



## What questions should I ask when considering a fertility specialist?

- 1 What are the fertility specialist's qualifications? Are they board certified in obstetrics/gynecology and reproductive medicine?
- 2 Are all lab services onsite and in-network, including embryology?
- 3 What does an infertility services work-up consist of?
- 4 What are the facility's criteria for accepting new patients (i.e. age, weight)?
- 5 Can men experiencing infertility be evaluated at the facility?
- 6 How many in vitro fertilization (IVF) procedures has each fertility specialist performed?
- 7 What is the average number of embryos transferred? What is the implantation rate?
- 8 What is the facility's twin rate and triplet rate?
- 9 Does the facility follow a fast-track protocol, going to IVF quickly if medications and insemination fail to work within three months?
- 10 Does the facility have a donor program in the event you need donor sperm or donor eggs?

**New January 1, 2019**, Caterpillar is adding a fertility benefit under the Employee Health, Life and Disability Benefit Program. If you have already started fertility treatments or want to enroll in this new program, please call an Optum Fertility Solutions Program nurse after 1/1/2019 at 1-866-774-4626 to learn more about this new program.

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#### Sources:

Womenshealth.gov. Infertility fact sheet. [womenshealth.gov/publications/our-publications/fact-sheet/infertility.html#n](https://www.womenshealth.gov/publications/our-publications/fact-sheet/infertility.html#n). Accessed September 27, 2016.

The American College of Obstetricians and Gynecologists. Treating infertility. [acog.org/Patients/FAQs/Treating-Infertility#assisted](https://www.acog.org/Patients/FAQs/Treating-Infertility#assisted). Accessed September 27, 2016.



**This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** The information provided through this service is for your information only. It is provided as part of your health plan. Program nurses and other representatives cannot diagnose problems or suggest treatment. This program is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. This is not an insurance program and may be discontinued at any time.

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## Welcome to Optum® Fertility Solutions

Becoming a parent does not come easy for everyone. If you have struggled to get or stay pregnant, you know the heartache it can bring. With Optum Fertility Solutions, you will get the support and compassion you need during your journey. We look forward to helping you along the way!



## How can Optum Fertility Solutions help me?

Managed by Optum, this program will connect you with an experienced fertility nurse who understands your challenges. This specialized nurse can assess your family's needs, provide information about treatment options and lend support in the following ways:

- Guide you on your path to treatment and talk with you about what to expect.
- Give you suggested questions to ask your reproductive endocrinologist, who is a board certified fertility specialist.
- Help you navigate your benefit plan and provide encouragement throughout your experience.
- Assist you in finding fertility specialists in the Optum Center of Excellence network.

## Is Optum Fertility Solutions confidential?

Yes, the program is staffed by licensed clinicians who keep the information you share confidential within the limits of the law and/or your health plan's privacy policy.

## How do I contact a program nurse if I have more questions?

**Optum Fertility Solutions**  
**1-866-774-4626, TTY 711**

Monday-Friday  
7:00 a.m.– 6:00 p.m. Central time



## What is the Centers of Excellence network?

The Center of Excellence network includes fertility specialists and treatment facilities that meet or exceed best-practices criteria. To be considered as part of the Center of Excellence network, facilities must meet Optum standards of care. Other criteria include high pregnancy rates, reduced risk of multiple births, superior physician credentials and highly regarded industry accreditations.

## What if I have started treatment with a fertility specialist who is not in the Center of Excellence network?

We know it is crucial for you to have access to doctors and other health care professionals who are not just experienced, but recognized as experts in their field. Talk with a program nurse about exploring your options.

## How do I know what treatments are covered under my benefit plan?

A program nurse can help you understand your coverage. They can also help you determine your best treatment plan based on your benefits. Make sure to review your plan documents for specific benefit details.



## What types of treatments may be available to me?

Talk with a program nurse about treatments and discuss various options that may be a good fit for you. Here are some common treatments:

- **Assisted reproductive technology (ART)** most often involves in vitro fertilization (IVF). IVF is when the eggs are retrieved from the ovary. These eggs are then combined with sperm in a Petri dish. Once fertilized, the embryos are placed in the woman's uterus.
- **Artificial insemination** is a treatment that involves sperm that is placed in the cervix or uterus. If the sperm is placed in the cervix, it's called intracervical insemination (ICI). If placed in the uterus, it's called intrauterine insemination (IUI).
- **Medication** may be prescribed to treat infertility. Medication is commonly used if a woman needs help ovulating (or releasing eggs).
- **Surgery** may be recommended to help treat infertility. Surgery can also be used to treat some causes of infertility such as endometriosis. Surgery is often only considered when ART is not a feasible form of treatment.

## What happens if I exhaust my infertility benefits?

If you exhaust your benefits, any cost of further treatment is your responsibility. However, an Optum Fertility Solutions nurse is still available to fully assist you throughout your treatment process

