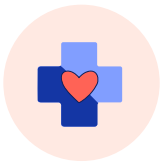


Wellthy's LGBTQ+ Support

Members of the LGBTQ+ community can lean on Wellthy's care experts to listen to their needs, find affirmative providers, and advocate to ensure they receive the care they need from someone they can trust.



How Wellthy helps in each care domain



Medical

- ✓ Locating providers that are LGBTQ+ friendly
- ✓ Identifying gender-affirmative medical doctors
- ✓ Advocating for gender affirmation surgery authorization
- ✓ Assisting with procedures and prior authorizations



Mental + Emotional

- ✓ Exploring mental health resources
- ✓ Locating community and workplace support groups
- ✓ Evaluating mental and behavioral health providers that specialize in LGBTQ+ needs
- ✓ Finding counseling and support groups for transgender individuals and their families
- ✓ Sharing specialized resources and information



Financial

- ✓ Appealing insurance denials for certain procedures related to gender affirmation (i.e. gathering medical records and handling requests for letters on behalf of a care recipient)
- ✓ Guiding the application process for adoption and fertility grants



Family Services

- ✓ Navigating access to external fertility and adoption resources
- ✓ Identifying and vetting post-adoption resources



Interested in speaking with a Wellthy Care Coordinator?

Visit [wellthy.com](https://www.wellthy.com) to get support from our care experts today.

LGBTQ+ Support Care Stories

Our team of care experts provides personalized, one-on-one support to best meet every family's needs. Take a look at these real examples below showing how Wellthy has supported members of the LGBTQ+ community. Please note, all names have been changed for privacy purposes.

Affirming her child



Mary's teenager Sam had been struggling with depression due to gender dysphoria, along with other challenges within their school environment. After three written recommendations and completing prior-authorizations for gender affirmation surgery, the family's insurance provider denied coverage for the procedure.

Here's how Wellthy helped:

- ✓ Produced a comprehensive appeal package
- ✓ Gathered documentation of doctoral letters, along with supporting scholar documents
- ✓ Supported with a United Civil Rights Complaint via the Department of Health and Human Services
- ✓ Found and recommended post-treatment support groups and counseling

Highlight: Sam's procedure was ultimately approved and Mary's employer changed their policy for future approvals. Mary shared, "I really wish I could hug and kiss you right now. Just told a coworker and we are both crying. I cannot thank you enough".

Finding care for themself



Jesse has been struggling to find LGBTQ+-friendly healthcare providers. After a negative experience with a psychiatrist who was dismissive of their gender identity and sexual orientation, Jesse began to search for a new portfolio of providers to feel comfortable getting the care they need.

Here's how Wellthy helped:

- ✓ Vetted in-network providers to find affirming practices that provide the right care
- ✓ Worked to coordinate intake appointments with new providers and transferred records from previous ones
- ✓ Located community and workplace peer-support groups