

YOUR CARE TEAM

Working Together for You!

We're here to
support you
every step
of the way.



Connecting With Your FCI Care Team

We're here to support you every step of the way.

There are several ways to connect with your care team — you can send a secure message through our HIPAA-compliant patient portal, call your clinic, or schedule an appointment.

Patient Portal



Easily message nursing, billing, scheduling, and more - all in one place.

Call Your Clinic



Schedule appointments and connect with your care team or billing.

Financial Educator



Setup a 1:1 session with your Financial Educator to discuss coverage or costs.

Cryostorage Portal



Your CryoStorage Billing Account
(888) 877-3285 (option 1)
fci.cryo@luminarybilling.com

Clinic Phone Numbers

Chicago-Kingsbury 312-222-8230	Mokena 708-633-1999
Glenview 847-998-8200	Vernon Hills 847-215-8899
Hinsdale 630-889-7900	Warrenville 630-305-7576
Hoffman Estates 847-843-1510	Milwaukee, WI 414-296-1040

Press 2 for appointments, 3 for clinical team, 4 for billing, 5 for CryoStorage, 0 for support

IVF/Procedure/Surgery Center

River North Center for Reproductive Health
www.rivernorthcenter.com 847-908-7884

Office Hours

Monday - Friday
7:00am - 4:00pm CST
*Phones open at 7:00am

Monitoring Hours

Monday - Friday
6:30am - 11:00am CST*

*Hours may vary by location
Monitoring can be scheduled at any FCI clinic.

Patient portal messages and clinic phone lines are monitored weekdays until 4pm CST.

Patients who completed bloodwork or monitoring appointments that day may receive follow-up instructions after hours.

Non-urgent messages received after-hours or on weekends will be addressed during weekday office hours.