

Welcome to Kindbody! We're excited to have you as part of our family. Family building journeys can move quickly and we wanted to provide you with a checklist that you can use as a guide as you move forward. Your Kindbody Patient Care Navigation team is here to help you if you have any questions or need assistance.

Review your benefits coverage

- Find helpful details about your benefit plan and coverage in your member guide, available in your patient portal.
- Within the next 3 days, you'll receive a Summary of Benefits from your Financial Coordinator in your patient portal, outlining your financial responsibility for services. ***Please refer to the example at the bottom of page 2 of this checklist.***
- Get information directly from a member of our Care Team - send us a message in the patient portal or give us a call via your client direct Kindbody number!

Complete your profile

- Upload images of your insurance card, add your address, and let us know if you have secondary insurance coverage.
- Once that's complete, we can help you schedule appointments and process any costs for your services correctly.

Find your nearest Kindbody clinic

- You can locate your closest Kindbody signature clinic by visiting kindbody.com/locations or clicking [this link](#).
- Services at Kindbody signature clinics across the US are covered as in network with your insurance plan. If you have selected one of our partner clinics, we encourage you to confirm that they are in-network with your medical insurance plan.*

Talk to an expert

- You can [book an appointment](#) with a Kindbody provider directly in your patient portal. This virtual initial consultation can answer basic questions about family planning and getting ready to start trying to conceive, or general questions about fertility, to the most complex fertility issues.
- Your spouse/partner is encouraged to attend this initial virtual consultation.
- Your spouse/partner must create their own Kindbody account prior to your initial

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consultation.

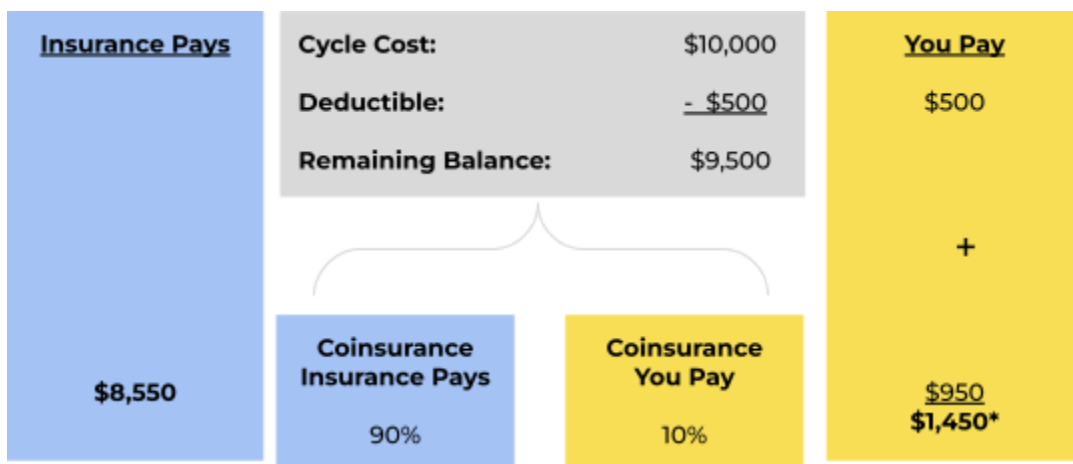
- If you've selected a partner clinic instead of a Kindbody signature clinic, please notify your Kindbody Patient Care Navigation team as soon as your appointment is booked - we'll make sure your treatments are authorized so everything runs smoothly.

Let us know how you're doing

- Family building can be overwhelming and we are here for you. We can offer support such as virtual counseling sessions with Kindbody providers, virtual nutrition consultations, as well as many other types of virtual holistic health care appointments. You can reach out to Kindbody by phone, email, or portal message, whatever works best for you!

Review the following example to understand your financial responsibilities. Please note the following is a simple example only and may not reflect your actual deductible or coinsurance responsibility. Your financial coordinator will be able to provide specific details as it relates to your plan

EXAMPLE: You are enrolled in **employee only coverage on an Aetna, UHC or Cigna PPO Plan**. You have a deductible of \$500*, coinsurance responsibility of 10% and out-of-pocket max of \$2000* (once you have reached your out-of-pocket maximum, covered services will be covered in full up to you lifetime maximum).



*This example assumes you have not paid any deductible or out-of-pocket costs

Access to the Kindbody benefit and the Kindbody partner clinic network is subject to eligibility for the benefit and benefit specifications

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Now that you've selected your preferred clinic location, you're probably wondering what happens next! Each family building journey is unique, but this checklist should give you a good idea of what you can expect. Your Kindbody Patient Care Navigation team is here to help you if you have any questions or need assistance.

- Your first appointment.** Schedule your initial consultation with your preferred Kindbody clinic.* Whether you're going to visit one of our Kindbody Signature clinics or one of our partner clinics, your Kindbody Patient Care Navigation team can assist you with this step! If you're choosing one of our partner clinics, make sure they're in network with your medical insurance too! In the event that your clinic submits a claim that is denied by your medical insurance, your clinic will send that same claim to Kindbody for coverage, when applicable.

Examples of initial work up and testing services billed to your major medical insurance plan:

Initial assessment

- New patient office visit
- Transvaginal ultrasound

Male factor testing

- Semen analysis

Additional testing

- Saline sonogram
- HSG
- Hysteroscopy
- ERA - monitoring and biopsy only, analysis is not covered
- Endometrial biopsy
- Diagnostic hormone blood work

For specific questions related to diagnostic testing coverage, please contact us through your patient portal.

- Medical records.** If you have had recent relevant testing, such as blood work to test your hormone levels, ultrasounds, HSG, saline sonograms, semen analysis for you and/or your partner, etc. you/your partner can request your records from the provider that ordered the

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testing and ask that it be sent to your clinic prior to your initial assessment. This will assist your new provider in determining any additional testing needs and preferred course of treatment.

- Additional testing.** If additional testing is ordered, test results are typically returned to your provider for review within 5-7 days for lab work and semen analysis, and 3 weeks for any preconception genetic carrier screening, such as Natera. Once your results are reviewed, your provider and/or clinic will reach out to schedule a follow up appointment to discuss your results and develop a treatment plan with you, if treatment is recommended.

- Prior to starting treatment.** Once you and your doctor have confirmed a treatment plan, we will kick off a formal authorization and approval process prior to treatment starting
 - The authorization process will ensure 1) you or your spouse/partner are eligible for the benefit at the time of treatment, and 2) you or your spouse/partner have a benefit remaining (i.e., you have not reached your fertility benefit lifetime maximum); once this process is complete you will receive a portal message indicating your authorization is approved and can proceed with services.
 - Fertility medications will not be released and treatment cannot start until the authorization is granted.
 - Cost estimates - our Kindbody financial coordination team will be able to send you a patient portal message providing you with a detailed description of cost and your estimated financial responsibility for your treatment cycle. If your pharmacy benefit is managed by Kindbody, they can provide your estimated medication cost as well.

- Treatment plan.** Once you have agreed upon the treatment plan that your provider has recommended, you will work closely with your clinic nursing and cycle coordination staff to discuss your treatment start date, ordering of medications, as well as sign consent forms.

- Treatment start date.** If treatment is required, please let your Kindbody Patient Care Navigation team know when you have a treatment start date. Your clinic will also contact Kindbody to obtain authorization for your treatment. If your pharmacy benefit is managed by Kindbody, we will notify Schrafts 2.0 and provide them with your authorization number. Schrafts will reach out to you to organize your medication delivery. We want to make sure that both you and your clinic have everything needed in order to provide a seamless experience.

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- Billing process.** Throughout your treatment cycle, your clinic will bill Kindbody for all services performed during your cycle. This includes, but is not limited to, in cycle monitoring visits and coordination, retrieval procedure, embryo creation, anesthesia and PGT of embryos, all when applicable. You should not pay your clinic for treatment cycle services, as your clinic is being paid by Kindbody.
- Unexpected bill.** Your clinic should list Kindbody as the payor on all lab requisitions sent for PGT testing. If anesthesia is required for your treatment cycle, your clinic should be billed by the anesthesia group. Please make sure to indicate that you have the Kindbody benefit when your PGT lab contacts you, so that they invoice Kindbody for your PGT testing. If you receive invoices for PGT testing or anesthesia, please let your Patient Care Navigation team know and we can resolve this for you.
- Financial responsibility.** Once Kindbody has received the treatment cycle claims from your clinic, our billing team will confirm your financial responsibility for treatment and send a notification to you via your Kindbody patient portal in order for you to remit payment to Kindbody.
- Let us know how you're doing!** Family building can be overwhelming and we are here for you. We can offer support such as virtual counseling sessions with Kindbody providers, virtual nutrition consultations, as well as many other types of virtual holistic health care appointments. You can reach out to Kindbody by phone, email, or portal message, whatever works best for you!

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