



# Frequently Asked Questions

## What's included in my Progyny benefit?

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

## What is a Smart Cycle?

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

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

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

With your Progyny benefit you have unlimited access to PCAs that provide personalized support and guidance. To learn more and get started, visit [progyny.com](https://progyny.com) or call your dedicated PCA at: 833-233-0561.

## Who is eligible for the Progyny benefit?

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

## How can I find a Progyny in network provider?

You can search for an in-network provider and find our list of in-network labs at [progyny.com/find-a-provider](https://progyny.com/find-a-provider). This search tool includes detailed information for each Progyny in-network clinic, including provider profiles with demographics, sub-specialties within fertility, and other unique practice characteristics. Alternately, your dedicated PCA can assist you with finding an in-network provider by calling Progyny at 833-233-0561.

## What If I am currently seeing a fertility specialist?

We want to ensure that you do not experience any disruption in care during this transition period. If you are currently undergoing or seeking to begin a fertility treatment, please contact Progyny toll-free at 833-233-0561 to speak to a PCA, Monday through Friday from 9 am – 9 pm ET.

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