



How have BenefitBump Care Navigators helped other families?

Real families*, real stories



Jack first engaged while in the process of adopting. During his first call with his BenefitBump Care Navigator, his main focus was financial planning and learning about resources to help offset the high cost of adoption. Over the next year, his Care Navigator regularly checked in as his family worked through the lengthy adoption process – home studies, matching with a birth parent, etc. Recently, Jack excitedly reached out as he was *finally* matched with a birth parent. He quickly jumped on a call with his Care Navigator to ensure he was all set for his baby's placement – filing for leave, enrolling his baby in his benefits, and even finding a pediatrician. Jack and his husband are overjoyed to finally welcome a baby and are grateful to have had BenefitBump support their journey.

*Names and identifying details have been changed to protect participant privacy



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A one-day mom, Jane, first engaged with BenefitBump while in the planning stage of growing her family. During her first interaction with BenefitBump, her priority was financially preparing for all pregnancy-related costs. When she experienced a miscarriage several months later, her BenefitBump Care Navigator provided in-the-moment emotional support as she processed that grief. And when she successfully became pregnant again several months later, her Care Navigator was there to celebrate the positive test and help the family prepare to welcome their little one. After Jane welcomed a healthy baby, her Care Navigator helped her triage a new childcare plan when their provider fell through at the last minute.



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John first engaged with BenefitBump while undergoing infertility treatment. During his first call with BenefitBump, he opened up about the challenges his family has faced. As they already have one older child, the inability to conceive this time around has caused John's wife a significant level of guilt. During that initial call, his BenefitBump Care Navigator spent time validating John's feelings and providing in-the-moment emotional support. Additionally, his Care Navigator connected him to public scholarship programs to help offset the cost of continued fertility treatment. Since that first call with BenefitBump over a year ago, his Care Navigator has continued to proactively outreach and check in on the family as they continue to go through rounds of IVF and navigate the challenging emotions along the way.





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Jess first engaged during her first trimester. While this was not her first pregnancy, it had been several years since she welcomed her older children, and she was eager to have a better experience this time around. During her orientation call with BenefitBump, she discussed at length her struggles with breastfeeding previously and the impact of those challenges – both physically and emotionally. Her BenefitBump Care Navigator provided her with a long list of resources to prepare her for feeding, including lactation consultants covered through her medical plan. In addition to a focus on breastfeeding, her Care Navigator reviewed what her leave may look like and how/when to get that leave process started. Jess repeatedly expressed gratitude for BenefitBump’s support, sharing “what a gift it is to be able to talk to someone and be real about where I am at”