

Carrot Frequently Asked Questions

View an extensive FAQ on [Carrot.com](https://www.carrot.com).

1. What is Carrot?

Carrot is a fertility, hormonal health and family-forming benefit.

2. What does Carrot cover?

Carrot provides the following support and resources to employees and their eligible dependent:

- **Understanding fertility health** (e.g., fertility testing and ovulation tracking)
- **Preservation** (e.g., egg, sperm and embryo freezing)
- **Assisted reproduction** (e.g., in-vitro fertilization and intrauterine insemination)
- **Adoption, gestational surrogacy, and donor assistance**
- **Pregnancy and postpartum** (doula support and milk shipping)
- New parent and return to work support
- **Perimenopause, menopause, and low testosterone** (low T)

Carrot services may vary by geography and local rules and regulations. To learn about your specific country's regulations, please email Carrot at support@get-carrot.com.

3. When is an employee eligible to use their Carrot benefits?

Eligibility is defined as an employee of Fisher Investments who is enrolled in one of the medical plan options under the Fisher Investments Welfare Benefit Plan.

4. What is the difference between a Carrot account and a Carrot plan/journey?

A Carrot account is a general account that gets you access to the Carrot benefit guide, educational content, and their homepage so you can explore Carrot's platform. A Carrot plan/journey is a 12-month employer-paid plan that connects you with a Carrot Care Specialist to begin using a specific service (for example, fertility assistance, hormone treatments for menopause, etc).

5. When should I create a Carrot account versus a Carrot plan/journey?

You create a Carrot account when you're curious about the Carrot benefit and are considering whether or not a Carrot Plan/Journey is right for you. You create a Carrot plan/journey when you're ready to begin a specific care journey (i.e. find IVF providers, begin the legal adoption process, or submit for reimbursement for low testosterone services).

6. How long is a Carrot plan good for?

12 months. Once your 12 months is over, you'll have the opportunity to renew or stop your Carrot plan/journey. If your journey hasn't been completed, feel free to renew. If it's over, opt not to renew and your account will remain, but your plan/journey will be over.

7. Is there a waiting period before I can utilize Carrot?

Eligible employees can use Carrot starting on the 31st calendar day of employment.

8. Does Fisher provide a financial benefit for costs I may incur when using Carrot services, support, and resources?

Yes. Employees may receive up to \$10,000* lifetime financial benefit to use as reimbursement towards eligible Carrot services. In addition, employees have access to educational resources and care specialists through the Carrot app or website.

9. Do I get \$10,000 per year?

No. The \$10,000* financial benefit is a lifetime maximum.

10. Is Carrot available globally?

Yes, Carrot is available globally. Eligible employees, spouses and registered domestic partners can use Carrot funds where eligible services are incurred. Services may vary by geography and local rules and regulations. To learn about your specific country's regulations, please email Carrot at support@get-carrot.com.

11. I'm not ready to use the \$10,000 Benefit yet, can I explore all of the Carrot offerings before starting a Carrot Journey?

Yes, you can explore the Carrot services by following [How to Register for a Carrot Account](#) instructions available on MyFIRewards.com that will walk you through the Carrot registration process, without starting your Carrot Journey.

12. Are there any tax implications to consider when using my \$10,000* financial benefit?

U.S. Employees: Any treatments used in relation to a medical diagnosis are not taxable. For example, if you've been given an infertility diagnosis, then any funds used for fertility treatment would not be taxable since this is considered medical care. Any money spent towards non-medical journeys such adoption, surrogacy, and others are taxable.

International Employees: Your Carrot financial benefit is taxable per your country's regulations. Please email Carrot directly at support@get-carrot.com to learn more about your specific tax implications.

13. If I don't use the full \$10,000 in a year, what happens to any remaining balance?

The financial benefit is lifetime benefit and is not use-it-or-lose-it. Any amount not used may be used toward eligible reimbursements in a subsequent year.

14. Does my spouse or qualified domestic partner get their own \$10,000 financial benefit?

No. Fisher employees may be eligible for a \$10,000* lifetime maximum benefit, which their qualified dependent may use for covered services. They will not have a separate balance.

15. Are there any age restrictions around the hormone therapy for menopause or low testosterone?

There are no age restrictions when you work with a Carrot eligible provider and the treatments are recommended by that provider. Visit MyFIRewards.com to learn more about the hormonal therapy coverage your healthcare plan covers as well.

16. Can someone use their financial benefit for adoption or surrogacy, regardless of having an infertility diagnosis?

Yes. It is not required to have an infertility diagnosis to use the financial benefit for adoption or surrogacy.

17. My spouse and I are looking into adopting a child. Does a child need to be under a certain age to be eligible for the adoption benefit through Carrot?

You are eligible for reimbursement of costs incurred in connection with an adoption of a child who is under 18 years of age or is physically or mentally incapable of self-care. For US employees, this aligns with the Internal Revenue Code Sections 137 and 23, which defines "qualified adoption expenses" as those for an individual who is under the age of 18 or "is physically or mentally incapable of caring for [themselves]".

18. Does Carrot cover embryo adoption?

Yes, expenses for an embryo adoption are covered under the \$10,000* lifetime Carrot benefits.

19. What is a Carrot care specialist and how can they support me?

A care specialist is a knowledgeable, trained Carrot employee who is well-versed in your specific Carrot journey. For example, there are adoption specific care specialists, post-partum care specialists, and low testosterone care specialists who can guide you through your journey utilizing their expertise.

20. Does it cost anything to schedule a consultation with a Carrot care specialist?

No. Meeting with a care specialist is covered by the plan and will not impact your financial benefit.

21. Can my spouse or domestic partner use my Carrot benefit?

Yes. Employees who have added a spouse or qualified domestic partner to their Fisher medical benefits and submitted the appropriate documentation in firm systems will be eligible to share their Carrot benefit. If you have not added a spouse or qualified domestic partner to your Fisher benefits and want to share your Carrot benefit with them, please reach out to ~Benefits Services to discuss how to add them.

22. How does Carrot work with our healthcare insurance?

When you start a Carrot journey, your assigned care specialist will help you understand your Carrot benefit, how to best utilize it, as well as guide you back to your healthcare plan when applicable. For example, if your care specialist recommends that you meet with a therapist during your IVF treatment, or see an acupuncturist, they can guide you back to your healthcare plan to utilize your healthcare coverage before using your \$10,000* financial benefit. You also can verify available services under your healthcare plan by reviewing the applicable Plan Document on [MyFIRewards.com](https://myfirwards.com) or FIIRE.

23. Is prior authorization or a referral required to utilize Carrot?

No, there is no authorization or referral needed to utilize Carrot. Once you register your account, you will meet with a care specialist to design your specific journey.

24. Does Carrot offer gender affirming services?

Carrot does not provide benefits for gender affirming services.

25. I am currently in the middle of a fertility journey. Can I use the Carrot financial benefit for my ongoing treatment?

As of March 1st, eligible expenses you incur for existing and on-going fertility treatment may be reimbursable through your Carrot benefit, as long as you're using a Carrot approved provider. Any expenses incurred prior to March 1st are *not* eligible for reimbursement.

26. What happens if I'm in the middle of a treatment and I terminate with Fisher?

U.S. Employees: You will have through your last day of employment to incur expenses eligible for reimbursement and 30-days to submit for reimbursement from your Carrot plan. In addition, your Carrot benefit is COBRA (Consolidated Omnibus Budget Reconciliation Act) eligible. This means, if you started a Carrot journey and then separate employment from Fisher, you will be offered the option to continue your Carrot Benefit through COBRA. You will be responsible for paying 100% of your COBRA benefit premiums.

International Employees: You will have through your last day of employment to incur expenses eligible for reimbursement and 30-days to submit for reimbursement from your Carrot plan.

27. How do I submit an expense for reimbursement?

You submit for reimbursement directly on Carrot's website or on their app.

28. Is there a Carrot app for my mobile device?

Yes, Carrot does have a mobile app for both iOS and Android. Download the **Carrot Fertility** app in the [Apple App Store](#) or [Google Play Store](#) to access or register your account.

29. When can I expect to receive a reimbursement from Carrot for my out-of-pocket expenses?

You can expect to receive reimbursements within 1-2 weeks after submitting it to Carrot.

30. In relation to providers, will there be any resources for identifying LGBTQ+ friendly or other specific providers?

Yes. During the Carrot journey intake process, Carrot will ask for your personal preferences that match your needs.

31. What is included as part of the post-partum support?

To view more information about each Carrot journey, including post-partum support, visit the [Carrot](#) page on [MyFIRewards](#).

32. Could someone use their financial benefit to pay for a copay if it's related to infertility or pregnancy?

The Carrot financial benefit is provided as a reimbursement towards eligible out-of-pocket expenses. Copays would generally be paid out-of-pocket, and you will be able to submit an Explanation of Benefits (EOB) or receipt to Carrot for reimbursement. This reimbursement will be deducted from your \$10,000* lifetime maximum benefit.

33. What is the IRS minimum limit on a high-deductible healthcare plan before you can use the financial benefit?

Employees who are enrolled in a High Deductible Health Plan (US only), the minimum IRS deductible must be met before you can be reimbursed for infertility related services. This minimum deductible is lower than our health plan deductibles. For individuals the minimum deductible is \$1,600 and for families it's \$3,200. You do not need to meet your healthcare plan's deductible; you simply need to meet the IRS minimum deductible amount.

34. Are Carrot services available in other languages?

Yes, Carrot provides a fully translated member platform. They also provide robust end-to-end translation support, including full non-English translation in 10 languages to members across 15 countries, as set out below.

- Canadian French: members in Canada
- U.S. Spanish: members in the U.S., Mexico, Guatemala, Chile, Colombia
- Brazilian Portuguese: members in Portugal, Brazil
- India Hindi: members in India
- Thailand Thai: members in Thailand
- Turkish: members in Turkey
- Spain Spanish: members in Spain
- Serbia Serbian (Latin script): members in Serbia
- Italian: members in Italy
- German: members in Germany

**Employees residing outside of the US will be eligible for the \$10,000 equivalent in their local currency.*