



## Frequently Asked Questions

### **What's available**

Carrot is a benefit designed to support your unique parenthood journey. Carrot is not health insurance but rather provides resources to make fertility and family-forming care more accessible and affordable for everyone.

You can learn more about what is offered in the Benefit guide and Support center in the Carrot platform. [Create your account](#) to claim your benefit.

### **What's included**

Your Carrot benefit offers support for all family-forming journeys, such as in vitro fertilization (IVF), intrauterine insemination (IUI), preservation (egg, embryo, and sperm freezing), as well as adoption and gestational carrier (commonly referred to as surrogacy) journeys. You can find a complete list of what's covered in the benefit guide after you [create your account](#). Please note that laws and regulations are different and vary by countries.

### **Eligibility**

All full-time Gong employees and their spouses/partners are eligible for the Carrot benefit. You do not need to have a medical diagnosis to take advantage of this benefit.

Gong is thrilled to announce our partnership with Carrot to provide fertility and family-forming benefits starting **January 1, 2022**.

### **Get your free, personalized Carrot Plan**

When you're ready to get started, [request a Carrot Plan](#) and one of our Carrot Experts will create a free, personalized plan that gives you access to everything your benefit has to offer. As your journey evolves, so will your Carrot Plan. Refresh your plan as often as you'd like so we can help you make the most of your benefit.

### **Unlimited, free chats with Carrot Experts**

[Carrot Experts](#) offer guidance, knowledge, and language support tailored to your location — or the location where your family-forming journey will take place. You can set up a chat with a Care Navigator or a Specialist on the Care Team.

- Care Navigation includes general experts on Carrot and family forming, who can support you in managing logistics, choosing a provider, and making the most of your benefit.
- Specialists are experts in a specific area, who can answer medical questions or provide emotional support. These specialists include reproductive endocrinologists, nutritionists, mental health professionals, LGBTQ+ family-forming specialists, and more.

### **Find a provider near you**

Using the [Provider finder](#), you can find Carrot eligible clinics and providers near you. Some partner clinics offer discounts on services, so be sure to tell them you are a Carrot member.

### **Expert-authored resources**

Learn more about your fertility and family-forming journey through expert-authored resources in the [Read & learn](#) library in your Carrot account and the [Resource center](#) on our website. You'll find articles and video content, with group sessions and interactive guides coming soon.

### **Pregnancy Support**

With unlimited, free chats with Carrot Experts, you can get the support you might need throughout your pregnancy. Some ways you might [use your Carrot benefit](#) are:

- Talk to a midwife or obstetrician-gynecologist about getting pregnant, pre- and post-delivery, and other topics
- Talk to a lactation consultant about breastfeeding, milk storage, medications, and their side effects
- Talk to a doula about birthing plans, labor coaching, and other labor-related topics
- Talk to mental health professionals who specialize in family-forming
- Talk to a nutritionist about vitamins, food, and other nutrition-related topics
- Try our prenatal yoga and meditation sessions

### **Carrot at Home with exclusive discounts:**

- **[Fertility tracking powered by Ava](#):** Carrot and Ava have partnered to provide you an exclusive discount and access to the Ava bracelet, a clinically backed ovulation tracking tool that helps people get pregnant faster through timed intercourse. Ava detects more fertile days than LH tests, works more precisely



than a period-tracker app or fitness wearable, and delivers results in real time, unlike the retrospective temperature method.

- **[Sperm analysis and cryopreservation](#) powered by Legacy:** Carrot has partnered with Legacy, the leading digital fertility clinic focused on sperm analysis and preservation. Legacy empowers Carrot members to test, freeze, and improve the quality of their sperm from the comfort of home.
- **[Female Fertility and Wellness Test](#) powered by imaware:** Carrot has developed an exclusive, comprehensive, at-home test to provide insight into ovarian reserve and other key biomarkers of health and fertility. This test helps provide a comprehensive view of overall health, including ovarian reserve markers, blood sugar levels, a triglyceride and cholesterol profile, and inflammation levels.

### **Carrot Rx**

[Carrot Rx](#) delivers fertility medications, as well as supplements and vitamins recommended by a provider for your fertility or family-forming journey. With Carrot Rx, you get:

- Significant savings on fertility medications. In addition to discounts, Carrot Rx delivers enough medication for 1–2 weeks of your cycle at a time. This means you don't have to purchase medication for an entire cycle at once, reducing cost and waste.
- Personalized support day or night, 365 days a year. Certified clinicians are just a phone call away. Medications arrive with clear instructions, educational content, and unboxing support with a clinician if you need more help.
- Free same-day and next-day delivery of fertility medications. Last-minute orders and expedited delivery means no delays.