

## Maven Frequently Asked Questions

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### Eligibility

#### Am I eligible to participate in this program?

Boston Scientific employees and their partners experiencing one of the following family planning stages are eligible for Maven:

- Interested in or undergoing fertility treatments of any kind or interested in freezing your eggs
- Pregnant (or partner of a pregnant woman) or using a surrogate
- Considering adoption or in the process of adopting a child
- Had a baby or adopted a child in the last six months
- Recently experienced a loss

#### Am I eligible if I am on leave or go on leave?

Yes, as long as you meet the above eligibility criteria, you are able to enroll or continue in Maven while on a paid or unpaid leave.

#### What happens if I leave Boston Scientific?

If you leave Boston Scientific while enrolled in the program, you are eligible to continue until the end of the program (usually six months after the birth or adoption of a child).

#### Will enrollment status be shared with Boston Scientific?

No, enrollment in Maven is confidential.

### Enrollment

#### How do I sign up?

Enroll using your computer or mobile device. Visit [www.mavenclinic.com/join/bostonscientific](http://www.mavenclinic.com/join/bostonscientific) or search **Maven Clinic** in the App Store (iOS and Android). If you have questions, email the Maven Care Team at [support@mavenclinic.com](mailto:support@mavenclinic.com).

### **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. You'll validate your account by entering your work email and date of birth.

### **How can my spouse, partner or dependent sign up?**

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

## **General information**

### **What is Maven?**

Maven is a virtual clinic, available from a mobile device or computer, that provides access to top-quality women's and family health specialists. Enrollment offers 24/7 support for people undergoing fertility treatments, egg freezing, adoption, surrogacy, pregnancy, postpartum, infant care, and returning to work—all at no cost to you.

### **Who should consider signing up for Maven?**

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

- Individuals interested in or currently undergoing fertility or egg freezing services.
- The spouse or partner of the person undergoing fertility or egg freezing services.
- A woman who is currently pregnant.
- A woman who has recently experienced a miscarriage
- The spouse or partner of a woman who is pregnant or trying to get pregnant.
- The new mother or father of a baby who is under six months old.
- A mother or father who recently experienced the loss of a pregnancy or infant.
- 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 six months.

### **Does Maven affect my existing medical insurance coverage or costs?**

Maven is a telehealth platform, not an insurance provider. Maven complements, but does not replace, your existing insurance coverage or in-person care. Maven is absolutely free for you through your employer and no insurance reimbursement is needed for Maven's online services. When connecting you with in-person referrals not on Maven, your dedicated Care Advocate will work with you to make sure that your insurance coverage is taken into account. Your medical plan, costs and coverage are not affected by participation in 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.

### **How long will I have access to Maven?**

Maven offers programs for every stage of your parenting journey. After you enroll, you will choose which program you would like to begin.

- **Fertility program**

Available for six months from day of program enrollment or up until conception. If you become pregnant, you can either switch from the fertility program to the maternity program within the app or message your Maven Care Advocate. In the maternity program, you'll be able to work with the same care team you used during fertility treatments. If you do not conceive within six months of signing up, you are able to renew the subscription to continue to access Maven's services.

- **Egg freezing program**

Available for two months from day of program enrollment.

- **Maternity program**

Available from day of program enrollment to six months after your baby is born. Program includes pregnancy, postpartum, back-to-work, and loss support.

- **Surrogacy and adoption**

Available for 15 months or until six months from when your baby is born or your adoptive child is placed with you.

#### **What can I do use the Maven website or app?**

On the Maven website and app, you can video chat or message with practitioners to get immediate personal support from fertility, egg freezing, pregnancy, adoption, surrogacy, infant care and return-to-work specialists day or night, at no cost. Your Care Advocate acts as your personal care concierge and can help you with a variety of areas such as: which practitioners best suit your personal needs, understanding your fertility or egg freezing treatment options, navigating your company's fertility benefits, finding a high-quality fertility or egg freezing clinic, navigating pregnancy, surrogacy or adoption, and more.

You can also connect with other new and future moms and dads and get advice on the Maven practitioner-moderated community forums. Browse the forums, post questions, and start conversations about topics that are important to you.

#### **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, pregnancy and postpartum specialists, pediatricians, midwives, doulas, lactation consultants, 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 practitioners for the duration of your enrollment period.

#### **Should I still see my in-person OB-GYN or midwife?**

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

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

**Does this program provide services for employees who identify as LGBTQI+?**

Yes, Maven provides services to employees of all sexual orientations and gender identities. The Maven practitioners can provide support for LGBTQI+ health questions and the Care Advocates can provide personalized recommendations.

**How much does Maven cost?**

Enrollment is sponsored by Boston Scientific, so you can access Maven at no cost to you. Fertility and egg freezing treatment and costs are not part of the Maven program.

**Are all appointments online or are some in-person?**

All Maven appointments are conducted virtually. However, if you're looking for an in-person provider, please inform your Care Advocate and you will be matched with a doctor from the Maven database of highly-rated practitioners.

**What should I know before setting up a virtual appointment?**

If you're using your mobile device, you must use the Maven App. If you are experiencing difficulty connecting on the web, try using Google Chrome or Mozilla Firefox browsers for the best experience.

**How are the Maven practitioners screened?**

All practitioner applicants undergo a thorough vetting process which includes a detailed resume review, a graded specialty test and case study, background and reference checks, and an interview with Maven's team. Please contact [support@mavenclinic.com](mailto:support@mavenclinic.com) if you have questions about the practitioner vetting process.

**Is my personal health data secure?**

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. Maven implements industry-leading encryption and data security practices to ensure the security of your personal health data.

**Fertility services**

**What does Maven's fertility assistance include?**

The Maven fertility program offers on-demand access to a complete support system that complements your in-person care at no cost to you. This includes unlimited video chat and messaging with Reproductive Endocrinologists, fertility-focused Nutritionists, Mental Health Providers, and more. Additionally, you'll receive a dedicated Care Advocate who stays with you throughout the program, as well as access to fertility resources and practitioner reviewed articles to help you confidently plan or start your fertility journey.

**What does Maven's egg freezing assistance include?**

The Maven egg freezing program offers on-demand access to a complete support system that complements your in-person care at no cost to you. This includes unlimited video chat and messaging

with Reproductive Endocrinologists, fertility-focused Nutritionists, Mental Health Providers, and more. Additionally, you'll receive a dedicated Care Advocate who stays with you throughout the program, as well as access to egg freezing resources and practitioner reviewed articles to help you confidently plan or start your egg preservation journey.

### **How do I access a fertility clinic or egg freezing Maven perks?**

To receive access to Maven Perks at partner clinics, you must book your in-person appointment with a Maven Partner Clinic through your Maven Care Advocate. Maven's partner clinic network is based on key success metrics 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 your Maven Care Advocate to confirm. Whether or not you can take advantage of Maven's partner clinics, you are still able to receive unlimited access to Maven's expert content library and online practitioner network of Reproductive Endocrinologists, Fertility Nutritionists, Mental Health Providers, and more.

### **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 fertility specialists. You'll receive six months of full access to fertility support from the day of enrollment. If you don't conceive within six months of signing up, you can renew your subscription.

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

Yes. You can access the user community for support and book appointments with fertility and mental health specialists at any time.

## **Pregnancy & postpartum support**

### **How can I use Maven during and after my pregnancy?**

Maven allows you to access over 1,600 practitioners on-demand throughout your pregnancy and for six months after the birth of your child. Maven practitioners can help you through your symptoms, making birth plans, transitioning to and from maternity leave, as well as infant care such as lactation consultation, help establishing a sleep routine, and coaching to help you adjust to working while pregnant or returning to work.

## **Adoption & surrogacy support**

### **Can I use this program if I'm adopting or using a surrogate?**

Yes. Maven has developed programs exclusively for parents who are growing their families through adoption or surrogacy. Once you enroll in Maven, choose the **adoption** or **surrogacy** program for help navigating this journey. Support is available from the day of program enrollment to six months after your baby is born or your adoptive child is placed with you.

### **Can Maven refer me to a national or international adoption agency?**

Yes, Maven can refer you to licensed national or international adoption agencies. Your dedicated Maven Care Advocate will work with you to determine any preferences or constraints and build you a customized referral list.

**Can Maven refer me to a surrogacy agency?**

Yes, Maven can refer you to reputable surrogacy agencies. Your dedicated Maven Care Advocate will work with you to determine any preferences or constraints and build you a customized referral list.

**Loss support**

**If I have experienced a loss, am I still eligible for support?**

Yes—for support during this challenging time, Maven has developed a program exclusively for parents who have experienced a loss. If you wish to continue using Maven to help you navigate this journey, please switch your program within the app or message your Maven Care Advocate for specialized support.

**Breast Milk Shipping**

**Who is eligible for Maven Milk?**

If you or your partner are currently breastfeeding, you can use Maven Milk at no cost.

**How do I sign up for Maven Milk?**

To get started with your free Maven Milk subscription, email [mavenmilk@mavenclinic.com](mailto:mavenmilk@mavenclinic.com).

**Can I use Maven Milk if my child is more than six months old?**

Yes. You or your partner can use Maven Milk until you are done breastfeeding.

**Where can I find details on ordering, storage and shipping?**

Visit <https://www.mavenclinic.com/maven-milk> for additional information on ordering, storage and shipping.

**Have a question we didn't cover?**

For more information about Maven, contact our Care Team at [support@mavenclinic.com](mailto:support@mavenclinic.com).