

Maven for OhioHealth Frequently Asked Questions

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Overview

OhioHealth has partnered with Maven Clinic to provide support for associates and their dependents through important family and reproductive health journeys.

What is Maven?

Maven is the leading global platform transforming women's and family healthcare by providing high-quality, comprehensive support for associates and their partners as they pursue parenthood and beyond. Use Maven to book on-demand appointments with best-in-class professionals and virtual specialists across more than 30 specialties and receive personalized educational and coaching resources.

What is the OhioHealth benefit through Maven?

There are two parts to the OhioHealth benefit:

1. 24/7 access to the Maven platform and virtual support services (**FREE to benefits-eligible associates and their dependents**)
2. Financial reimbursement for expenses incurred as part of your adoption journey is available through Maven Wallet.

Through Maven's virtual network of Care Advocates and specialists, Maven can guide each member through their fertility, family building and/or menopause journey. Additionally, reimbursement of eligible Adoption expenses up to \$13,460 for an eligible child with a lifetime maximum limit of two (2) adoptions per associate. The adoption of siblings at the same time will count as one (1) adoption. If both parents adopting are OhioHealth associates, the maximum for reimbursement would apply jointly.

Who should consider signing up for Maven?

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

- An associate or their partner who is trying to conceive
- An associate or their partner pursuing fertility treatments or preservation
- 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 year
- Individuals beginning to experience menopausal symptoms

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- Partner of someone who is undergoing the menopause transition (*note: partners may sign up for menopause support if eligible through their employer, but Maven does not currently have a dedicated menopause partner track*)

When can I start using Maven?

Access to the Maven platform for virtual support services for Preconception, IUI/IVF, Egg Freezing, Adoption, Surrogacy & Menopause are available on starting on Monday, April 1, 2024.

Enrollment

How do I sign up for Maven?

Associates who have not enrolled in Maven may enroll using a computer or mobile device. Visit www.mavenclinic.com/join/ohiohealth or search Maven Clinic in the App Store (iOS and Android). If you have questions during enrollment, email the Maven Care Team at support@mavenclinic.com for 24/7 support. All you will need is your work email address, date of birth, and full name to get started. Maven first uses your date of birth and full name to verify eligibility. Work email address is used if Maven is unable to verify eligibility based upon your date of birth and full name.

If you are already enrolled in Maven, you'll be able to activate Maven Wallet by selecting the Maven Wallet dashboard card in the "Home" tab or selecting "My Maven Wallet" in your profile (the "Me" tab) and completing the survey.

Should I use my personal or company email to sign up?

Using your personal email to sign up will allow you to receive emails from Maven even if you're not at work.

How can my spouse, partner or dependent sign up?

Your spouse/partner can sign up for a Maven account with their own email address and when they reach the validation screen, enter their first and last name and date of birth to validate their account.

*Maven Wallet is available for associates ONLY. Spouses/partners are not eligible for this benefit.

Maven Programs

What type of support do I receive through Maven?

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OhioHealth is offering the following programs through Maven:

- **Fertility & Family Building**

- **Preconception:** 12-month renewable offering; promotes overall health literacy for individuals of reproductive age, particularly around fertility and pregnancy. This includes:
 - Educational content, quizzes and coaching from reproductive health and fertility experts to achieve health goals
 - Career coaching around family planning in the workforce
 - Holistic approach to preconception care, including support for mental health, nutrition, and career planning
 - Tips to help families prepare to conceive naturally
 - Introduction to different paths to parenthood, including egg freezing, fertility treatments, adoption, and surrogacy
 - Referrals to high-quality in-person OB-GYNs based on their unique needs
 - Exclusive access to discounts and negotiated rates through our family building partnerships.
 - Ovulation tracking & timed intercourse support through Ava
 - At-home sperm testing & fertility preservation kits through Legacy
 - Specialized male fertility support and referrals to in-person reproductive urologists through Posterity Health
- **Egg and Sperm Freezing:** 12-month program; guides members through the considerations and process of egg or sperm freezing, helps them choose a clinic, and provides emotional support along the way. This includes:
 - 24/7/365 access to virtual specialists that are critical in the egg freezing process including reproductive endocrinology & infertility providers and fertility nurses, alongside career coaches, nutritionists, and mental health providers
 - 1:1 guidance and support through egg, embryo, or sperm freezing consideration, consultations, and retrieval
 - Referrals to high-quality clinics based on their unique needs
 - Reduced costs on certain procedures and free egg, embryo, or sperm storage for up one to two years at Maven partner fertility clinics (this applies if OhioHealthy does not provide coverage for the procedure OR if OhioHealthy fertility benefits have been exhausted)
 - MavenRx program for medication discounts and concierge support
- **IVF & IUI:** 12-month program; guides members through the difficult journey of undergoing fertility treatment including education of the fertility treatment process, help with choosing a high-quality fertility clinic, emotional support and more. This program includes:
 - Access to Reproductive Endocrinologists and Fertility Nurses who provide personalized education on fertility treatment options

- Referrals to a network of vetted fertility clinics with high success rates and high patient satisfaction that offer Maven members discounts and priority scheduling
 - MavenRx program for medication discounts and concierge support
 - Mental health support and community of members who are on a similar journey
 - Specialized track for partners
 - **Adoption:** 24-month program; fills gaps in support for individuals navigating the adoption process. This includes:
 - 24/7/365 access to a network of diverse providers with expertise in the adoption process
 - Counseling and expert guidance from Adoption Coaches through different adoption pathways and key considerations in the process
 - Referrals to highly-rated LGBTQIA+ friendly adoption agencies that best meet individual needs
 - Mental health support and community of members who are on a similar journey
 - **Surrogacy:** 24-month program; our surrogacy program fills gaps in support for individuals navigating the surrogacy process. This includes:
 - 24/7/365 access to a network of diverse providers with relevant expertise including egg donor coaches and surrogacy coaches that provide education and support through the surrogacy selection process
 - Referrals to high-quality LGBTQIA+ friendly surrogacy agencies and fertility clinics in Maven's network of vetted partners
 - Genetic counselors review donor egg/sperm genetic testing options and results, family history, and other specific considerations for surrogacy
 - Partnership with Nodal to connect surrogates and intended parents resulting in a faster match time and lower costs to match
- **Menopause:** 12-month renewable offering; promote overall health literacy for menopausal individuals. This includes:
 - Care management to identify menopausal symptoms early and manage care throughout a member's journey; care is supported by subspecialists including endocrinologists, OBGYNs, pelvic floor therapists, mental health therapists, and more
 - On-demand, 24/7 virtual care teams focused on the menopause journey to support individuals across related issues including reduced fertility, mood fluctuations, hot flashes, sleep issues, and balancing work with perimenopause
 - Dedicated care advocacy offering high-touch guidance and education including navigation to high-quality, in-person care via specialized referral list

Receiving Support from Maven

What is the role of a Maven Care Advocate?

Once you enroll in Maven you'll receive a personal Care Advocate. Your Maven Care Advocate is available 24/7 to answer questions, recommend the best providers for your needs, and help you understand your benefits both on and off Maven.

What types of specialists can I connect with through Maven?

You can video chat and exchange private messages with fertility specialists, mental health providers, adoption specialists, surrogacy specialists, OB-GYNs, nurse practitioners, nutritionists, physical therapists, pediatricians, sleep coaches, career coaches and more anytime.

Is there a limit to how many appointments I can have?

No. You can book unlimited virtual appointments with the Maven network of virtual specialists for the duration of your enrollment period.

Should I still see my in-person OB-GYN, midwife, and/or fertility specialist?

Yes. Maven is a complement to in-person care, providing immediate support, anytime. It's not a replacement for your in-person medical care through your OB-GYN, midwife, or fertility provider.

If you don't have an in-person OB-GYN or fertility specialist or are looking to switch, your Maven Care Advocate can provide you with personalized recommendations for accessing in-person care, taking into account your insurance coverage and any specialty preferences you have to provide recommendations from a database of highly-vetted in-person OB-GYNs and fertility specialists.

Can Maven help me find in-person care? (e.g. fertility clinic, OB-GYN)

Yes! Maven's Care Advocates provide referrals to in-person care for members within 48 hours of their request.

You can request a referral at any point throughout your journey on Maven. Your dedicated Care Advocate will work with you and provide a referral list of high quality providers (including in-network options, as appropriate) that meets your preferences, in under 48 hours.

Fertility Clinics

Do I have to go to a clinic within Maven's network? Can I go anywhere?

With Maven's open network model, members can receive in-person care from outside our partner clinics if needed (e.g., members who are not located near a partner clinic). While we focus on

steering members to Maven's vetted partners and/or in-network OhioHealthy clinics that meet our quality standards (approx 650 clinic locations across the US), members are ultimately free to seek treatment at a clinic of their choosing.

How do I access Maven perks at a fertility clinic?

To receive access to Maven perks (which may include certain preferred pricing) at our partner clinics, you must book your in-person appointment with a Maven Partner Clinic through your Maven Care Advocate. Maven's network of partner clinics is based on key clinical success metrics and patient satisfaction and is constantly expanding. Your Maven Care Advocate can provide a list of top fertility clinics based on your preferences however, there may or may not be a partner clinic near you.

Your Care Advocate will have the latest details and can facilitate your first appointment at any of our partner clinics. **Please note that applicable preferred pricing cannot be applied retroactively**, and if you have an existing relationship with a fertility clinic that is also a Maven Partner Clinic, you may not be eligible. Please check with the clinic to confirm.

Can I sign up for Maven if I'm considering but not undergoing fertility treatment yet?

Yes! You can sign up to learn more about treatment options and have your questions answered by virtual fertility specialists. You'll receive 12 months of full access to fertility support from the day of enrollment. If you don't conceive within twelve months of signing up, you can renew your subscription.

If I'm already undergoing fertility treatment can I use Maven?

Yes! Members specifically undergoing fertility treatment have access to:

- 1:1 virtual appointments with specialists such as Reproductive Endocrinologists, OB-GYNs, Mental Health providers, Fertility Educators, and more.
- A dedicated Care Advocate who will guide you through the Maven experience, introduce you to your virtual support team, and refer you to additional in-person care
- Clinically-approved articles and community forums, helping those undergoing fertility treatment to receive trusted information and resources - rather than falling down the 'internet rabbit hole'
- Guided mental health support throughout the fertility journey
- Access to medication administration guidance and support
- Fertility medication discounts through MavenRx

Maven Wallet

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What is Maven Wallet?

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Maven Wallet enables easy reimbursement for associates pursuing adoption. Using Maven Wallet, associates can easily upload receipts for eligible expenses and then be reimbursed by their employer. Your employer can choose to reimburse you through payroll or direct deposit; for more information on your Maven Wallet program through OhioHealth, please read the Program Overview which can be found in the Maven app within your company resources page. This overview will include specifics on OhioHealth's Wallet offering and a list of eligible and ineligible expenses for each program.

Eligibility

Who is eligible for Maven Wallet?

This benefit is available **ONLY** to associates working a minimum of 16 hours a week or 32 hours per pay period. Spouses/partners are not eligible for Maven Wallet.

Do I need to be enrolled in an OhioHealthy medical plan option to access the Maven platform or Maven Wallet?

No. The Maven platform and Maven Wallet are separate benefits, independent of any health insurance that you and/or your spouse/partner are covered under. Maven Wallet is meant to reimburse for eligible expenses you incur that are not covered by health insurance, regardless of whether you and/or your partner is enrolled in an OhioHealthy medical plan option or not.

Does my spouse/partner and I each get a separate \$13,460 lifetime maximum?

No. Spouses/partners are not eligible for Maven Wallet. If two associates are partnered, the Maven Wallet benefit covers the family unit/household jointly.

Using Maven Wallet

What type of expenses are reimbursed using Maven Wallet?

The complete Maven Wallet Program Overview with a list of eligible expenses for reimbursement is available in the Maven app.

What if I incurred a Maven Wallet expense prior to April 1, 2024?

Only eligible expenses **incurred on or after April 1, 2024** are eligible for reimbursement through Maven Wallet.

What is the turnaround time for reimbursement with Maven Wallet?

Maven will typically review and approve eligible expenses in 1-3 business days and report approved amounts to OhioHealth Payroll. Maven makes every effort for associates to receive reimbursement(s) within 1-2 payroll cycles depending on payroll cutoff timing. Reimbursement time may vary depending on OhioHealth Payroll processing times.

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Will OhioHealth be sent information about the details of my expenses or only reimbursement amounts?

Only reimbursement amounts and designated tax treatment of those reimbursement amounts will be sent to OhioHealth for purposes of payroll processing. No other specific information about services received by a member is shared.

Security & Privacy

Is my personal health data secure?

Maven implements industry-leading encryption and data security practices to secure your personal health data. Additionally, Maven does not record video sessions, so any information you share with a Maven practitioner during your appointment will stay between you and that practitioner.

Other Questions

Have a question we didn't cover?

For more information about Maven, contact our Care Team at support@mavenclinic.com or message your Care Advocate within the Maven app once you enroll.