

## Maven - FAQs

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### Maven Frequently Asked Questions

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#### Overview

##### What is Maven?

Maven is a digital health platform for fertility, pregnancy, early pediatrics, adoption, surrogacy, and return-to-work support available to employees and their partners. Use Maven to book on-demand appointments with best-in-class providers across more than 20 specialties and receive personalized resources. All care through Maven is free — there are no copays, deductibles or other fees.

##### Who should consider signing up for Maven?

Those who may be interested in signing up for Maven include:

- An employee or their partner pursuing fertility treatments
- A woman who is currently pregnant
- The spouse or partner of a woman who is pregnant
- The new mother or father of a baby who is under a year old
- A mother or father who recently experienced the loss of a pregnancy or infant
- Individuals considering adoption or surrogacy or in the process of adoption or surrogacy
- Individuals who have adopted or had a child through surrogacy in the last six months

##### Does Maven affect existing medical insurance coverage or costs?

All care through Maven is free. When connecting employees with in-person referrals, Care Advocates will work with employees to make sure that insurance coverage is taken into account.

#### Eligibility

##### Who is eligible for Maven?

Accesso employees and their partners experiencing one of the following family planning stages are eligible for Maven:

- Pursuing fertility treatments
- Pregnant (or partner of a pregnant woman) or using a surrogate
- Considering adoption or in the process of adopting a child
- Had a baby or adopted a child in the last six months
- Recently experienced a loss

##### When can an employee start using Maven?

Maven's pregnancy program begins in the first trimester and offers continuous care up to a year after the birth of a child. Maven's adoption and surrogacy program can be started at any time and lasts for 15 months (employees can re-enroll at any time). Employees can enroll in Maven's fertility track at any time as they seek fertility treatments..

##### Will enrollment status be shared with Accesso?

No, enrollment in Maven is confidential.

## **Enrollment**

### **How do employees sign up?**

Employees enroll using a computer or mobile device. Visit [link](#) or search **Maven Clinic** in the App Store (iOS and Android). If an employee has questions during enrollment, email the Maven Care Team at [support@mavenclinic.com](mailto:support@mavenclinic.com).

### **Should an employee use his or her personal or company email to sign up?**

Employees use their work emails to confirm eligibility. Using an additional personal email address will allow employees to receive communications from Maven outside of work (i.e. while on parental leave).

### **How can a spouse, partner or dependent sign up?**

Spouses, partners or dependents can sign up for a Maven account with their own email address and when they reach the validation screen, enter their partner's first and last name, their partner's date of birth, and their partner's work state to validate their account.

## **Using Maven**

### **How can employees use Maven?**

Employees and their partners can enroll in Maven any time as they pursue fertility treatments, during pregnancy; and up to 12 months after the birth of a child to book on-demand appointments with Maven providers, get access to personalized content, and learn from other parents. Employees can also use Maven to manage the adoption and surrogacy process by connecting with experts and highly vetted agencies and other service providers, and manage reimbursement with Maven Wallet.

### **What kinds of providers are available on Maven?**

The Maven network includes providers in more than 20 specialties who are available for free, on-demand appointments, including nights and weekends. Providers include pediatricians, OB-GYNs, pediatric sleep coaches, reproductive endocrinologists, lactation specialists, mental health practitioners, pelvic floor therapists, career coaches, and more.

### **How does payment work on Maven?**

All care through Maven is free, which includes all appointments with Maven providers and personalized resources for employees' specific journeys. Employees can also use Maven Wallet to easily manage reimbursement for covered adoption and surrogacy costs. In-person referrals and prescription drug coverage continues at the same rate as employees' existing medical plans.

### **Have a question we didn't cover?**

For more information about Maven, contact our Care Team at [support@mavenclinic.com](mailto:support@mavenclinic.com).