



Here for you

Get the support you need during infertility treatment

Count on us throughout your journey

Infertility is a common problem. But experiencing it can understandably be an emotional and stressful time. And your focus should be on you—not on having to figure out your medical benefits. So we're here to help you along the way and make the process easier.

We have a special team of nurses who have experience in infertility care. With sensitivity and compassion, they'll help you understand the precertification process, review your benefits and share other helpful information.

Talk to your doctor about your options

There are many treatment options available, and they often depend on the cause of your infertility. Your doctor may recommend changes to your lifestyle, medication, surgery, artificial insemination or advanced services like in vitro fertilization (IVF).

Many times, your doctor can combine different treatments to increase your chances of getting pregnant. And even if no cause of your infertility is found, you may still have successful treatment.

The infertility journey

There are three main steps to getting started

1

Learn about your infertility coverage.

First, call us at the Member Services number on your ID card. We'll explain your benefits coverage, talk about the provider network and answer your questions.

2

Choose a trusted doctor.

To find a doctor, log in to your member website at **Aetna.com** and use the provider directory. If you're at the point where you need to see an infertility specialist, search for a "reproductive endocrinologist" in your area.

Explore the Institutes of Excellence™ (IOE) infertility network

This network offers high-quality, high-value infertility care and has proven, successful treatment rates. It includes clinics that specialize in assisted reproductive technology (ART), including IVF and elective single embryo transfer (eSET).

3

See your doctor to start planning treatment.

Your network doctor will contact our Aetna National Infertility Unit to request precertification. Our nurses will call you and your doctor when we make a determination/decision.

You can find information about understanding infertility at **AetnaInfertilityCare.com**.

To learn more visit **AetnaInfertilityCare.com** or call **1-800-575-5999 (TTY: 711)**, Monday through Friday, 8 AM to 6 PM ET.

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