

# Maven: Family building, parenting and midlife health FAQs

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## General

### **Q1: What is Maven?**

**A:** Maven provides high-quality, comprehensive support for employees and their dependents as they pursue family building, parenting and midlife health. Use Maven to book on-demand appointments with best-in-class professionals and virtual specialists across more than 30 specialties and receive personalized educational and coaching resources. All care through Maven is free — there are no copays, deductibles or other fees.

### **Q2: What is the Stryker benefit through Maven?**

**A:** Maven offers 24/7 access to Maven virtual care, top-rated specialists, trusted health information and on-demand classes that can help employees navigate fertility, pregnancy, parenting, mental health and midlife health changes, like menopause or low testosterone.

### **Q3: Who should utilize Maven?**

**A:** Those who can benefit from Maven's services include:

- Employees and eligible dependents
- An employee who is trying to conceive
- An employee or their partner pursuing fertility treatments or preservation
- A woman who is currently pregnant
- The spouse or partner of a woman who is pregnant
- The new mother or father of a baby who is under a year old
- A mother or father who recently experienced the loss of a pregnancy or infant
- Individuals considering adoption or surrogacy or individuals in the process of adoption or surrogacy
- Individuals who have adopted or had a child through surrogacy in the last year
- Individuals beginning to experience midlife health changes, including menopause and low testosterone

### **Q4: When can I start using Maven?**

**A:** Access to Maven for virtual care and support services for family building, parenting and midlife health will become available on January 1, 2026, to US employees and their eligible dependents.

### **Q5: How do I access Maven?**

**A:** Visit [mavenclinic.com/join/stryker](http://mavenclinic.com/join/stryker) or search Maven Clinic in the App Store (iOS and Android). If you have questions during enrollment, email the Maven Care Team at [support@mavenclinic.com](mailto:support@mavenclinic.com) for 24/7 support. All you will need is your work email address, date of birth, and full name to get started.

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## **Q6: Should I use my personal or company email to sign up?**

**A:** Using your personal email to sign up will allow you to receive emails from Maven even if you're not at work.

## **Q7: How can my spouse or domestic partner sign up?**

**A:** Your spouse/domestic partner can sign up for Maven with their own email address and when they reach the validation screen, enter their first and last name and date of birth to validate their account.

## **Maven Programs**

### **Q8: What type of support do I receive through Maven?**

**A:** Stryker is offering the following programs through Maven:

- **Fertility and Family Building:**
  - **Fertility:** 12-month renewable offering; promotes overall health literacy for individuals of reproductive age, particularly around fertility and pregnancy. This includes:
    - Educational content, quizzes and coaching from reproductive health and fertility experts to achieve health goals
    - Holistic approach to preconception care, including support for nutrition.
    - Tips to help families prepare to conceive naturally
    - Introduction to different paths to parenthood, including egg freezing, fertility treatments, adoption and surrogacy
    - Referrals to high-quality in-person OB-GYNs based on your unique needs

**Note:** If you're enrolled in a Stryker UnitedHealthcare (UHC) medical plan, UHC partners with Maven to ensure you'll have a seamless experience when you engage with Maven for maternity and fertility services through their UHC Maternity and Fertility programs.

**Egg and Sperm Freezing:** 12-month program; guides members through the considerations and process of egg or sperm freezing, helps them choose a clinic, and provides emotional support along the way. This includes:

- 24/7/365 access to virtual specialists that are critical in the egg freezing process including reproductive endocrinology and infertility providers and fertility nurses, alongside career coaches and nutritionists
- 1:1 guidance and support through egg, embryo or sperm freezing consideration, consultations and retrieval
- Referrals to high-quality clinics based on their unique needs
- **IVF and IUI:** 12-month program; guides members through the difficult journey of undergoing fertility treatment including education of the fertility treatment process, help with choosing a high-quality fertility clinic, emotional support and more. This program includes:

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- Access to reproductive endocrinologists and fertility nurses who provide personalized education on fertility treatment options
- Referrals to a network of vetted fertility clinics with high success rates and high patient satisfaction that offer Maven members discounts and priority scheduling
- Specialized track for partners
- **Adoption:** 12-month program; fills gaps in support for individuals navigating the adoption process. This includes:
  - 24/7/365 access to a network of diverse providers with expertise in the adoption process
  - Counseling and expert guidance from adoption coaches through different adoption pathways and key considerations in the process
  - Referrals to highly rated LGBTQIA+ friendly adoption agencies that best meet individual needs
- **Surrogacy:** 12-month program; fills gaps in support for individuals navigating the surrogacy process. This includes:
  - 24/7/365 access to a network of diverse providers with relevant expertise including egg donor coaches and surrogacy coaches who provide education and support through the surrogacy selection process
  - Referrals to high-quality LGBTQIA+ friendly surrogacy agencies and fertility clinics in Maven's network of vetted partners
  - Genetic counselors who review donor egg/sperm genetic testing options and results, family history, and other specific considerations for surrogacy
  - Partnership with Nodal to connect surrogates and intended parents resulting in a faster match time and lower costs to match
- **Maternity and Newborn Care:** 21-month program (9 months of pregnancy, 12 months postpartum); end-to-end program supporting expecting mothers and fathers during pregnancy and through the underserved postpartum and return-to-work periods, driving outcomes for families and employers. This includes:
  - Pregnancy, Partner and Loss tracks which are personalized to meet the needs of the member, such as clinical support for high-risk pregnancies
  - Integrated return-to-work coaching and curriculum introduced in first trimester
  - Manager training resources (e.g., manager tipsheet, complimentary virtual training on return-to-work best practices)
  - Referrals to high-quality OB-GYNs based on their unique needs
  - Practitioner network across 30+ specialties, such as OB-GYNs, doulas, and sleep coaches
  - Virtual group classes like Breastfeeding 101, Infant CPR and Newborn Care
- **Parenting and Pediatrics:** 12-month renewable program; integrated coaching for parents and specialized pediatric care. This includes:
  - On-demand access to a range of pediatric providers, including developmental psychologists, occupational therapists and special needs advocates

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- Daily curriculum specific to each stage of childhood development to build stronger parent-child relationships
- Childcare consulting and tools to navigate childcare options, with member discounts for select childcare and education services
- **Menopause:** 12-month renewable offering; promote overall health literacy for menopausal individuals. This includes:
  - Care management to identify menopausal symptoms early and manage care throughout a member's journey; care is supported by subspecialists including endocrinologists, OBGYNs, pelvic floor therapists and more
  - On-demand, 24/7 virtual care teams focused on the menopause journey to support individuals across related issues including reduced fertility, mood fluctuations, hot flashes, sleep issues, and balancing work with perimenopause
  - Dedicated care advocacy offering high-touch guidance and education including navigation to high-quality, in-person care via specialized referral list
- **Low Testosterone:**
  - Connect with specialists, resources and treatment guidance for midlife health concerns
  - 24/7 virtual access to a network of providers who specialize in men's health
  - Address emotional and psychological effects of low testosterone such as mood swings or reduced motivation

## Receiving care from Maven

### **Q9: What is the role of a Maven Care Advocate?**

**A:** 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 both on and off Maven.

### **Q10: What types of specialists can I connect with through Maven?**

**A:** You can video chat and exchange private messages with fertility specialists, adoption specialists, surrogacy specialists, OB-GYNs, nurse practitioners, nutritionists, physical therapists, pregnancy and postpartum specialists, pediatricians, midwives, doulas, lactation consultants, sleep coaches and more anytime.

### **Q11: Should I still see my in-person OB-GYN, midwife, and/or fertility specialist?**

**A:** Yes. Maven is a complement to in-person care, providing immediate support, anytime. It's not a replacement for your in-person medical care through your OB-GYN, midwife or fertility provider.

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

## **Q12: Can Maven help me find in-person care? (e.g., fertility clinic, OB-GYN)**

**A:** Yes! Maven's Care Advocates provide referrals to in-person care for members within 48 hours of their request. In fact, 45% of Maven's Fertility Program members and 30% of Maternity Program members enroll in Maven without an in-person fertility clinic or OB-GYN, respectively, relying on Maven to provide referrals.

You can request a referral at any point throughout your journey on Maven. Your dedicated Care Advocate will work with you and provide a referral list of high-quality providers (including in-network options, as appropriate) that meets your preferences, in under 48 hours.

## **Fertility**

### **Q13: Do I have to go to a clinic within the Maven network? Can I go anywhere?**

**A:** While we focus on steering members to Maven's vetted partners and/or in-network health plan clinics that meet our quality standards (approximately 650 clinic locations across the U.S.), members are ultimately free to seek treatment at a clinic of their choosing.

### **Q14: Can I sign up for Maven if I'm considering but not undergoing fertility treatment yet?**

**A:** Yes! You can sign up to learn more about treatment options and have your questions answered by virtual fertility specialists. You'll receive 12 months of full access to fertility support from the day of enrollment. If you don't conceive within 12 months of signing up, you can renew your subscription.

### **Q15: If I'm already undergoing fertility treatment, can I use Maven?**

**A:** Yes! Members specifically undergoing fertility treatment have access to:

- 1:1 virtual appointments with specialists such as reproductive endocrinologists, OB-GYNs, fertility educators and more.
- A dedicated Care Advocate who will guide you through the Maven experience, introduce you to your virtual care team, and refer you to additional in-person care.
- Clinically approved articles and community forums, helping those undergoing fertility treatment to receive trusted information and resources rather than falling down the "internet rabbit hole".
- Access to medication administration, guidance, and support.

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## Security and privacy

### **Q16: Is my personal health data secure?**

**A:** Maven implements industry-leading encryption and data security practices to secure your personal health data. Additionally, 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.

### **For additional questions:**

- For more information about Maven, contact the Care Team at [support@mavenclinic.com](mailto:support@mavenclinic.com) or message your Care Advocate within the Maven app once you enroll.
- For general benefits questions, contact the myHR Team at [myhr.stryker.com](http://myhr.stryker.com) or +1 877 795 2002.