

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.

