



family-building &
family-wellbeing

how to access your WIN benefits

3 easy steps to enroll

1. Download the WINFamily App

- Scan or search for WINFamily App on the App Store or Google Play



scan to download

2. Create Your Account

- Use your employer-provided code or enter your employer name if you don't have the code.
- Enter your personal details to activate your profile.

3. Meet Your Nurse Care Advocate

- Start by connecting with a dedicated WIN Nurse Care Advocate to begin your personalized journey.
- Review your fertility, family-building, or well-being benefits.

Did you know? Members who actively use the WINFamily App are 2x more likely to engage in proactive healthcare, leading to better outcomes for you and your family!

Why enroll?

- ✓ **Seamless Care Coordination**
 - Schedule nurse consults
 - 1-click nurse call feature
- ✓ **Real-Time Personalized Support**
 - Tailored journey experience
 - Live nurse chat
- ✓ **Comprehensive Health & Wellness Resources**
 - Educational content
 - Health tracking
- ✓ **Network Provider Access**
 - Search in-network providers
 - Advanced filtering for your needs
- ✓ **Real-Time Authorization & Reimbursement Tracking**
 - Instantly view the status of your treatment authorizations
 - Get real-time updates on reimbursement claims
- ✓ **Benefit Usage at a Glance**
 - Track how much of your benefit you've used
 - See what's remaining of your benefit

Q: Is there a cost to enroll?

A: No. Enrollment and app access are fully covered by your employer-provided WIN benefit.

Q: What if I forget my login?

A: Use the "Forgot Password" link, or contact WIN support for assistance.

Q: Can my partner access the app, too?

A: Yes! Partners are encouraged to join and support your journey.

Q: Do I need separate accounts for the WINFamily App and WIN Portal?

A: No. Your account works across both platforms for easy access.

Q: What kind of support can I get from my Nurse Care Advocate?

A: Your Nurse Care Advocate offers personalized clinical support at every step of your journey. They can help you navigate your benefits, choose the right provider from WIN's vetted network, coordinate care throughout your family-building and well-being journey, and answer any questions you might have.

Q: What types of educational resources are available?

A: The app provides articles, videos, and interactive tools on fertility, family building, pregnancy, postpartum, and wellness topics.

Q: Can I schedule appointments directly through the app?

A: Yes! You can schedule nurse consults and appointments directly within the app for convenience.

Q: How do I find in-network providers?

A: Use the “Find Care” feature in the app or portal to search for in-network providers based on location, specialty, and services.

Q: Is my personal health information secure?

A: Yes. WINFamily follows strict security protocols to protect your personal health information and comply with HIPAA standards.

Q: Can I track my health data in the app?

A: Absolutely. The app offers tracking for cycle data, appointments, pregnancy milestones, wellness activities, and progress toward your goals.

Q: What devices support the WINFamily app?

A: The app is available for both iOS and Android devices. Ensure your operating system is up to date for the best experience.

Q: Who do I contact for technical issues?

A: You can reach out to WIN technical support directly through the app or via the support contact provided by your employer.



Scan and download the WINFamily App as the first step in your family-building or family well-being journey.