



Pregnancy and beyond resource guide

Taking Care of Baby and Me®





Support at each stage of pregnancy and delivery

A healthy pregnancy is a team effort. You took an important step to make informed decisions about your healthcare by joining [Wellpoint](#) West Virginia, Inc. While you are expecting, this guide can teach you about plan benefits and resources to support your well-being. You are not going through this alone. We are ready to answer any questions you may have along the way. You can call our Customer Care Center team Monday through Friday, 8 a.m. to 6 p.m. Eastern time or 24-hour nurse help line at any time, day or night.



Here are a few steps to take as you prepare to welcome your baby into the world:

Make sure you and your baby are covered

To make sure both you and your baby have the right healthcare coverage, call the Department of Human Services (DoHS) at **877-716-1212**, or call your caseworker if you have one, to let them know that you are pregnant and again when your baby is born. Your OB healthcare provider may be a doctor or other healthcare provider, such as a nurse, who has had special education and training for providing care during pregnancy.

To stay healthy in your pregnancy, set up a visit with your OB healthcare provider

An obstetrical (OB) healthcare provider is a medical expert in pregnancy care. You will see this provider for prenatal visits during your pregnancy and after you give birth. When you visit your OB provider, they'll work with you to determine your health risks. Your OB provider will help you set up the appointments you need to monitor you and your baby throughout pregnancy.

During your visits, your OB provider can answer your questions about pregnancy and delivery, including topics such as:

- Nutrition: what foods to eat and what to avoid
- How to safely keep active in pregnancy
- Medications and supplements
- Birthing options
- Mental Health: normal changes and warning signs
- Feeding your baby
- Family planning

What questions do you have for your OB healthcare provider? You can write them below to take with you to your next visit:

1. _____
2. _____
3. _____
4. _____
5. _____



You can use the Find a Doctor tool on our website to find an OB healthcare provider near you.

Healthy Rewards

You can earn incentives for going to your health visits. You can redeem your Healthy Rewards for gift cards from a list of stores on your Benefit Reward Hub. To join the Healthy Rewards program, visit your benefits page at [wellpoint.com/wv/wvplans](https://www.wellpoint.com/wv/wvplans). From here, you can log in to your Benefit Reward Hub and visit the Healthy Rewards portal. You also can call **888-990-8681 (TTY 711)**, Monday through Friday from 9 a.m. to 8 p.m. Eastern time.

If you have both Medicare and Medicaid (dual benefits), you may not qualify for Healthy Rewards. The Centers for Medicare & Medicaid Services has rules for dual benefits. Please call the Customer Care Center to find out which benefits apply to you.

Wellpoint benefits

Wellpoint will send you a Baby Essentials \$170 gift card when you have gone to at least six prenatal checkups. It's our way of saying thank you for taking steps to stay healthy. You must be a Wellpoint member during all six prenatal visits. To take advantage of this program, visit your benefits page at [wellpoint.com/wv/wvplans](https://www.wellpoint.com/wv/wvplans). You also can call the Customer Care Center.

Digital Maternity Program

Wellpoint offers a digital prenatal and postpartum education program that makes your care personal. The program is available by smartphone app which means you can use it when and where works best for you. When you first join, you'll be asked to complete a health and pregnancy screener that helps us find out more about you. The answers you give during the screener inform us of how to provide you with the best level of support based on your individual needs.

With the app, you'll be able to access all of these topics, and more, when it's convenient for you:

- Prenatal, postpartum, and general health education
- Trackers that allow you to document and view your health and your baby's growth
- Tools like contraction and kick counters that help you track your progress and your baby's well-being
- Checklists that help you prepare for your baby's arrival



Visit the Wellpoint website to learn more about the digital maternity program and sign up.

Healthy pregnancy and safe delivery

Your choices throughout pregnancy can help lead to a healthy pregnancy and safe delivery of your baby. You can be confident knowing your wellness team is here for you. During visits with your OB healthcare provider, they will help you prepare for your baby's birth. Together, you can make a birth plan, talk through your questions, and find ways to help you have peace of mind about your care.

Extra support

Through our case management program, you can receive one-on-one support from a nurse who can help you to manage your personal needs during your pregnancy and after you have the baby. Your OB case manager can help you set up health visits, find community resources, and partner with you to make informed decisions before and after you deliver.

If you want a referral for case management, please call the Customer Care Center to ask to be connected to an OB case manager.

Helpful resources:

- Health A to Z: Are you looking to learn about pregnancy and health topics? Search for your health topic in Health A to Z at [wellpoint.com/wv/wvplans](https://www.wellpoint.com/wv/wvplans).
- Count the Kicks: Visit countthekicks.org to learn about the importance of tracking baby movements during the third trimester of pregnancy.

Doulas

Have you heard of a doula? A doula is a trained professional who provides continuous physical, emotional, and informational support to their client before, during, and shortly after childbirth to help them achieve the healthiest, most satisfying experience possible. Doulas can help improve birth outcomes for you and your baby and could have a positive impact on the entire family. To learn more about doulas, visit marchofdimes.org/itstartswithmom/get-to-know-doulas.

Substance use and pregnancy

There is no safe amount of alcohol, tobacco, or drugs to use when you are pregnant. Your OB provider's priority is to make sure both you and your baby are healthy. We encourage you to talk openly with your OB healthcare provider about the substances you are using. They can work with you to make a safe plan to stop using alcohol, tobacco, and drugs that can harm you and your baby.



24-hour nurse help line is ready 24/7 to answer any health questions, even when your OB provider's office is closed.

Helpful resources:

- Smokefree.gov: Support, tips, tools, and expert advice to help you quit smoking.
- Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline: Free helpline offers treatment referrals for people facing mental health or substance use problems. Call 24/7 at **800-662-4357 (TTY 711)**.
- Quitline: If you are thinking about quitting smoking and would like some help, the Quitline might be just what you need to succeed. The Quitline provides free coaching — over the phone — to help you quit smoking. Call **800-QUIT-NOW (800-784-8669)** 24/7 to speak confidentially with a highly trained quit coach.
- Smoke-Free Women: Support, tips, tools, and expert advice that are focused on helping women to quit smoking. Visit women.smokefree.gov.

Wellpoint neonatal abstinence syndrome program

In response to the opioid epidemic, Wellpoint has developed a comprehensive program with the goal of improving the health of people and newborns affected by substance use disorders, including opioid use and misuse before and during pregnancy.

If you would like more information on Wellpoint's neonatal abstinence syndrome program, please call the Customer Care Center at **800-782-0095 (TTY 711)**.

Your birth plan

A birth plan helps make sure your choices are considered during labor and delivery. Your birth plan describes what you want to the OB healthcare providers and nurses who help deliver your baby. It can include the types of medicine you do or do not want to take, who you want to be in the room with you when you have your baby, and any religious or cultural practices you follow.

Making a birth plan can help you feel better prepared for labor and delivery. Make sure to discuss your birth plan with your OB healthcare provider.

Below are questions to answer to start your birth plan:

Where do you want to have your baby?

Do you want skin-to-skin contact with your baby within an hour of birth (recommended)?

Who do you want in the room with you during labor and delivery?

Are there any traditions you want for your baby's birth?

Who do you want to cut the umbilical cord?

For more information on birth plans and to find a sample birth plan, go to marchofdimes.org/find-support/topics/planning-baby/your-birth-plan.

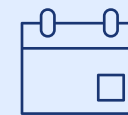


Caring for yourself and your baby

At your follow-up visit with your OB healthcare provider after your baby's birth, they will make sure your body is healing and help you adjust to life with a newborn. It's best to see them within 1 to 6 weeks but no more than 12 weeks after delivery. Your provider may want to see you within a few weeks of your delivery if you had a high-risk pregnancy or delivered by C-section.

You can earn Healthy Rewards for going to this postpartum visit.

It is helpful to find a provider (pediatrician) you trust for your baby before you deliver. You can use the Find a Doctor tool on the Wellpoint website to search for one.



If your coverage will end after your baby's birth, plan your postpartum visit before you lose coverage. You can call the DoHS at **877-716-1212** to ask about keeping your coverage. Those enrolled in WVCHIP are eligible for benefits for 60 days after delivery.

Well-baby care

The American Academy of Pediatrics (AAP) suggests your baby have a checkup at birth and at 3 to 5 days old. Your baby's healthcare provider will also want to see them frequently until they are about three years old. The purpose of these visits is to make sure they're growing and developing how they should. During well-baby visits, your baby's healthcare provider will do a physical exam. They may also discuss your family's health history, recommend and give vaccines, talk about dental health, check your baby's vision and hearing, and discuss important health topics. They can provide the best care by working closely with you.

Your baby's healthcare provider is your partner until your child reaches adulthood. Make sure to contact them if you are concerned about your baby's health. They will ask questions and provide you with feedback. If your baby is sick or not feeling well, they can tell you what kind of care you should seek.



You may earn Healthy Rewards for taking your baby to their health visits. Log in to your Benefit Reward Hub on your benefits page at wellpoint.com/wv/wvplans or call **888-990-8681 (TTY 711)** to see if you qualify.

Helpful resources:

- Centers for Disease Control and Prevention (CDC): You can track child development at cdc.gov/ncbddd/actearly.
- March of Dimes: Read about the latest research and topics to keep you and your baby healthy at marchofdimes.org.
- CDC Milestone tracker: Track your baby's milestones from age 2 months to 5 years. Download the CDC Milestone tracker in your app store today.
- Healthy Children: Access education for parents by pediatricians at healthychildren.org.

Breastfeeding

Breastfeeding is a healthy decision to make for your baby's growth and development. The American Academy of Pediatrics recommends breastfeeding as the only source of nutrition for your baby until they are at least 6 months old. Regardless of the feeding method you choose, it's most important to ensure that your baby is getting enough to eat. A baby who is fussing, crying, seems hungry, does not appear satisfied after feeding, and has less than 6-8 wet diapers a day may not be getting enough to eat. If you're concerned that your baby isn't eating enough, call their healthcare provider. To learn more about feeding your baby, visit kidshealth.org/en/parents/feednewborn.html.

Helpful resources:

- Women, Infants, and Children (WIC): WIC provides community support for breastfeeding. Learn how to apply in the Community Resources section of this guide.

- La Leche League International: This program provides mother-to-mother breastfeeding support, encouragement, and education. To find your local league, visit l.li.org.
- Infant Risk Center: Find answers to your questions about breastfeeding and medicines. Call **806-352-2519 (TTY 711)** or visit infantrisk.com.



Wellpoint may cover the cost of a breast pump.

Please call the Customer Care Center at **800-782-0095 (TTY 711)** to ask how you can receive a breast pump.

Neonatal intensive care unit (NICU) case management

If your baby was born premature or with a serious health condition, they may have been admitted to the NICU. We believe the more you know, the better you will be able to care for your infant. To support you, we have a NICU case management program.

We extend our support by helping you to prepare yourself and your home for when your baby is released from the hospital. After your baby is home, our case managers continue to provide education and assistance in improving your baby's health, preventing unnecessary hospital readmissions, and guiding you to community resources if needed.

The NICU can be a stressful place, bringing unique challenges and concerns you may have never imagined. The anxiety and stress related to having a baby in the NICU can potentially lead to symptoms of post-traumatic stress disorder (PTSD) in parents and caregivers. To reduce the impact of PTSD among our members, we assist by:

- Helping you engage with hospital-based support programs.
- Facilitating screenings for potential PTSD.
- Connecting you with behavioral health program resources and community support as needed.
- Actively asking for your feedback on the provided resources and how an increased awareness of PTSD has helped you.

If you want a referral for case management, please call the Customer Care Center to ask to be connected to a NICU case manager.

Helpful resources:

- [Graham's Foundation](https://www.grahamfoundation.org): Provides support, advocacy, and research for preemies and their families.
- [Graham's Foundation MyPremie App](https://www.grahamfoundation.org/my-preemie-app): Provides support to parents and families with preemies. [iTunes®](https://itunes.apple.com) [Google Play™](https://play.google.com)
- [March of Dimes™](https://marchofdimes.org): Read about the latest research and topics to keep you and your baby healthy.
- [March of Dimes™ Compass App](https://marchofdimes.org/compass-app): Provides answers, tools, and support so you can focus on your baby during this time. [iTunes®](https://itunes.apple.com) [Google Play™](https://play.google.com).

Safe sleep

Sudden unexpected infant death (SUID), which includes sudden infant death syndrome (SIDS), is the leading cause of injury death for babies. Sleep is a big challenge for families with babies, but if the right steps are followed, many SUID fatalities are preventable. You, and anyone who is watching your baby if you are away, can reduce the risk of sleep-related infant deaths by following these steps:

- Make sure your baby sleeps on their back, alone, and in their own special sleep space. This can be a crib, a small bed just for babies, or a play area that is also safe for sleeping. It should have a hard, flat mattress and a sheet that fits well.
- Don't let your baby sleep on a sofa, chair, swing, or in a car seat (unless they're actually in a car).
- Keep items like loose blankets, pillows, stuffed toys, cushions for crib sides, and other soft things out of your baby's sleep space.
- Try to breastfeed your baby if you can, and don't smoke around them.

Talk to your baby's healthcare provider if you have questions or concerns about safe sleep.

Postpartum depression

Postpartum depression (PPD) is common and treatable. According to the CDC, about 1 in 8 people who give birth experience symptoms of postpartum depression. You may be experiencing PPD if you:

- Feel anxious or depressed most of the day every day.
- Have trouble bonding with your baby.
- Do not feel better two weeks after giving birth.

Your emotional well-being is just as important as your physical health. By asking for help, you are taking the first step to heal. Your OB healthcare provider can make a support plan if you are willing to share how you feel.

Call **911** right away if you feel like hurting yourself or your baby. You also can call the 988 Suicide and Crisis Lifeline at **988**, call or text the National Maternal Mental Health Hotline at **833-TLC-MAMA (833-852-6262)**, or call the Behavioral Health Crisis Line at **833-434-1261 (TTY 711)**, 24/7.

Helpful resources:

- Postpartum Support International: Visit [postpartum.net](https://www.postpartum.net) or call **800-944-4773 (TTY 711)** 24/7 and follow the prompts to be connected with someone.
- What to Expect: Visit [whattoexpect.com](https://www.whattoexpect.com) and search "postpartum depression."
- National Maternal Mental Health Hotline: Call or text **833-TLC-MAMA (833-852-6262)** for 24/7, free, confidential support before, during, and after pregnancy. Visit mchb.hrsa.gov/national-maternal-mental-health-hotline.
- Share Organization: Support, resources, and information for those who have experienced the loss of a baby. Visit [nationalshare.org](https://www.nationalshare.org).



Family planning

If you want to have another baby, it's important to talk to your provider before you try to become pregnant again. Having a pregnancy too soon after you give birth may cause your next pregnancy to be high-risk for an early delivery or preterm birth. It's best to wait at least 18 months between pregnancies. Your body needs proper time to heal and recover.

Until you are ready for another pregnancy, you can choose from many birth control options. Long-acting reversible birth control (LARC) is one option to avoid pregnancy. LARC is a device that your healthcare provider places inside your arm or uterus. It stays in place until you want it taken out. Talk with your provider about the best options for you and how they may affect your body. Call 24-hour nurse help line if you have any questions about the method you choose. If you'd like to ask about your benefits for family planning options, call the Customer Care Center.

If you have any health conditions or take any medicines, talk to your provider about how they can affect your next pregnancy. They may suggest you take a prenatal vitamin with folic acid before you become pregnant to protect your baby's health.

Helpful resources:

- Office on Women's Health: You can learn about health topics or special programs at [womenshealth.gov](https://www.womenshealth.gov).
- Long-acting reversible contraception (LARC) devices: You can read more about IUDs and implants at [cdc.gov](https://www.cdc.gov).

You can read about family planning at [cdc.gov](https://www.cdc.gov) by searching "preconception." You also can search "contraception" for birth control methods.



Health coverage for you and your baby

Our goal is to keep you and your baby healthy. You or your baby could lose coverage with Wellpoint after birth. As soon as your baby is born, call the DoHS at **877-716-1212** to inform them of changes in your family size status and have your baby added.

1. Check your mail: You'll get a reminder letter from the West Virginia DoHS to renew your coverage. The letter will come around the month you first became eligible for Medicaid or WVCHIP.
2. Renew your benefits: When you get your letter, renew your coverage. There are three ways to renew.
 - Online: This is the easiest, fastest way to renew. Log in to your West Virginia PATH (People's Access To Help) account at wvpath.wv.gov. You can also create an PATH account if you don't already have one.

- In person: The letter will have a date and time for you to renew your coverage at your local DoHS office or with your caseworker. If the date and time don't work for you, call DoHS right away to reschedule. If you don't get a letter, call or visit your local DoHS office.
- By phone: Call the DoHS's Customer Service Line at **877-716-1212**.

You can call us with any questions at the Customer Care Center. We're happy to help.



We don't want you or your family to be without healthcare coverage. Keep your Wellpoint benefits by renewing on time.

Community resources

Do you need help paying bills or finding food or housing? We partner with local organizations to help you find resources for assistance. Visit the Wellpoint website to find an organization near you.

Women, Infants, and Children (WIC)

WIC is a program that provides many resources to families with children. You can receive food vouchers, health education, and peer counseling for moral support in parenting.

To read about the program and find out if you qualify:

1. Visit fns.usda.gov/wic.
2. Go to **How to Apply**.
3. Search for your state's information.

Group prenatal care

Have you heard of group prenatal care? It's prenatal care that brings pregnant people who are due at about the same time out of exam rooms and into a comfortable group setting. It allows the opportunity to meet with other parents for discussion with your OB healthcare provider and nurses. Parents who've participated in group prenatal care often share that they feel that they are better educated about pregnancy and better prepared for what to expect during labor and delivery.

With group prenatal care:

- You can go to your prenatal visits with other parents who are at the same or similar time in their pregnancies.
- You meet as a group and share with each other to learn about pregnancy.
- You have several prenatal visits that last up to two hours long and includes private time with your OB healthcare provider.

Helpful resources:

- [CenteringPregnancy™](http://CenteringPregnancy.org): centeringhealthcare.org/what-we-do/centering-pregnancy.

Right From The Start

Right From The Start (RFTS) is a statewide program that helps West Virginia parents and their babies lead healthier lives by offering home visitation services with a Designated Care Coordinator (registered nurse or licensed social worker). RFTS services are available at no cost and are designed to support parents, their new babies and their families to create a safe, nurturing home. To learn more about Right From The Start, visit wvdhhr.org/rfts.

Healthy Families America

This program provides home visit services and community support referrals for your family. You can receive help with support groups, prenatal and postpartum care, child development, and family goal planning. To see if there is a site near you, visit healthyfamiliesamerica.org.

Notes

Thank you for trusting Wellpoint with your healthcare.



References and sources:

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- The American College of Obstetricians and Gynecologists, *Group Prenatal Care* (reaffirmed 2021): [acog.org/clinical/clinical-guidance/committee-opinion/articles/2018/03/group-prenatal-care](https://www.acog.org/clinical/clinical-guidance/committee-opinion/articles/2018/03/group-prenatal-care).
- Right From The Start: [wvdhhr.org/rfts](https://www.wvdhhr.org/rfts).
- West Virginia Birth to Three Growing Together: [wvdhhr.org/birth23](https://www.wvdhhr.org/birth23).



Customer Care Center: 800-782-0095 (TTY 711)
24-hour nurse help line: 888-850-1108 (TTY 711)
wellpoint.com/wv/wvplans

The information in this document is for educational purposes only. It is not to be used as medical advice.

Coverage provided by Wellpoint West Virginia, Inc.

Do you need help with your healthcare, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 800-782-0095 (TTY 711).