



# Your Progyny Benefit

**Smarter benefits across life's milestones**

FAES Member Guide

2025 Plan Year



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# Introduction to Progyny

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# 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 **888.510.1489** to learn more.

## Highlights of Your Benefit

### Pregnancy and Postpartum

*Personalized coaching and exclusive digital tools to support the pregnancy and postpartum journey*

Connect with a Progyny Care Advocate (PCA) to partner with you throughout your journey and empower you with curated resources, guidance, and education for a healthy pregnancy and beyond. Sign up anytime during your pregnancy or within 12-months postpartum to receive ongoing one-on-one support from your PCA and curated digital tools to feel confident as you navigate pregnancy, postpartum, and return-to-work. Contact Progyny to speak to a coach and reference the [Pregnancy and Postpartum](#) section to learn more.

## Get Started

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

- **Call Progyny at 888.510.1489.** You can reach your care team Monday to Friday from 9 am ET to 9 pm ET.
- **For digital access,** visit [progyny.com/benefits](https://progyny.com/benefits) to explore more.

Progyny 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.



# Pregnancy and Postpartum

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# Pregnancy and Postpartum

At Progyny we envision a world where everyone can realize their dreams of family and ideal health. With Progyny's Pregnancy and Postpartum benefit, you will be empowered with knowledge and confidence to better understand your journey through personalized coaching and exclusive resources.

## Eligibility

Progyny Pregnancy and Postpartum is available to employees and their eligible dependents (throughout pregnancy and 12 months postpartum) enrolled in an eligible medical insurance plan. This benefit is designed for those pregnant, postpartum, or building a family with a gestational carrier.

Personalized coaching and access to digital tools are offered to you at no cost by your employer.

## Get Started

Contact Progyny to confirm eligibility and enroll. If you are already enrolled in Progyny for fertility and family building services, contact your PCA to learn how to transition to Pregnancy and Postpartum.

- **Call Progyny at 888.510.1489.** You can reach your care team Monday to Friday from 9 am ET to 9 pm ET.
- **For digital access,** visit [progyny.com/benefits](https://progyny.com/benefits) to explore more.

## What to Expect

Progyny Pregnancy and Postpartum is designed to ensure you are supported every step of the way with coaching and curated resources to complement your OB provider care. Your benefit includes the following:

### Concierge Support

You will be paired with a Progyny Care Advocate (PCA), who will be your partner throughout your pregnancy and postpartum journey. Our PCAs are made up of a team of experienced labor and delivery nurses who are available for unlimited support and guidance tailored to fit your individual needs including:

- Monthly check-in calls with your personal PCA to understand what to expect at key milestones throughout your pregnancy and into postpartum, including preparing for returning to work
- Emotional support and clinical guidance to complement the care received from your OB provider
- Educational emails with tailored content and resources relevant to each stage of your journey
- Unlimited and convenient access to your personal PCA via phone, email, and secure messaging

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## Digital Tools

Upon enrollment, you'll gain access to the Progyny member portal pregnancy and postpartum resources, where you can view educational content, easily communicate with your PCA, and track your pregnancy.

- Sign up for the member portal via web or by downloading the app (iOS or Android devices). You must be enrolled to gain access. Contact Progyny for support
- Explore pregnancy and postpartum education including on-demand webinars, podcast episodes, and articles to support each stage of your journey
- Access health trackers to monitor your pregnancy including blood pressure, mood, and weight tracking
- Track your baby's diapers, feeding, and growth
- Discover curated content and checklists to support each milestone through pregnancy and postpartum
- Communicate directly with your PCA via secure messaging

## Navigation and Referral Services

Your PCA can help refer you to additional services, including:

- **Baby Feeding Support:** Virtually connect with a certified lactation consultant to discuss a personalized feeding plan for you and your family based on your goals and align on expectations as you prepare for delivery.
- **Doulas:** Connect with Progyny's in-house doulas for enhanced educational support, referrals to vetted doula networks, and answers to all your questions as you prepare to give birth.

# 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 the Employee Retirement Income Security Act of 1974 ("ERISA") set up reasonable rules for filing a claim for benefits. While Progyny is not the Plan Administrator of the FAES Medical Plan (the "Plan") under ERISA, Progyny is the claims fiduciary under ERISA and has discretionary authority solely for the purpose of administering the Plan's claims and appeals procedures for benefits administered by Progyny under ERISA's claims and appeals rules.

See the Claims and Appeals section of the main portion of the FAES Active Medical Plan Summary Plan Description for the claims and appeals procedures.

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## FAQs

### 1. Can I still enroll if I'm at the end of my pregnancy or postpartum?

Yes, Progyny Pregnancy and Postpartum is available to eligible members at any time throughout their pregnancy and within 12 months postpartum. You can enroll at any stage to connect with a coach and gain access to support and exclusive resources. PCAs will tailor coaching and information based on the stage you are at in your journey.

### 2. How do I know if this is right for me?

Progyny Pregnancy and Postpartum offers inclusive care and support for key topics across pregnancy, postpartum, and return to work. This includes support to address high-risk conditions such as gestational diabetes, hypertension, Polycystic Ovary Syndrome (PCOS), endometriosis, preeclampsia, perinatal mental health, history of preterm birth or miscarriage, and lifestyle factors and behaviors. The benefit is designed to give you personalized one-on-one support tailored to fit your needs and arm you with education to empower you with knowledge and confidence to better understand your pregnancy and postpartum journey. It is meant for anyone navigating pregnancy and postpartum to feel supported and prepared to know what to expect at each step.

### 3. What support can my PCA provide?

Progyny Care Advocate's are highly experienced across all facets of maternity care including labor and delivery, NICU, obstetrics, fertility care, etc. They are available to provide personalized education and support throughout your pregnancy and postpartum journey and be a resource to provide education, clinical guidance, care facilitation, and emotional support. You can also connect with your PCA at any time via phone or secure messaging.

### 4. What tools can I access in the member portal?

The Progyny member portal is a digital companion to complement the support you receive from your care team. You can access content curated based on week and trimester with to-do lists to guide you throughout your pregnancy and know what questions to ask your OB provider. You can track fetal development along with your own health trends such as blood pressure, glucose, mood, and weight. Post delivery you can track the baby's growth, diapers, feeding, and questions to ask your OB provider with the portal.

### 5. What support is available postpartum?

It's important to get the care and support you need postpartum too. PCAs continue to provide regular check-ins and remain available for unlimited support during the first 12 months of postpartum. This high-touch, holistic care includes emotional support, navigation for referral resources, help finding a mental health provider as needed, support for returning to work, tips for finding childcare, guidance on navigating relationship transitions, and more. Members can continue to access digital resources including checklists for preparing to return to work and curated content around navigating the postpartum stages.

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## 6. What does this cost?

Personalized coaching from your PCA and access to digital tools via the member portal are offered to you at no cost by your employer with no member financial responsibility. Contact Progyny to confirm eligibility and enroll today.



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. 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.

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

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

Prōganī, ika. Dubhāśīṭē dī sēvā pradāna karadī hai tām jō tusīm jaramana jām hōra kaī bhāśāvām vica ika savāla pucha sakō. Jē tuhādī bhāśā bōlaṇa vālā pratīnidha upalabadha nahīm hai, tām ika dubhāśīṭē nū tuhādē savālām nāla tuhādī sahālitā karana dē yōga hōna laī lāīna'tē jurī'a 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. gwihau i eon-eoleul sayonghaneun daepyojaga eobs-eul gyeong-u, gwihau i jilmun-e doum-i doel su issdolog tong-yeogsaga jeonhwa sang-e yeongyeoldoel su issseubnida.

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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: 888.510.1489

Explore resources at [progyny.com/benefits](https://progyny.com/benefits)