

LGBTQIA+ Benefits & Resources



Be You. Be Real. Be Sunrun.

We are proud of the depth of the diversity of our workforce. It's our differences and unique experiences that make our organization great.

We are committed to creating an affirming and inclusive work environment, one in which all Sunrunners feel comfortable bringing their authentic selves to work.

A key part of this commitment is to offer a comprehensive suite of benefits and resources for all Sunrunners, with tailored offerings for the LGBTQIA+ community.

We encourage you to review the information in this guide. We look forward to continuing to build our existing benefits so that you can be your most authentic self, both in- and outside of the workplace.

Who's Eligible?

You are eligible for the benefits outlined in this guide if you are a regular full-time employee and scheduled to work at least 30 hours per week.

In addition, you may enroll your:

- Spouse
- Certified domestic partner
- Natural, step, adopted, foster or domestic partner's children up to age 26

Benefits are effective on your date of hire.

Please note that this document is not a guarantee that all services listed will be rendered. Instead, this document captures the covered healthcare services and treatment options, as well as resources to clarify these offerings. Consult the resources and summary plan descriptions provided for additional requirements and procedures for gaining access to covered services. If there is any discrepancy between this document and the Summary Plan Descriptions (SPDs), the SPDs will prevail.



Last updated on May 7, 2024.

Gender Affirmation Support

Your gender affirmation journey is a personal one. Cigna Healthcare is here to support, respect and help you at every step as you become your best self. The My Personal Champion® gender affirmation support program is part of that.

How It Works

You'll be assigned a Personal Champion and given access to their direct phone line. So every time you call, you'll speak with the same person who knows you, your history and your health needs.

Your Personal Champion is here to:

- Partner with you and your providers to help identify your best options so you can make the most informed decisions for yourself
- Help you understand your benefits and what's covered by your plan
- Connect you to the right care teams and resources based on your needs
- Coordinate care for pre- and/or post-surgery
- Put you in contact with in-network and experienced LGBTQ+-friendly providers
- Arrange transportation to and from appointments related to your procedure
- Locate community support and resource groups
- Provide social and medical transitioning support and more

Contact the Cigna gender-affirmation support team at (855) 699-8990, Monday – Friday, 8 a.m. to 6 p.m. ET.



Kaiser Resources

If you're a Kaiser member, you have access to equitable, compassionate and high-quality care. Begin your gender affirmation journey by visiting your primary care physician, who may introduce you to specialists or other caregivers. Coverage of gender dysphoria treatments may include:

- Mental health visits
- Gender-affirming lower- and upper-body surgeries
- Pre- and postoperative exams
- Vocal therapy
- And more

HMSA Resources

If you are enrolled in an HMSA plan, you have access to HMSA's Sexual and Gender Minority Support Program. Key aspects of this program include:

- Member care management and coordination
- Management of preexisting conditions, preventive care and recommended treatment
- Referrals to trustworthy resources and services in the community

For more information and to enroll in the program, visit hmsa.com/well-being/gender-identity-services or call (855) 329-5461.

Healthcare

We want you and your family members to feel valued, supported and celebrated for exactly who you are. That's why our medical plans cover a wide range of gender-affirming services. For a complete description of your medical coverage, please contact your medical carrier.

Gender Affirming Services and Treatment Options

Depending on the medical plan you enroll in, the following healthcare services and treatments **may be provided**:

- Gender-affirming reconstructive surgery
- Hormone replacement therapy
- Medical visits and lab services
- Puberty blockers
- Short-term medical leave

In addition, your insurance plan may provide coverage for the following, if considered **medically necessary**:

- Facial feminization surgery
- Hair removal (electrolysis, laser treatment, etc.)
- Hair removal required for reconstructive surgery
- Lipoplasty (body fat removal or filling) for masculinization or feminization of the body
- Tracheal (windpipe) shave/reduction
- Travel and lodging expenses
- Voice modification surgery and/or therapy

Contact your medical carrier to receive more information on services and treatment under our medical plans.

HIV Services and Treatment

Our medical plans provide coverage for:

- **Human Immunodeficiency Virus (HIV) testing** – Can include antibody tests, antigen/antibody tests and nucleic acid tests (NAT)
- **Pre-exposure prophylaxis (PrEP)**, including the injectable treatment; taken to prevent getting HIV
- **Post-exposure prophylaxis (PEP)** – Must be taken within 72 hours of exposure to HIV and can prevent the virus from taking hold
- **Antiretroviral therapy (ART)** – Involves using two or more antiretroviral drugs to suppress the virus to undetectable levels in the blood and slow the progression of the disease

Resources at Your Fingertips

Pre-authorization Process

You may need prior approval from your medical carrier to receive coverage for healthcare services and treatments. More information can be found in the Summary Plan Descriptions (SPDs), available on the Sunrun Benefits Website (sunrun.gobenefits.net).

Claims Denial Appeal Process

If you file a medical claim and it is denied, you may appeal. For information on the claims appeal process, refer to the Summary Plan Descriptions (SPDs), available on the Sunrun Benefits Website (sunrun.gobenefits.net).



General Questions

For general questions on your benefits and what your medical plan covers, contact the Sunrun Benefits Center:



(844) 632-2197, Monday – Friday,
9 a.m. to 6 p.m. CT



Chat with a representative
or open a ticket in [Workday](#)



Sunrun Benefits Website
(sunrun.gobenefits.net)

Family Building

Family planning is different and unique for everyone. Our benefits are here to make the process of forming a family a little easier.

Medical Benefits

Our medical plans **may provide** coverage for the following services. As always, consult with a reproductive specialist to decide which options are right for you, and contact your medical carrier to receive more information on coverage available.

- **Cryopreservation (Cigna and Kaiser)** – The process of using freezing technology to preserve biological reproductive material at extremely low temperatures. Cryopreservation techniques are used to freeze eggs and embryos, for example.
- **Fertility treatment (Cigna, Kaiser and HMSA)** – Fertility services are treatments and procedures to help you become pregnant after an inability to conceive a pregnancy or carry a pregnancy to live birth, either as an individual or with your partner. The definition of infertility varies by medical carrier but may also be based on an individual's medical, sexual and reproductive history, age,

physical findings, diagnostic testing or any combination of those factors. Interventions may be started in less than one year based on your medical, sexual and reproductive history, age, physical findings and diagnostic testing.

Cigna members also have access to WINFertility, a program that offers comprehensive and inclusive family-building benefits. Through WIN, you can talk to Nurse Care Advocates, receive assistance selecting network providers based on your treatment needs and more. And, through your medical or prescription plan, you can receive a \$25,000 lifetime maximum benefit toward certain eligible expenses related to fertility treatment and related fertility medications.

To learn more about the fertility treatments our medical plans may provide, refer to the plan documents available on the Sunrun Benefits Website (sunrun.gobenefits.net).

- **In-vitro fertilization (IVF) (Cigna and HMSA)** – A series of procedures that involves the fertilization of gametes outside the body.
- **Adoption and Surrogacy Assistance** – This program provides a one-time maximum reimbursement of up to \$25,000 to eligible Sunrunners. You can use this reimbursement amount to cover eligible, out-of-pocket expenses that you have incurred related to

the adoption or surrogacy process. Eligible expenses include adoption fees, surrogate agency administrative fees, legal fees and more.

To learn more about your options for adoption or surrogacy assistance, please refer to the Sunrun Benefits Website (sunrun.gobenefits.net).

Paid Parental Leave and Pregnancy Recuperation

Once your new family member arrives, you may be eligible for a parental leave benefit of up to eight weeks of paid time off to bond with your child. A one-year waiting period applies to this benefit.

In addition, birth parents on approved short-term disability (STD) leave may be eligible for a pregnancy recuperation benefit. This benefit “tops off” the STD benefit so that employees who are birth parents can receive 100% of their income while on leave.

If you plan to go on a leave of absence due to the birth or adoption of a child, please contact Broadspire to initiate the leave request and provide necessary documentation.



Employees in states that are eligible for wage replacement must apply for the state benefit. It is your responsibility to contact the state or appropriate vendor to apply and provide the necessary documentation.

To learn more about parental leave and other leaves of absence, visit the Sunrun Benefits Website (sunrun.gobenefits.net).

Prepaid Legal Plan

MetLaw (Hyatt Legal), a prepaid legal plan, allows unlimited access to a nationwide network of more than 18,000 attorneys who can be used for a wide range of services, including adoption, will and estate planning.

Mental Health Support

To give you access to a range of care options for your mental health needs, Sunrun has invested in a series of confidential resources to ensure that you and your loved ones receive inclusive and respectful support.

Support Through Your Health Plan

Our medical plans offer enhanced mental health and substance abuse support with the aim of lowering your out-of-pocket costs:

- **Cigna PPO:** Waiving copays for both in-office and virtual mental health and substance abuse visits
- **Cigna CDHPs:** Waiving coinsurance for both in-office and virtual mental health and substance abuse visits after you meet your deductible
- **Kaiser Plans:** Waiving copays for both in-office and virtual mental health and substance abuse visits

Employee Assistance Program (EAP)

The GuidanceResources EAP offers a series of confidential services and resources:

- **Up to three free and confidential counseling sessions per person, per year, per issue—** Talk with a licensed professional in person, by phone or through video about bullying, gender identity, body dysmorphia and other issues causing mental and emotional distress.
- **Adoption assistance** – Find referrals for adoption attorneys, agencies, infertility specialists and support groups.
- **Free 30-minute legal consultation and 25% off subsequent legal fees** – Discuss legal matters such as adopting a child, guardianships, name changes, prenuptial agreements and more.
- **Online library of articles on LGBTQIA+ issues** – Visit guidanceresources.com (Web ID: GEN311) to access.

Additional Resources

National Alliance on Mental Illness (NAMI)

NAMI is the nation’s largest grassroots mental health organization. This service is free to use—you will only incur fees for services received as the result of a referral. NAMI can help you:

- Access a local support group
- Find outside assistance and services, such as adoption and surrogacy services and resources
- Compare treatment options and outcomes
- Prepare for all your appointments

Visit nami.org/your-journey/identity-and-cultural-dimensions/lgbtq for more information.

National Center for Transgender Equality

Find transgender mental health and healthcare resources, including information on the right access to healthcare. This service is free to use. Visit transequality.org for more details.



The Trevor Project

The Trevor Project provides crisis and suicide intervention for LGBTQIA+ youth. If you know an LGBTQIA+ youth who is in danger of harming themselves, text “**START**” to **678-678**.

LGBTQIA+ National Help Center

The Center offers confidential, peer support connections for LGBTQIA+ youth, adults and seniors over the phone, by text or through online chat. Connect with other LGBTQIA+ peers for free at glbntnationalhelpcenter.org.

Gay and Lesbian Medical Association’s Provider Directory

Use this search tool to locate an LGBTQIA+-inclusive healthcare provider at glma.org.

Getting in Touch

Find the resources you need to be your most authentic self at work, home—and in life.

Resource	Web / Email	Phone Number
Sunrun Benefits Center	sunrun.okta.com	(844) 632-2197, Monday – Friday, 9 a.m. to 6 p.m. CT
Sunrun Benefits Website	sunrun.gobenefits.net	N/A
Pride + Inclusion Team	inclusion@sunrun.com	N/A
Healthcare Coverage		
Cigna	mycigna.com	(800) 244-6224
• Gender Affirmation Support	N/A	(855) 699-8990, Monday – Friday, 8 a.m. to 6 p.m. ET
Kaiser Permanente	kp.org	(800) 464-4000
HMSA	hmsa.com	(800) 776-4672
• Sexual and Gender Minority Support	hmsa.com/well-being/gender-identity-services/	(855) 329-5461
Mental Health Support		
Employee Assistance Program (EAP)	guidanceresources.com (Web ID: SUNRUN)	(800) 311-4327 (TDD: (800) 697-0353)
Gay and Lesbian Medical Association’s Provider Directory	glma.org	N/A
LGBTQIA+ National Help Center	glbtonationalhelpcenter.org	N/A
The Trevor Project	thetrevorproject.org	Text “START” to 678-678
Leave & Short-term Disability		
Broadspire	myleavetech.com	(888) 398-0079
Miscellaneous		
Prepaid Legal Plan (MetLaw)	metlife.com/mybenefits	(800) GET-MET8 (438-6388)