

Account Management

Who can I reach out to with questions about Maven?

If you need assistance regarding non-member related inquiries, you can reach out to your Client Success contact.

Where can I find information on webinars

You can find upcoming live sessions with the Client Resources team on the [Live Maven Overviews calendar](#). These monthly webinars are open to employees and cover Maven's programs, how to enroll, and common questions in a live Q&A format.

Maven providers regularly offer free virtual live events that bring together our providers and our network of thought leaders for discussions on top-of-mind issues related to women's and family health. [Our Provider-led webinar calendar \(and recordings of past webinars\) can be found here.](#)

Where can I find pre-recorded videos to post internally?

Our video library has both member and employer facing videos. [Here is a link](#) to the full video library and [here is a link](#) to our pre-recorded member-facing program overviews.

What is the Client Resources Team?

The Client Resources team is a team of 6 tenured Client Success leads at Maven who provide and maintain top-tier service for Maven's rapidly growing SMB client base by leveraging a pooled support model, best in-class technology, and cross functional collaboration. Our goal in Client Resources is to drive program engagement and build client relationships in order to support women and families globally. With that in mind, we strive to connect to each client, assess their needs, and serve as their main point of contact for all client-related matters.

How do I update my organization's contact information or billing contacts?

Email your Client Success contact with the updated contact details and the role of the person being added or changed. We'll update your records and confirm.

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Are Maven services subject to COBRA?

Maven offers digital care management through family building, maternity, parenting, and menopause/midlife, which is typically designated by clients as an excepted benefit EAP. Excepted Benefit EAPs are not subject to COBRA. However, employers may choose to offer Maven's care management through COBRA. If employers choose to offer Maven access through COBRA, they can do so by keeping the COBRA-enrolled employee on the eligibility file.

Employers can also choose Maven to manage employer-sponsored financial coverage for a wide range of costs across life stages (Maven Wallet). When covered costs include medical expenses, the benefit is typically classified as a group health plan. Group health plans are subject to COBRA.

Maven Fertility Treatment (IUI/IVF), Fertility Preservation and (Egg/Sperm Freezing), Maternity and Menopause Wallet are group health plans and generally subject to COBRA. Employers or COBRA administrators should notify employees if they are eligible for COBRA and how to elect COBRA continuation coverage.

What Maven services/access do employees who elect COBRA have?

If an employer chooses to offer care management through COBRA, employees will continue to have access to the Maven app, providers, content, and classes until the end of their elected Maven track. If your organization offers Maven Wallet, they will continue to have access to qualified Wallet reimbursement benefits. If employees are actively enrolled in Wallet and are continuing coverage through COBRA, their Maven Wallet balance will continue to reflect utilization of funds while they are covered with COBRA.

If they have any questions, they can message their Maven Care Advocate or email support@mavenclinic.com.

How do employers ensure employees electing COBRA receive Maven coverage?

The employee should remain on the eligibility file to receive continued access to Maven.

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How do we determine COBRA premiums?

Employers can determine the COBRA premium by using either:

- Actuarial Determination Method: Engage a licensed actuary to determine the premium
- Past Cost Method: Calculate COBRA premium based on past HRA utilization

Maven's support for calculation inputs include providing claims utilization data (ie. Wallet Usage Reporting + Utilization) to support calculations. Please reach out to your Client Success Manager or the Client Resources Team for this information.

How does COBRA work with Maven?

COBRA applicability for Maven depends on which Wallet programs your organization offers:

- Subject to COBRA (HRA Wallets): Fertility Treatment (IUI/IVF), Fertility Preservation (Egg/Sperm Freezing), Maternity Wallet, and Menopause Wallet. These are group health plans and employees must be notified of their right to elect COBRA continuation coverage.
- Not subject to COBRA (non-medical Wallets): Adoption, Surrogacy, Donor & Tissue, and Childcare. These are not group health plans and do not require COBRA continuation coverage.
- Maven's digital care management programs (Maternity, Parenting, Menopause, Fertility) are typically classified as an excepted benefit EAP and are generally not subject to COBRA, though employers may choose to offer continued access.

If an employee should retain Maven or Wallet access through COBRA, keep them active on your eligibility file.

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What happens to Maven access for employees who are terminated?

When an employee is terminated, their Maven access is tied to your eligibility file. Once they are removed from your file and that file is processed, they will no longer be able to enroll in a Maven program. If they enrolled in a Maven program prior to termination, they will continue to have access to the care management platform for the duration of the standard track length (12 or 21-months).

For employees with an active Maven Wallet, two things apply:

- Previously approved reimbursements will continue to be processed.
- 90-day runout period: Under Maven's standard plan, terminated employees have 90 days after their coverage ends to submit new reimbursement claims for eligible expenses incurred before their last day of coverage. This applies even after they have been removed from your eligibility file.

Note: Employees who elect COBRA continuation coverage should retain access to HRA Wallet programs (Fertility Treatment, Fertility Preservation, Maternity, Menopause) for the duration of their COBRA coverage.