

FREQUENTLY ASKED QUESTIONS

1. What is the basic information that patients should know about the family-building process?

The University of Kentucky has partnered with WINFertility to offer a comprehensive family-building benefit to employees and spouses/partners enrolled in most University of Kentucky medical plans administered by Anthem.

Contact WIN to get started:

- University of Kentucky members have a dedicated toll-free customer service number 833-506-3466 and operates on a 24/7/365 model. WIN Customer Service Associates are available Mon-Fri from 9:00am-7:30pm ET, 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: UKY22
- WIN designated member webpage: managed.winfertility.com/universityofky
- Nurse consultations will be available starting July 1, 2022.

2. What are my Fertility Benefits for this program?

University of Kentucky families enrolled in the Anthem PPO, EPO, Saver, RHP, and Indemnity medical plans are provided a \$10,000 lifetime maximum benefit toward eligible expenses related to fertility treatment and a \$5,000 lifetime maximum benefit toward fertility-related medications. Members seeking to utilize this family-building benefit must be enrolled in one of these plans (HMO excluded): Anthem PPO, EPO, Saver, RHP, or Indemnity.

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 with your Nurse Care Manager, a discussion on fertility drug dosing, storage, and formulary management education will occur.

4. Who do I contact for questions regarding Prior Authorizations?

Customer Service Agents are available Monday thru Friday 833-506-3466 from 9:00 am- 7:30 pm ET to gather information, confirm eligibility, answer initial questions and refer the patient to their designated Nurse Care Manager for clinical support.

5. What could delay the review process?

Your Nurse Care Manager ensures that the appropriate care is not withheld or delayed without adequate cause. However, an authorization may be delayed due to missing/incomplete medical information or inaccurate/outdated demographic information.

6. 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.

7. How do I find the locations of Anthem participating clinics/providers in my area?

Your designated WIN portal page managed.winfertility.com/universityofky/ has a link to Anthem's online resources to help you with your provider selection www.anthem.com/find-care/. 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.

8. What is WIN's role in Adoption & Surrogacy?

WINFertility's specialty service team members will help you throughout the adoption and/or surrogacy processes, providing personalized guidance and support. Member's fertility lifetime maximum will **not** be applied toward this benefit. For more information about Adoption and Surrogacy Advocacy, contact WINFertility.