

## **Process Flow for Arkema Adoption and Surrogacy Program**

Member calls WINFertility on the Arkema dedicated toll-free number 844-943-6166 and is connected with a Customer Service Representative who will identify the reason for the member's call. Members seeking information related to Adoption or Surrogacy will be transferred to WIN's Specialty Services Team, or will be assisted in scheduling an appointment for a later, more convenient time for the member.

## WIN's Customer Service Team will:

- Confirm the member is included on the eligibility file
- Educate the member of specifics of the Adoption and Surrogacy Program
- Explain the benefit process and potential costs
- Review reimbursement forms needed to be completed
- Review member's current coverage balance
- Review list of contracted agencies and their bios (as applicable)

If the member wishes to proceed, WIN will open a case for the eligible covered member.

Member / WIN Arkema WIN confirms the member is covered under the policy by checking the policy criteria and the eligibility file. Members not on the eligibility file can be confirmed by emailing: robert.follis@arkema.com; WIN invoices Arkema for new enrollee Upon confirming eligibility, WIN service team emails the member notifying they are eligible and attaches administrative payment. the policy. This initiates a case with the member WIN assists member in the selection of Partner Agency and assists with scheduling (as applicable) WIN sends Arkema the Advice-to-pay report **Member Reimbursement Process** for member claims that have been verified Member submits to WIN: authorizing services and payments to: robert.follis@arkema.com; - Completed Family Building Reimbursement Form diane.linke@arkema.com; - Documentation of completed custody or treatment katherine.sampson@arkema.com outcome - Itemized bills and receipts - WIN validates member expenses and services for reimbursement Arkema reimburses member through payroll