MAVEN

How does Maven find the right providers for *you*?

We know that getting the right care means working with providers who understand you, your lived experience, and your unique needs. That's why Maven offers **care matching**. It's our way to make sure your provider is the best fit to give you personalized, effective support.

What is care matching, and how does it help me?

Care matching connects you with providers who may share your cultural background or lived experience. When your provider understands your background, conversations flow more easily, you feel heard, and you get care that better meets your needs. For people in underserved or traditionally marginalized communities, rural areas, or those limited by insurance, this kind of support can be hard to find.

What factors are considered when matching me with a provider?

When you join Maven, you complete an onboarding survey that helps us learn more about you: your gender identity, race, preferred language, sexual orientation, and more. These are some of the factors that we use to find providers who understand you. Your Care Advocate will also work with you to make sure your providers are equipped to provide the right support for your health goals and priorities.

How does Maven use care matching?

We use care matching throughout our platform to get you to the best possible care. That means if you're a Black woman expecting a child, you can connect with a Black doula or OB-GYN to support your pregnancy needs. If you're an LGBTQIA+ person exploring your family building options, we can connect you with adoption coaches, surrogacy coaches, and egg donor consultants that better understand your needs.

How do you make sure providers can understand my unique needs?

Maven providers participate in ongoing training in culturally humble care delivery. This means that they're trained to deliver high-quality, respectful care to all members, regardless of culture, religion, gender identity, or any other characteristic that makes you, you.

What if I want a different provider?

While we do our best to pair you with the right providers for you, if you feel that they are not a fit, that's okay! You can work with your Care Advocate to find other Maven providers.

35+
languages spoken by Maven providers

40%
of Maven providers identify as BIPOC

8%
of Maven providers identify as LGBTQIA+

16%
of Maven mental health specialists identify as Black

The best part? Your access to Maven is fully covered by your employer or health plan.

Scan the QR code or **click here** to join Maven today!