with your medical insurance plan to confirm coverage and for more information.**

Examples of these services may include surgical procedures, except for egg retrievals and most surgeries related to reproductive urology treatment. Examples of non-covered surgical procedures include laparoscopies, myomectomies, and tubal ligation reversals. Please contact your medical plan to inquire about coverage for surgical procedures.

Services provided without an authorization will be your responsibility. Always connect with your PCA prior to beginning treatment or receiving services to understand what is covered and if any additional authorization procedures are required. Request for authorization for covered services will be reviewed based on your individual submission and our written clinical policy. The request will be timely adjudicated and based on that review may be approved, denied, or partially approved or partially denied. Refer to the *Authorization for Covered Services* section to learn more.

ERISA Claims and Appeals Process

Progyny Claims and Appeals Procedures

Per the U.S Department of Labor, federal law requires that each welfare plan (i.e., medical plan) subject to Employee Retirement Income Security Act of 1974 ("ERISA") must set up reasonable rules for filing a claim for benefits. The following procedures apply to the fertility benefit offered through Progyny for the self-insured employee benefits plan offered by your employer, which throughout this document will be referred to as the Plan ("Plan"). Although Progyny is not the Plan Administrator under ERISA, Progyny serves as the claims fiduciary with discretionary authority solely to administer the Plan's claims and appeals processes related to Progyny services in accordance with ERISA's claims and appeals rules.

The description of the benefits in your benefits booklet includes specific explanations of each benefit. This policy and procedure describe the general rules and procedures, as well as your rights under ERISA, that relate to filing an appeal for the denial of fertility claims under your Plan. It also describes the procedure for you to follow if your appeal is denied and you wish to appeal the decision through an independent review organization. This document and the procedures it describes are provided in accordance with ERISA requirements and pertain only to the fertility benefits under your Plan.

Under U.S. Department of Labor (DOL) regulations, you are entitled to full and fair review of any claim for benefits made under the Plan. The procedures described here are intended to comply with DOL regulations and these procedures describe how benefit claims and appeals for fertility benefits are made and decided.

Authorized Representative

If needed, you can designate an authorized representative to act on your behalf with respect to a benefit claim or appeal under these claims procedures. You must submit a signed Progyny approved form designating your authorized representative before Progyny will recognize your authorized representative. You can obtain an authorized representative form from Progyny. All completed forms must be submitted to:

Progyny 1359 Broadway, 2nd floor, New York, NY 10018
Email: legalnotices@progyny.com
Phone: 877.762.5012

As part of your benefit, you may be eligible for medical reimbursement benefits. This will be paid directly to you, as the ERISA participant, and not to your provider. The Plan Administrator and its delegates have a fiduciary duty only to you and your covered dependents.

Types of Group Health Claims

For all ERISA plans, the law allows a reasonable amount of time for the Progyny, as the claims fiduciary for these benefits, to evaluate a claim and decide whether to pay benefits. Under the ERISA Claims and Appeals rules, these times are dictated by the type of claim and whether you followed the proper procedures, as described below. The claims procedures will vary depending on whether your claim is for a Pre-Service Claim, an Urgent Care Claim, or a Post-Service Claim.

Pre-Service Claims

Pre-service claims are claims for benefits that must be approved before the medical care of service is provided.

Urgent Care Claim

An urgent care claim is a type of claim where there is a sudden and urgent need for such benefits or services. A claim will be considered to be urgent care if the claims fiduciary or a physician with knowledge of your condition determines that a delay (1) could seriously jeopardize your life or your health, or your ability to regain maximum function, or (2) in your physician's opinion would subject you to severe pain that cannot adequately be managed without the care or treatment that is the subject of the claim.

Post-Service Claim

A post-service claim is a claim for a benefit under the Plan after the benefit or service has been provided. All claims for fertility benefits must be submitted within one year after the date you receive the service.

All claims must be sent to:

Progyny 1359 Broadway, 2nd floor, New York, NY 10018
Email: legalnotices@progyny.com
Phone: 877.762.5012

Your Plan does not require prior authorization to begin to use your fertility benefits for initial diagnostic services. All decisions regarding your fertility treatments will be made by you in consultation with your doctor. Progyny does not make medical necessity determinations of your diagnosis of infertility, and Progyny will not deny your initial claim or your appeal for diagnostic services on the basis of medical necessity or medical appropriateness. Progyny will process your claim after the services are rendered.

	Urgent Care Claims	"Pre-Service"	"Post-Service" Claims
Time frame for Providing Notice	See Baxter Credit Union Summary Plan Description for Time Frame	See Baxter Credit Union Summary Plan Description for Time Frame	Notice of adverse determination (the denial or limited authorization of a requested service) must be provided as soon as possible, and no later than 30 days of receipt of the claim.
Extensions	See Baxter Credit Union Summary Plan Description for Time Frame	See Baxter Credit Union Summary Plan Description for Time Frame	Progyny has up to 15 days, if necessary due to matters beyond the Plan's control, and must provide extension notice before the initial 30-day period ends.
Period for Claimant to Complete Claim	See Baxter Credit Union Summary Plan Description for Time Frame	See Baxter Credit Union Summary Plan Description for Time Frame	You have at least 45 days to provide any missing information. Progyny will provide a benefit determination (decision to approve or deny a request) within 15 days of receipt of the requested information, or if no information is received, within 15 days of the end of the claimant's 45-day period.

	Urgent Care Claims	"Pre-Service"	"Post-Service" Claims
Other Related Notices	See Baxter Credit Union Summary Plan Description for Time Frame	See Baxter Credit Union Summary Plan Description for Time Frame	N/A

Your Right to Appeal a Decision

- You have a right to appeal an adverse decision under these claims procedures. Your appeal must be submitted within 180 days of the adverse benefit determination.
- You have the right to submit documents, written comments, or other information in support of your appeal.
- You may request reasonable access to, and copies of all documents, records, and other information relevant to your claim for benefits, including (to the extent applicable) the names of any experts consulted in an explanation of the scientific or clinical judgment that serves as the basis for the determination. This information is free of charge.

How Your Appeal Will Be Decided

If your initial claim is denied and you submit an appeal, your appeal will be reviewed and decided by an individual designated by Progyny who is different from and not a subordinate of the person who made the initial benefit determination. This reviewer will act impartially and independently.

The Progyny claims fiduciary will take into account all information you have submitted, even if it was not presented or available at the initial benefit decision. During your appeal, the claims fiduciary will not defer to the initial benefit determination.

Before issuing any new determination, Progyny will provide you, free of charge, with the new rationale for the decision, if any, along with any additional evidence. You will have no less than 45 days to review and respond to this new rationale or evidence prior to a final decision.

Neither Progyny nor your Plan will retaliate or take any discriminatory action against you for filing an appeal. Your appeal will be handled fairly and will not affect any other part of your health coverage.

Notification of Initial Decision and Appeal Benefit Decision by Plan

You will receive written notice of the decision, as applicable, on your claim. For initial decisions, you will only receive notice if your claim is denied. For appeals, you will receive notice of either a denial or approval.

Notification of Benefit Decision

If your claim or appeal is denied you will receive notice of that denial and it will include:

- Information sufficient to identify the claim (including the date of service, the health care provider, the claim amount)
- Reference(s) to the specific Plan provision(s) on which the decision is based

- A description of any additional material or information necessary to adjust the claim and why such information is necessary
- A statement disclosing any internal rule, guidelines, protocol or similar criterion relied on in making the adverse decision (or a statement that such information will be provided free of charge upon request), and an explanation of the scientific or clinical judgement for the determination to the extent applicable (or a statement that such information will be provided free of charge upon request)
- A statement describing the reason or reasons for the adverse determination including the denial code, and its corresponding meaning and description of the standard used to deny the claim to the extent applicable
- A statement describing the availability of the diagnosis and treatment codes, with their corresponding meanings, upon request
- A statement indicating entitlement to receive on request, and without charge, reasonable access to or copies of all documents, records or other information relevant to the determination
- A description of procedures and time limits for appeal of the decision, and the right to obtain information about those procedures, and the right to sue in federal court

For appeals, you will also receive notice if your appeal is approved.

If your claim is denied in whole or in part, and you decide to file suit in federal court, you must file suit within 365 days of the date of the letter denying your appeal.

	Urgent Care Claims	Non-Urgent "Pre-Service"	Non-Urgent "Post Service"
Period for Filing Appeal	See Baxter Credit Union Summary Plan Description for Time Period	See Baxter Credit Union Summary Plan Description for Time Period	You have at least 180 days to file.
Time frame for Providing Notice of Benefit Determination on Review	See Baxter Credit Union Summary Plan Description for Time Period	See Baxter Credit Union Summary Plan Description for Time Period	Within a reasonable period of time, but not later than 60 days after receipt of request for review.
Extension	None	None	None

External Claims Procedures

- External review of denied claims is available for claims should the service be denied by us, as not medically necessary, or denied as experimental or investigational, or for any other reason required by law.

Independent Review Organization (IRO)

Members can choose to utilize an Independent Review Organization to review their claim.

Progyny will engage an independent review organization (IRO) that is accredited by the Utilization Review Accreditation Commission (URAC) or by a similar nationally recognized accrediting organization, to conduct any external reviews under these claim procedures. Progyny will take actions to guard against bias in favor of denial of external review claims and to ensure independence.

More About the IRO Review

Progyny will rotate external claim assignments among various IROs (or incorporate other independent, unbiased methods for selection of IROs, such as random selection). Any IRO will not be eligible for any financial incentives based on the likelihood that the IRO will support the denial of benefits.

You or your representative may request a standard external review by sending a written request to the address set out in the determination letter. A request must be made within four months after the date you received Progyny's decision.

An external review request should include all of the following:

- A specific request for an external review
- The Covered Person's name, address, and insurance ID number
- Your designated representative's name and address, when applicable
- The service that was denied
- Any new, relevant information that was not provided during the internal appeal

Standard External Review

A standard external review is comprised of all of the following:

- A preliminary review by Progyny of the request
- A referral of the request by Progyny to the IRO
- A decision by the IRO

Within the applicable timeframe after receipt of the request, Progyny will complete a preliminary review to determine whether the individual for whom the request was submitted meets all of the following:

- Is or was covered under the Plan at the time the health care service or procedure that is at issue in the request was provided
- Has exhausted the applicable internal appeals process
- Has provided all the information and forms required so that Progyny may process the request

After Progyny completes the preliminary review, Progyny will issue a notification in writing to you. If the request is eligible for external review, Progyny will assign an IRO to conduct such review. Progyny will assign requests by either rotating claims assignments among the IROs or by using a random selection process.

The IRO will notify you in writing of the request's eligibility and acceptance for external review. You may submit in writing to the IRO within ten business days following the date of receipt of the notice additional information that the IRO will consider when conducting the external review. The IRO is not required to, but may, accept and consider additional information submitted by you after ten business days.

Progyny will provide the assigned IRO the documents and information considered in making Progyny's initial determination. The documents include:

- All relevant medical records
- All other documents relied upon by Progyny
- All other information or evidence that you or your Physician submitted. If there is any information or evidence you or your Physician wish to submit that was not previously provided, you may include this information with your external review request and Progyny will include it with the documents forwarded to the IRO

In reaching a decision, the IRO will review the claim anew and not be bound by any decisions or conclusions reached by Progyny. The IRO will provide written notice of its determination (the "Final External Review Decision") within 45 days after it receives the request for the external review (unless they request additional time and you agree). The IRO will deliver the notice of Final External Review Decision to you and Progyny, and it will include the basis for the determination.

Upon receipt of a Final External Review Decision reversing Progyny determination, Progyny will immediately provide coverage or payment for the benefit claim at issue in accordance with the terms and conditions of the Plan benefit plan, and any applicable law regarding plan remedies.

If the Final External Review Decision is that payment or referral will not be made, Progyny will not be obligated to provide for the health care service or procedure.

Limitation on When a Lawsuit May be Started

You may not start a lawsuit related to a claim until you have requested an appeal and a final decision has been rendered, or until all applicable time frames have elapsed since you filed your request for appeal. If you fail to timely file a claim for benefits or fail to timely file a request for review, your claim will be deemed abandoned and you will be precluded from reasserting it and you (and any other interested party) may not bring a suit or other legal action in a court of law.

You may also pursue remedies under ERISA section 502(a) without exhausting these appeals procedures if we have failed to follow them. Any suit or legal action must be filed no later than one year following the final determination by the claims fiduciary regarding the claim for benefits. If you do not file your suit or legal action within this one-year period, your benefit claim will be deemed abandoned.

Additional Family Building Support

Surrogacy Support

Surrogacy Counseling

Progyny members looking to grow their family through surrogacy have access to surrogacy coaches to provide support and resources throughout the process. Whether you're just starting to think about surrogacy, have already reached out to a few agencies, or have even met your surrogate, your dedicated PCA can connect you to a Progyny surrogacy coach to provide surrogacy counseling regarding next steps, including:

- Details on the process and average cost of surrogacy
- Explanation of various processes and pathways
- Resources to find legal advice for state-specific laws that impact your options
- Specific counseling for LGBTQ+ individuals and couples

Surrogacy Services

You can utilize your Smart Cycles to cover the below services as part of your surrogacy journey. Please note, your Smart Cycle allowance cannot be used for the surrogate, as they are not a claimed dependent. Reference the *Explanation of Covered Treatments & Services* section and contact your PCA to learn more.

- Pre-transfer Embryology Services: includes diagnostic testing, fertilization, preimplantation genetic testing, and cryopreservation for the covered member who is the intended parent. This cycle includes all the embryology services for the creation of embryos from previously frozen or donor eggs. The services begin once the eggs have been retrieved or thawed. Progyny's fertility benefit does not cover services on a gestational carrier or surrogate, so the frozen embryo transfer is not covered under the Smart Cycle.
- Donor Tissue Purchase: your Smart Cycle allowance can be utilized to purchase donor tissue (egg and sperm tissue). Tissue transportation from the tissue bank to your in-network clinic is also covered. Purchase of tissue must be at an in-network bank where members can purchase tissue directly after an authorization is issued. Visit progyny.com/labs to search for in-network donor tissue banks. Contact your PCA if you have questions and to learn more about tax treatment, if applicable.

Adoption Support

Adoption Counseling

Progyny members looking to grow their family through adoption have access to adoption coaches to provide support and resources throughout the process. Whether you're just starting your research, ready to begin the process, or are well on your way in your adoption journey, your dedicated PCA can connect you to a Progyny adoption coach to provide adoption counseling, including:

- Details on the process and average cost of adoption
- Explanation of various processes and pathways
- Resources to find legal advice for state-specific laws that impact your options
- Specific counseling for LGBTQ+ individuals and couples

Authorization & Financial Responsibility

Authorization for Covered Services

An authorization is required before coverage for services or treatment can be determined. You must request an authorization (via your PCA or through the member portal) before your first appointment and again before you begin each service or treatment cycle. Once an authorization is approved, you'll receive a Confirmation Statement. This is important because it confirms your Progyny coverage for specific treatments and is sent to your clinic to ensure proper billing. For certain services, additional information may be needed from your provider to authorize and provide a Confirmation Statement. Learn more below.

When do I need an authorization?

You will need an authorization before your initial consultation as well as before you begin each treatment cycle, such as an IVF or IUI treatment. Once the authorization is approved, you will receive a copy of your Confirmation Statement. It's important that you obtain an authorization and Confirmation Statement prior to your appointments. This ensures you are eligible for services and that you understand your treatment plan.

What is a Confirmation Statement and why do I need it?

A Confirmation Statement is a document that confirms your Progyny coverage for a specific treatment bundle or covered service. Once an authorization request is approved, you and your clinic will receive a Confirmation Statement as proof of coverage. The best way to prevent billing errors or delays in treatment is to request an authorization before your first appointment and again before you begin each treatment cycle.

How do I request an authorization and Confirmation Statement?

1. To request an authorization, contact your PCA or submit a request via the member portal. This should be done prior to all scheduled treatment start dates. In many cases, your clinic will handle the authorization request and confirm the details on your behalf. We encourage you to check with your clinic to ensure they will submit the request, or contact your PCA for guidance.

2. You will need to provide your treatment or service type, in-network clinic, provider name, and appointment date or treatment start date with your request.

3. Once your authorization is approved, Progyny will send your Confirmation Statement to the clinic and will also send it to you for your records. Certain services do require specific authorization and may require more information from you or your provider. Your PCA will let you know if additional information is needed.

4. The authorization will be processed a few days before your appointment to confirm you are still eligible for the benefit. If you are ineligible, you will be responsible for all costs incurred at your appointment. Authorizations are only valid for their specific date range and all treatment or testing must be completed within the authorization date range.

5. Your Confirmation Statement includes everything you need, such as your Progyny member ID number, the dates that your authorization is valid, and the procedure codes to be used by the clinic. Although your clinic will receive a copy of your Confirmation Statement automatically, we recommend having a copy at your appointment to make sure your clinic has the correct information listed in your account.

How do I know which services require additional information for authorization?

To learn more about services that require specific authorization steps, please visit http://nputilizationalliance.com/ or talk to your PCA. Request for authorization for these covered services will be reviewed based on your individual submission and our written clinical policy. The request will be timely adjudicated and based on that review may be approved, denied, or partially approved or partially denied.

Do I need to obtain an authorization for lab work?

Yes, you will need to bring a copy of your Confirmation Statement for the treatment associated with the lab work to confirm coverage. During your initial consultation you may be asked to get bloodwork done at a laboratory outside of the clinic where you are receiving treatment. A list of in-network laboratory partners can be found at progyny.com/labs. Please bring a copy of your Confirmation Statement with you as it has all the necessary information for the laboratory to bill Progyny. Please note, this is typically the ONLY time bloodwork performed outside of your clinic will be covered by Progyny. Once treatment begins, all lab draws must take place at your clinic.

Additionally, if you choose to pursue preimplantation genetic testing on your embryos, share a copy of your Confirmation Statement with the genetic laboratory performing the testing so that they can bill Progyny directly. On your Confirmation Statement you will find the list of in-network laboratories, preconception carrier screening laboratories, and preimplantation genetic testing laboratories for this genetic testing, as well as contact information for your specialty pharmacy.

How long is each authorization valid?

Authorizations for initial consultations are valid for 90 days. Authorizations for treatment are valid for 60 days. The authorization alone is not a guarantee of coverage. You must also be active on an eligible medical insurance plan on the date of service reported by your fertility provider, and this date of service must be within the valid date range of your authorization for coverage to apply.

If you have any questions related to providers and lab facilities, reference the frequently asked questions here.

Understanding Your Financial Responsibility

Your Progyny benefit covers eligible fertility services, however, you may still have to pay for some services. Financial responsibility means you will be expected to pay for a portion of your covered services under your Progyny benefit. The amount you should expect to pay is determined by the medical plan you're enrolled in through your employer. This means you should expect bills for all covered and authorized services including your initial consultation and diagnostics, medication, and fertility treatment.

Why Am I Getting a Bill from Progyny?

Progyny coordinates with your medical insurance plan to administer your Progyny fertility benefit. This means your Progyny member financial responsibility cross accumulates with medical services and is calculated in the same way a surgery or treatment for a broken bone would be. Member financial responsibility is determined by your medical insurance plan and may include deductible, coinsurance, copayment, and/or out-of-pocket maximum.

Important Reminders

When scheduling with your provider, you must list Progyny as your medical plan and your Progyny ID as your member ID at your clinic and laboratories to avoid significant billing issues and incorrect financial responsibility on your part. Your clinic will submit a claim directly to Progyny for payment. Progyny, in turn, processes the claim according to your plan and applies your financial responsibility. You will receive a bill from Progyny reflecting the amount as determined by your medical insurance plan. For most treatments and services, you are billed in bundles aligned with your Smart Cycle or treatment authorization, and not in a fee for service manner. If you choose to forego any services listed as covered within an authorization, the stated Smart Cycle value and bundle is applied in full. For example, your Initial Consultation and Diagnostic bundle is billed based on the services included within the authorization. Please note, although your services are typically authorized as a treatment bundle, you may receive several bills related to your treatment. When you receive your Progyny bill, you can submit payment by mailing a check to the address on your bill, by credit card, Health Savings Account (HSA), over the phone, via the member portal, or at progyny.com/payment.

Note: You should never receive a bill from the clinic or pay the clinic directly for services covered by Progyny. You should only receive a bill from Progyny after the claim has been processed to determine your financial responsibility. If you are asked to pay at the clinic or receive a bill from the clinic, please contact your PCA.

Receiving and paying a bill

Progyny may not cover the entirety of your expenses for services rendered, subjecting you to financial responsibility. Your individual costs will be determined by several factors, including: the medical insurance plan that you enrolled in and its corresponding financial responsibility, your treatment plan, and the center directing your care.

Your clinic will bill Progyny directly throughout your treatment. Progyny will process claims and apply member responsibility to these paid services. You will receive a bill from Progyny that indicates your portion of the financial responsibility. Note, although your services are typically authorized as a treatment bundle, you may receive several bills related to your treatment. If you believe that you have received a bill in error, contact your PCA.

To avoid significant billing issues, you must obtain an authorization and corresponding Confirmation Statement prior to receiving services, and list Progyny as your primary insurance with your clinic, including your Progyny

member ID. Your medical insurance should be listed as secondary insurance to be billed for any services not covered by Progyny.

You will receive a bill via email with instructions to pay the bill online. You can also pay your bill in the member portal, by visiting progyny.com/payment, or you can pay over the phone by speaking to a Progyny billing specialist. Payments can be made via check, by ACH, Health Savings Account (HSA), or credit card.

Utilizing services that may require reimbursement

In some cases, Progyny reimburses members for covered medical services. To ensure eligibility, reimbursements must be discussed with your dedicated PCA in advance. You will need to save all invoices and proof-of-payments. When you're ready to initiate your reimbursement, contact your PCA. Reimbursements must be submitted to Progyny within three months of the date of service to comply with timely filing rules. Your PCA will send you a DocuSign to complete and you will attach all relevant documents listed prior to submitting your reimbursement request for processing. Your reimbursement will be the cost of service minus your financial responsibility. Not all services are eligible for reimbursement, please check with your PCA on your specific case. Note, reimbursements may take up to 90 days to process. If your expenses are related to adoption or surrogacy, contact your PCA.

Timely Filing

Timely filing is the timeframe within which a claim must be submitted to your insurance carrier. Your timely filing limit is determined by your insurance carrier and is based on the date of service rendered. The date of service is determined by the clinic.

Progyny is unable to authorize a service, reimburse for covered services, or submit a claim for processing that is past the timely filing date. If a claim is submitted for processing after the specified timely filing date, the claim will be denied by your carrier. This pertains to all services that require a claim to be processed, including reimbursements.

Contact your PCA if you have any questions regarding your carrier's timely filing limit.

Glossary of Services

Glossary of Services

Anesthesia for Egg Retrieval

Egg retrievals are typically performed with anesthesia (deep sedation).

Assisted Hatching

For the advanced embryo to implant in the uterine wall and continue development, it must hatch out of its shell, which is called the zona pellucida.

Some embryos grown in the laboratory may have a harder shell than normal or may lack the energy requirements needed to complete the hatching process. Embryologists can help these embryos achieve successful implantation through a technique called assisted hatching.

On the third or fifth day of laboratory growth and shortly prior to uterine transfer, a small hole is made in the zona pellucida of the embryo with a specially fitted laser microscope. Through this opening, the cells of the embryo can escape from the shell and implant at a somewhat earlier time of development, when the uterine lining may be more favorable.

Cryopreservation

Cryopreservation is the process of freezing tissue to sub-zero temperatures for later use. When the tissue is needed, it is thawed and used in a treatment cycle.

D&C

Occasionally, a minor surgical procedure called a D&C is needed in a fertility setting. Typically, this procedure is billed to your medical insurance and is covered.

Embryo Culture

Embryo culture is a component of in vitro fertilization (IVF) in which resultant embryos are allowed to grow for some time in the laboratory.

FDA Workup

FDA-approved lab testing is required for any member or dependent who is using a gestational carrier or surrogate.

Fertilization

Fertilization refers to the process in the laboratory where sperm is added to a dish containing the egg to create embryos.

Genetic Counseling

Genetic Counseling is sometimes required as part of your fertility journey to review your pre-conception carrier screening and/or PGT-A/M/SR results. Typically, genetic counseling is covered by your medical insurance..

In-Cycle Monitoring/Management

During a treatment cycle, the clinic will monitor progress through pelvic ultrasounds and bloodwork every other day. This helps to assess the development of follicles and the thickness of the endometrium, both of which are essential measures in the stimulation process.

Intracytoplasmic Sperm Injection (ICSI)

Intracytoplasmic sperm injection (ICSI), also known as micro manipulation, is a laboratory technique that is performed in most IVF cases in the United States. Once the eggs are ready for insemination, a micropipette or tiny needle is used to inject a single, normal appearing, living sperm directly into the center of an egg to promote fertilization. ICSI is most often used in cases of male-factor infertility such as low sperm count; poor sperm morphology (shape); motility (movement); or if the sperm have trouble attaching to the egg—however many clinics now perform it in most or all IVF cycles.

Preimplantation Genetic Testing for Aneuploidy (PGT-A)

Preimplantation genetic testing for aneuploidy (PGT-A), also called CCS and NGS, may be performed in conjunction with IVF treatment and involves testing embryo biopsy tissue for chromosomal abnormalities. Only euploid embryos (those with the correct number of chromosomes) are preserved and saved for future transfer.

PGT-A testing greatly reduces the risk of miscarriage and increases the probability of a successful and healthy pregnancy. Furthermore, a single embryo transfer (SET) is recommended, thus nearly eliminating the risk of a multiple pregnancy.

PGT-A can be performed during any cycle where embryos are created in the lab: frozen oocyte transfer, IVF freeze-all, or IVF fresh cycles (because it can take several days to get the PGT-A test results from the lab, the embryo(s) transferred during an IVF fresh cycle are unlikely to be PGT-A tested).

Preimplantation Genetic Testing for Monogenic/Single Gene Diseases (PGT-M)

Preimplantation genetic testing for monogenic/single gene diseases (PGT-M) is a procedure used prior to implantation to help identify genetic defects within embryos. This serves to prevent certain genetic diseases or disorders from being passed on to the child.

Preimplantation Genetic Testing for Structural Rearrangements (PGT-SR)

Preimplantation genetic testing for structural rearrangements (PGT-SR) is utilized when one or both intended parents may have a balanced chromosome or structural rearrangement (inversions or translocations). PGT-SR reduces the risk of having a pregnancy or child with an unbalanced structural abnormality, which involves extra or missing genetic material and typically results in pregnancy loss.

Single Embryo Transfer (SET)

At Progyny, our goal is your goal: healthy pregnancies and healthy babies. Progyny is committed to providing our members with access to the best care to ensure the best outcomes. While we do not determine care, we require that all providers in our network follow the American Society for Reproductive Medicine (ASRM) guidelines.

SET or single embryo transfer is the preferred process where one embryo is transferred at a time. Fertility providers and the specialty overwhelmingly prefer SET to reduce the risk of multiple pregnancy and miscarriage. Transferring

more than one embryo does not significantly increase pregnancy rates and can increase the chance of poor outcomes including miscarriage, high-risk pregnancy, and pre-term birth.

If your provider recommends multiple embryo transfer, they must attest that their recommendation meets ASRM guidelines. Following attestation, you may move forward with the transfer.

If the recommended multiple embryo transfer does not meet ASRM guidelines, our Medical Advisory Board will review the recommendation including any supporting medical records.

If approved, you may move forward with the transfer.

If the transfer of multiple embryos is denied by Progyny's Medical Advisory Board, you and your provider should discuss your next steps. If you choose to move forward with SET, your transfer will be covered as normal (assuming eligibility and sufficient benefit remaining). If you and your provider elect to move forward with the transfer of multiple embryos, the transfer will be an out-of-pocket cost that is not covered under your benefit.

Contact your PCA for more information.

Sperm Wash and Preparation

Sperm washing is a form of sperm preparation that is required prior to intrauterine insemination or IVF because it removes chemicals from the semen, which may cause adverse reactions in the uterus.

Telehealth

A telehealth appointment is a one-on-one video meeting with your provider. Telehealth can be utilized for an initial consultation, for example, enabling you to meet your provider virtually, discuss your medical history and explore possible treatments, just like you would during an in-person visit.

Pregnancy Monitoring

Pregnancy monitoring is a maternity service that involves checking the health of the unborn baby during pregnancy and labor.

Menopause and Midlife Care

Menopause and Midlife Care

Progyny puts you and your health in focus, providing care for all stages of menopause and all the unique symptoms that come with it. Members can connect with a menopause PCA for specialized clinical coaching to help you understand and manage symptoms and navigate care options to empower informed transitions through perimenopause and menopause. If you'd like to connect with a menopause-trained provider for treatment options, Progyny offers high quality providers trained in menopause to help you improve quality of life through your specific symptoms. Treatment can include care for nutrition, weight fluctuations, age-related screenings, hormone and non-hormone based prescriptions, sleep support, mental healthcare and more based on your needs.

Eligibility

Progyny Menopause and Midlife Care is available to employees and their eligible dependents enrolled in an eligible medical insurance plan. Contact Progyny to confirm eligibility and get started.

Services may be subject to your financial responsibility based on your medical plan, which may include deductible, coinsurance, copayment, and/or out of pocket maximum. Your Progyny Care Advocate (PCA) will review coverage details with you during enrollment and as needed.

Get Started

Contact Progyny to confirm eligibility and start using your benefit.

- **Call Progyny at 833.233.0874.** You can reach your care team Monday to Friday from 9 am ET to 9 pm ET.
- **For digital access,** visit progyny.com/benefits to explore more.

What to Expect

Your Progyny benefit connects you with providers who specialize in perimenopause, menopause, and midlife care to provide you with the specialized care you deserve to manage symptoms experienced during hormonal changes. We provide you with personalized treatment plans that help you manage your symptoms and strengthen long term health. In addition to accessing providers, you will have unlimited access to a Progyny Care Advocate who will help you understand symptoms and navigate care options to empower informed transitions through perimenopause and menopause. Your benefit includes:

Access to Perimenopause and Menopause Experts

Progyny has created a network of top menopause providers, connecting you to high quality care across the United States 7 days a week. The network of menopause providers consists of experts in menopause specific care and will work to create a treatment plan that's right for you.

Scheduling appointments

After onboarding and selecting your in-network provider, you will be directed out of Progyny's portal to access the provider platform to schedule your first appointment. Some items to keep in mind when preparing for your appointment:

- You may need to take a quick assessment to understand where you are in your menopause journey
- Be prepared to talk through your medical history and any symptoms you may be experiencing
- Work with your provider to figure out next steps to help you on your journey

Hormonal and Non-hormone Based Treatments

Progyny's menopause and midlife care is individualized, and will be based on your symptoms, medical history, and personal goals.

Your provider will develop a personalized care plan so you can feel your best which may include prescribing hormone and non-hormone based treatments as clinically recommended,, supplements, and lifestyle support such as nutrition plans and mental health support.

Concierge Support

In addition to support from our menopause providers, you'll have unlimited access to a Progyny Care Advocate (PCA) with clinical expertise and deep knowledge of menopause. Your PCA will offer personalized coaching, emotional support, and care coordination to help manage and reduce symptoms. Throughout your journey, they'll schedule regular check-ins to review provider appointments, answer questions, share helpful resources, and track symptom improvement for up to 16 weeks after you start the program.

Digital Tools

Through the Progyny member portal, available via web or mobile app, you can view educational content, learn more about your benefit, and easily communicate with your Menopause PCA.

- Sign up for the member portal via web or by downloading the app
- Explore menopause education including on-demand webinars, podcast episodes, and articles
- Communicate directly with your Menopause PCA via secure messaging

FAQs

1. 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.

2. Does the benefit cover in-person care?

The Progyny Provider Network includes menopause specialists across the United States that you can access for care based on your employer's benefit. 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 discuss all of this with you as part of your care plan.

3. Why do I need to see a menopause trained provider?

If you need greater support managing and treating your symptoms, the Progyny benefit has in-network menopause providers who can provide comprehensive medical care to support your health.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 and mental health support.

4. How can I book an appointment?

Once your benefit is active, you can log into your member portal online or use the Progyny app. When you're ready to schedule care, you can do it directly through the portal. You'll be able to choose a provider from the network and pick a date and time that works for you.

If you run into any issues or have questions, your PCA is here to help.

5. Do I need an authorization before seeing a menopause provider?

You do not need to receive an authorization prior to your appointments. If you have any questions about how to prepare for an appointment contact your Progyny Care Advocate.

6. What does this cost?

Services received from a menopause provider are subject to the cost-sharing provisions of your medical plan and may include deductible, coinsurance, and copayments, up to your plan's out-of-pocket maximum. Your PCA will review coverage details with you during enrollment and as needed. Personalized coaching from your PCA and access to digital resources via the member portal are offered to you by your employer with no cost to you. Contact Progyny to confirm eligibility.

Progyny, Inc. offers an interpreter service so that you can ask a question in Spanish or other various languages. If the representative that speaks your language is not available, an interpreter can be connected on the line to be able to assist you with your question.

Progyny, Inc. ofrece un servicio de intérprete para que pueda hacer una pregunta en español o en otros idiomas. Si el representante que habla su idioma no está disponible, un intérprete puede estar conectado en la línea para poder ayudarle con su pregunta.

Progyny, Inc. offre un service d'interprète afin que vous puissiez poser une question en français ou dans d'autres langues différentes. Si le représentant qui parle votre langue n'est pas disponible, un interprète peut être connecté en ligne pour pouvoir vous assister dans votre question.

Progyny, Inc. bietet einen Dolmetscherservice an, damit Sie eine Frage in deutscher oder anderer Sprache stellen können. Wenn der Vertreter, der Ihre Sprache spricht, nicht verfügbar ist, kann ein Dolmetscher auf der Leitung angeschlossen werden, um Ihnen bei Ihrer Frage behilflich zu sein.

Progyny, Inc. cung cấp dịch vụ phiên dịch để bạn có thể đặt một câu hỏi bằng tiếng Đức hoặc các ngôn ngữ khác. Nếu người đại diện nói ngôn ngữ của bạn không có sẵn, thông dịch viên có thể được kết nối trên đường dây để có thể giúp bạn với câu hỏi của bạn.

Progyny, Inc. nudi uslugu tumača kako biste mogli postaviti pitanje na njemačkom ili na drugim jezicima. Ako predstavnik koji govori vaš jezik nije dostupan, tumač se može povezati na liniji kako bi vam pomogao u vašem pitanju.

Nag-aalok ang Progyny, Inc. ng serbisyo ng interpreter upang maaari kang magtanong sa Aleman o iba pang iba't ibang wika. Kung hindi magagamit ang kinatawan na nagsasalita ng iyong wika, ang isang interpreter ay maaaring konektado sa linya upang matulungan ka sa iyong tanong.

ਪ੍ਰੋਗਨੀ, ਇੰਕ. ਤੁਹਾਡੀ ਜਰਮਨ ਜਾਂ ਹੋਰ ਵਿਦੇਸ਼ੀ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰਨ ਲਈ ਦੁਭਾਸ਼ੀਏ ਉਪਲਬਧ ਹਨ। ਜੇਕਰ ਤੁਸੀਂ ਜਰਮਨ ਨਹੀਂ ਬੋਲ ਸਕਦੇ, ਤਾਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਉਪਲਬਧ ਹੋ ਸਕਦਾ ਹੈ।

ਜੇਕਰ ਕੋਈ ਪ੍ਰਤੀਨਿਧੀ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਲਈ ਉਪਲਬਧ ਨਹੀਂ ਹੈ, ਤਾਂ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਲਈ ਇੱਕ ਦੁਭਾਸ਼ੀਆ ਉਪਲਬਧ ਹੋ ਸਕਦਾ ਹੈ।

Prōganī, ika. Dubhāśī'ē dī sēvā pradāna karadī hai tāṁ jō tusīṁ jaramana jāṁ hōra ka'ī bhāśāvāṁ vica ika savāla pucha sakō. Jē tuhāḍī bhāśā bōlaṇa vālā pratīnidha upalabadha nahīṁ hai, tāṁ ika dubhāśī'ē nū tuhāḍē savālāṁ nāla tuhāḍī sahā'itā karana dē yōga hōṇa la'ī lā'īna'tē juṛi'ā jā sakadā hai.

Progyny, Inc.는 통역사 서비스를 제공하므로 독일어 또는 기타 다양한 언어로 질문 할 수 있습니다. 귀하의 언어를 사용하는 대표자가 없을 경우, 귀하의 질문에 도움이 될 수 있도록 통역사가 전화 상에 연결될 수 있습니다.

Progyny, Inc.neun tong-yeogsa seobiseuleul jegonghameulo dog-il-eo ttoneun gita dayanghan eon-eolo jilmun hal su issseubnida. gwihaui eon-eoleul sayonghaneun daepyojaga eobs-eul gyeong-u, gwihaui jilmun-e doum-i doel su issdolog tong-yeogsaga jeonhwa sang-e yeongyeoldoel su issseubnida.

بر[illegible] Inc. [illegible] خد[illegible] متر[illegible] [illegible]يث [illegible] وسة [illegible] الألمانية أو [illegible] إذا [illegible] يكن [illegible] يتيح [illegible] متاور ف، يمكن ص[illegible] تيل متر[illegible] فري [illegible] ليتمكن من [illegible] س.

taqadam birwjini, Inc. khidmatan mutarjim bihayth yumkinuk tarh sual biallughat al'almaniat 'aw laghat 'ukhraa mukhtalifatin. 'iidha lm yakun almumathil aldhy yatahadath laghatak mutawafiranaan, yumkin tawsil mutarjim fawriun ealaa alkhati liatamakan min musaeidatik fi suaalik.

Progyny, Inc. предлагает услугу переводчика, чтобы вы могли задать вопрос на немецком или других языках. Если представитель, который говорит на вашем языке, недоступен, на линии может быть подключен переводчик, чтобы помочь вам в решении вопроса.

For more information about your Progyny benefit,

call: 833.233.0874

Explore resources at progyny.com/benefits