

# The Progyny Patient Care Advocate

An integral part of successful outcomes

*“From Day One, I felt like they were a part of our care team.  
They turned a situation that could have been catastrophic into  
a tranquil and thoughtful process for both of us.”*

*Emily Rich, Progyny member*



Progyny believes everyone should be able to pursue their dream of having a family. Our equitable fertility and family building benefit supports all paths to parenthood, and our data-driven model lays the groundwork for superior clinical outcomes, cost savings, and exceptional member experiences.

# A member's dedicated fertility and family building specialist

Navigating the family building process, whether through fertility treatments, surrogacy or adoption, can be challenging for anyone. Progyny's dedicated Patient Care Advocates (PCAs) provide unprecedented member support, ultimately seeking to support the emotional wellbeing of your employees while encouraging and supporting healthy outcomes.

## The family building journey can be tough

Infertility often represents the first medical crisis an individual or couple faces, and it can be a very trying time. Likewise, those who are single parents by choice and members of the LGBTQ+ community often struggle to have access to the treatment they need. Progyny PCAs are registered nurses and fertility experts, who are trained to provide highly-personalized care across each member's unique fertility and family building journey, including surrogacy and adoption. Our inbound-outbound model means that, on average, PCAs typically engage with members more than 15 times during a treatment cycle.

*"I love interacting with the members and helping them understand the Progyny benefit, as well as understanding health insurance generally. Once my members understand what is included, they're always grateful."*

- Progyny PCA

## What is a PCA?

A Patient Care Advocate is a fertility expert who provides dedicated clinical and emotional support at every stage of the fertility or family building journey.

## PCAs help patients and their partners:

- Understand the Progyny benefit
- Explore various paths to parenthood
- Make informed healthcare decisions that support personal goals while supporting the best possible outcomes
- Make sense of confusing terminology related to the fertility and family building process
- Communicate goals and medical preferences to doctors and care teams

## PCAs helps employers:

- Provide a "next level" fertility and family-building benefit
- Make sure employees have a personal guide to help them navigate the fertility and family building journey

## The PCA is a central component of the Progyny benefit

Progyny has designed a comprehensive fertility benefit solution that provides concierge-style support for every unique path to parenthood. PCAs are at the heart of what we do, providing support every step of the way. This is beneficial to all involved, largely because our outcomes suggest that well-educated and supported patients make better treatment decisions.

## The PCA is your employee's personal support specialist

PCAs provide clinical and emotional guidance, ensuring that all members have consistent, one-on-one support and access to education on best clinical practices. This drives better outcomes, which in turn creates highly-satisfied members. In fact, Progyny's member satisfaction is illustrated by its industry-leading Net Promoter Score, or NPS +81 (as of 3/31/2021).

*"I love sharing the details of the benefit with members for the first time and hearing their reactions, which tend to be so grateful and appreciative! So many people have wanted this for so long and haven't been able to achieve their dreams before Progyny, so it's amazing to be the one delivering that news."*

- Progyny PCA

Ready to bring Progyny to your organization?  
Reach out at [info@progyny.com](mailto:info@progyny.com)

