FREQUENTLY ASKED QUESTIONS

1. **What is the basic information that patients should know about the family-building process?**
   
   Beginning July 1, 2022, The CU Health Plan has partnered with WINFertility to offer a comprehensive family-building benefit to employees and spouses/partners/dependent child (subject to clinical guidelines) enrolled in any CU health medical plan administered by Anthem Blue Cross Blue Shield. Contact WIN to get started:
   
   - CU Health Plan members have a dedicated toll-free customer service number 866-430-6068 and operates on a 24/7/365 model. WIN Customer Service Associates are available Mon-Fri from 7:00am-5:30pm MT, and WIN Nurse Care Managers can be reached 24 hours a day, 7 days a week for any urgent matters.
   
   - Download the [WINFertility Companion App](#) to get real-time status information and to schedule a WIN Nurse consult. Beginning July 1, 2022, use the legal name you used when registering for your benefits and enter employer code: **CUHP22**
   
   - WIN designated member webpage: [winfertility.com/cuhealthplan](http://winfertility.com/cuhealthplan)

2. **What are my Fertility Benefits from this program?**
   
   The CU Health Plan provides a 2-cycle lifetime maximum benefit toward certain eligible expenses related to fertility treatment and related fertility medications, to those enrolled in a medical plan administered by Anthem. This benefit does not require a diagnosis of infertility in order to access the benefit. The Fertility Benefit is consistent across Anthem medical plans subject to the specific medical plan member cost shares for each Anthem plan. Genetic testing is covered subject to clinical guidelines.

3. **What is the Prior Authorization process?**
   
   WIN receives treatment information from your provider during the Prior Authorization process to review against the benefit policy. Prior authorizations of treatment cycles ensure contact prior to cycle initiation and promote the most clinically effective care. During your consultation, your Nurse Care Manager can provide support and clinical education on your medical treatment and medications. Prior authorizations will begin July 1, 2022.

4. **Who do I contact for questions regarding Prior Authorizations?**
   
   Customer Service Agents are available Monday through Friday 866-430-6068 from 7:00am-5:30pm MT to gather information, confirm eligibility, answer initial questions and refer the patient to their designated Nurse Care Manager for clinical support.

5. **Who do I contact for questions regarding claims?**
   
   Members should contact Anthem directly for all claim inquiries via the phone number located on the back of your ID card. Anthem medical plan member cost shares will apply.
6. How do I find the locations of Anthem participating clinics/providers in my area?
   Your designated WIN webpage: winfertility.com/cuhealthplan has a link to Anthem’s online resources to help you with your provider selection (https://www.anthem.com/login/). In addition, WIN can assist with your provider selection during your Nurse Care Manager consultation, finding a quality, in-network provider specific to your needs.

7. If I am currently seeking treatment and my Provider is out-of-network, can I continue to see my Provider and receive this new benefit?
   In order to consider covering the new fertility benefit with an out-of-network provider, a continuity of care form must be completed and submitted to WINFertility. Upon review, WINFertility will contact your provider with the approval/denial. The Continuity of Care form can be found at CU Health Plan Microsite (https://www.anthem.com/cuhealthplan/).