



## QUICK TIPS:

# 5 Things to Know About Your Progyny Benefit

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## 1. Your Patient Care Advocate:

Your Progyny Patient Care Advocate (PCA) is a fertility expert who will provide you with clinical and emotional support throughout your entire fertility journey. This includes guidance on available treatment options and outcomes, coordination, and preparation for all your appointments, questions regarding billing, and support throughout your journey. For any treatment related questions always refer to your rendering Physician. You will need to register with your PCA before moving forward using your Progyny benefit for any visits, testing, or treatment. Call us to be connected with your dedicated PCA, learn more about your benefit, and to get started.

Patient Name:	
PCA Phone Number:	Total Lifetime Smart Cycles:*
Medication Coverage Provided By:	Medication Coverage Phone Number:

\* Be sure to confirm your Smart Cycle balance with your Patient Care Advocate. Your clinic won't have visibility into how many Smart Cycles have already been utilized.

## 2. Authorizations must be in place prior to treatment start:

You must be enrolled with Progyny and receive authorization prior to starting each fertility service. You and your clinic will receive a Patient Confirmation Statement via email once your authorization is generated. Please bring this Confirmation Statement with you to all of your appointments.

## 3. The Progyny Smart Cycle:

The Progyny Smart Cycle is designed for comprehensive coverage. All standard of care services and technologies needed for a treatment cycle are covered within the Smart Cycle. From in-cycle monitoring and anesthesia

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for retrievals, to the latest technology like assisted hatching, preimplantation genetic testing and ICSI, plus the first year of storage, it's all included in one authorization. That means you won't run out of coverage mid-cycle. You and your doctor can focus on creating the most effective treatment plan for you, regardless of cost.

### 4. How member financial responsibility works:

Please note, covered services include financial responsibility so you should expect a bill from Progyny for your portion of all covered services. Your individual costs will be determined by several factors, including: the plan you enrolled on and its copayment or co-insurance, whether you have met your deductible, and your maximum out-of-pocket expense. You should never receive an invoice from the clinic or pay the clinic directly for services covered by Progyny. You should only receive an invoice from Progyny once the treatment is complete and the claim has been processed to determine your financial responsibility. Your clinic doesn't have access to your out-of-pocket cost information, so reach out to your PCA with questions.

### 5. Some households carry multiple fertility benefits which may require the Coordination of Benefits (COB):

If you or your spouse/partner have primary insurance other than your current Progyny plan, you may have dual coverage for fertility services. In accordance with primary insurance rules, you will be required to exhaust fertility benefits or receive a letter (called an Explanation of Benefits) stating that you do not have fertility coverage through the primary insurance benefit before accessing Progyny benefits.

## The Progyny Member Guide is your friend.

If you don't already have it, just ask your PCA to email one to you!



[progyny.com](https://progyny.com)