

# CARROT

COMPREHENSIVE SUPPORT + TELEMEDICINE

## Menopause

Hormone therapies require specialized care, and gaps exist worldwide for menopause. Carrot empowers members by addressing the complexities of hormone therapies through a specialized network, clinically backed education, group support, and a comprehensive hormone therapy formulary. Members benefit from unlimited expert consultations, ensuring they receive personalized guidance tailored to their unique health needs. By combining evidence-based care with accessible resources, Carrot helps members navigate their menopause journey with confidence and support. **Coming in March 2025:** U.S. Members can access telemedicine providers for hormone therapy and menopause-related prescriptions.

### Education: **Carrot Academy**

- Trusted, medically-reviewed group sessions, in-depth guides, and articles focused on helping members navigate menopause

### In-the-moment guidance

- Connected care team, providing unlimited navigation via Carrot Companions, and personalized support and guidance, 24/7
- Unlimited virtual access to experts such as nurses, OB/GYNs, endocrinologists, and more
- Personalized support and Carrot Plan recommendations specific to the exact point a member is at in their journey

### Financial enablement: **Carrot Card**

- Coverage for key eligible expenses related to menopause to support accessibility
- Ability to use Carrot Card for eligible expenses

### Provider steerage: **CarrotMatch**

- Direct access to telemedicine providers who can prescribe hormone therapies and menopause-related medications (U.S. only)

### Global expertise

- Support navigating country and regional-specific laws and regulations related to menopause
- Carrot Experts help members understand their local and cross-border care (CRBC) options

### Concierge medication management: **Carrot Rx**

- Discounts of up to 40% on individual medications
- 24/7 unboxing and injection support from a dedicated pharmacist
- Same-day and next-day delivery options to limit medication delays

### Compliance and tax protection

- Compliantly designed benefit structures that provide protection and flexibility



CHERYL

### Menopause journey with Carrot



Cheryl is experiencing hot flashes, anxiety, and sleep disturbances. She reads articles about managing symptoms and decides she wants to use her full benefit to address this.



She creates a Carrot Plan and has a 1:1 video chat with a Carrot menopause expert who offers her some tips on managing symptoms and recommends topics to discuss with a provider.



She chooses the telemedicine option to meet with a menopause provider who offers a prescription for appropriate treatment. Cheryl immediately feels the improvement in her symptoms.



She joins a menopause group session and feels a sense of community.



Cheryl feels like a weight is off her shoulders and is confident and happy.

### Menopause journey without Carrot

Cheryl is experiencing hot flashes, anxiety, and sleep disturbances. She schedules time with her PCP, who is not a menopause specialist.

Her appointment lasts 10 minutes and she leaves with advice to lose weight and is prescribed antidepressants.

Feeling isolated, she considers leaving her full-time as a school teacher as she is uncomfortable while working.

Her symptoms get worse and Cheryl is forced into early retirement.

Cheryl feels unhappy with where she is at in her life.

## Key eligible expenses

Include but are not limited to:

- Hormone therapy for menopause and menopause-related prescriptions
- In-person, virtual, and telemedicine provider visits and consults
- Routine menopause-related lab work
- Nutrition counseling services
- Advanced temperature regulation products



## Menopause by the numbers

### The need for support

20% or fewer of all OB/GYNs in the U.S. are trained in menopause care<sup>1</sup>

1 in 4 women report feeling unhappy in their jobs due to a lack of menopause support<sup>2</sup>

20% of the workforce is in some phase of the menopause transition<sup>3</sup>

(1) AARP (2) Bloomberg (3) Bank of America's Break Through the Stigma: Menopause in the Workplace Report

### Carrot's impact

97%

of Carrot members have menopause support through Carrot

70%

of Carrot members on a menopause journey say that in-depth guides have helped them feel more confident in taking care of their health