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FREQUENTLY ASKED QUESTIONS

1. **Who is WIN?**
   For nearly 30 years, WIN has been managing fertility benefits that are delivered with care and support by the highest quality providers. WIN is the largest, most experienced fertility benefit management company in the country. WIN's mission is to help build families by providing access to the best doctors, technology and support.

2. **Who is eligible?**
   Eligible Covered Members include active and early retiree nonunion employees and certain union-represented employees whose health care benefits are contractually aligned to nonunion benefits, and their covered spouse or domestic partner and adult dependent children. The benefits are available through in-network providers only and apply to Blue Cross and Blue Shield of Illinois (BCBSIL) administered medical plans for covered Boeing members. Fertility benefits are available to Eligible Covered Members with or without a diagnosis of infertility. By applying the most medically appropriate treatments, access to care is intended to reduce risks and costs.

3. **How do I get started?**
   To learn more, visit your WIN-Boeing webpage at https://managed.winfertility.com/boeing, or call the dedicated toll-free number 833-439-1513 Monday – Friday 9 am – 9:00 pm ET (6 am - 6:00 pm PT) for basic fertility coverage information. You can also download the WINFamily app in the Apple or Google Play app stores. Please use employer code "BOE22" when registering to access your specific benefit information. Use your name as it appears in the eligibility records of your medical plan.

4. **What is the basic information that patients should know about WIN's fertility process?**
   WIN works with the nation's most recognizable companies in a range of industries, with over two decades of experience. WIN is the driving force in the provision of clinical expertise and operational excellence. WIN maintains a dedicated toll-free customer service number (833-439-1513) and operates on a 24/7/365 model. Customer Service Associates are available Mon-Fri from 9:00am to 9:00pm ET (6 am - 6:00 pm PT), and Nurse Care Advocates can be reached 24 hours a day, 7 days a week for any urgent matters. You can elect a primary Nurse at WIN for support throughout your journey. WIN Nurses have extensive experience working at fertility clinics and can answer your detailed questions on individual treatments, providers, medications, and how best to navigate your benefits. You will be able to see your

primary Nurse's schedule on the WINFamily App and schedule a Nurse consultation at the touch of a button.

5. **Where can I find information on what is covered under this benefit?**
   For a list of covered benefits and a list of exclusions, please see the Fertility Program Coverage Details available on the website at https://managed.winfertility.com/boeing. Your WIN Nurse Care Advocate will be available to answer your detailed questions. You can schedule a call with a WIN Nurse Care Advocate on the WIN app or you can call 833-439-1513.

6. **What is the best way to maximize fertility care benefits?**
   Your plan covers services through the Blue Cross and Blue Shield of Illinois (BCBSIL) network of providers and facilities. Use of in-network providers, facilities and/or labs will help you get the most out of your benefits. WIN can help you select the best in-network provider for your individual needs.
   - **Network Services:** WIN must prior authorize your services to be eligible for benefits under the plan. You may experience a denial of benefits without prior authorization and be responsible for the full cost of care.
   - **Pharmacy:** Your plan covers prescriptions from network pharmacies, and copayment/coinsurance, if applicable, is based on levels called a prescription tier. WIN will be reviewing
   - Prescription prior authorizations for your fertility medications. Your WIN Nurse Care Advocate is available to discuss your medication protocol with you and helps coordinate with Alliance Rx Walgreens Prime. Contact Prime Therapeutics to determine what tier your medication is in to ensure that you have coverage. Your in-network pharmacy for injectable fertility medication is Alliance Rx Walgreens Prime (855-899-6005).
   - **Lab work:** Ask your provider to use in-network labs for all tests. There may be ancillary services such as embryology lab and surgical centers that your provider will arrange for you.

   Prior to scheduling your appointment please discuss this with your provider to ensure that the ancillary services will be covered under your benefit plan. You may also speak with your Nurse Care Advocate to get specifics regarding the efficient use of benefits available to you.

7. **What is WIN's 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 WIN Nurse Care Advocate, a discussion on fertility drug dosing, storage, and formulary management education will occur.

8. **Who do I contact for questions regarding Prior Authorizations?**
   WIN's Customer Service Agents are available Monday thru Friday from 9:00am-9:00pm ET (6 am - 6:00 pm PT) to gather information, confirm eligibility, answer initial questions and refer the patient to their designated Nurse Care Advocate for clinical support.

9. **What could delay the review process?**
   WIN 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.

10. **Who do I contact for questions regarding claims?**
    You should contact BCBSIL member services directly for all claim inquiries (888-802-8776).

11. **How do I find the locations of BCBSIL participating clinics/providers in my area?**
    Your designated WIN portal page has a link to the BCBSIL Provider Finder to help search for in-network providers. You can also visit https://bcbsil.com/boeing/ and scroll down and click on Find a Doctor or Pharmacy to locate in-network doctors and pharmacies by your plan and location. Search for "fertility" or "reproductive endocrinologist".

    For those in a Preferred Partnership option, choose the "All other locations" plan option corresponding to the plan in which you participate to locate a BCBSIL provider (Advantage+, Traditional Medical Plan or Select Network Plan). Use of a Preferred Partnership network provider is not required to receive fertility benefits prior authorized by WIN.

    You may also call the BCBSIL member services number, 888-802-8776, for help locating a provider. WIN can assist with your provider selection during your Nurse Care Advocate consultation, finding a quality, in-network provider specific to your needs.

12. **What is the definition of an Advanced Reproductive Treatment (ART) cycle with regard to my benefit?**
    As your plan benefit design is based on a cycle limit (rather than a dollar limit), an "ART Cycle" is defined by this plan as ovarian stimulation with oocyte retrieval (egg retrieval). Embryo transfer may utilize a fresh or frozen embryo and will not count against the ART cycle limit. You also have coverage for Ovulation Induction cycles, including Intrauterine Insemination cycle, which has a separate benefit limit. Please refer to the Fertility Program Coverage Details available on the website at https://managed.winfertility.com/boeing.

13. **What if I am already undergoing fertility treatment? How will the introduction of the WIN program affect me?**
    If you are currently in fertility treatment, we recommend that you call WIN at 833-439-1513 or use the WINFamily app to schedule your WIN Nurse consultation to discuss how this benefit can best support your fertility journey.