

Let's have a
Bright Start[®]



AmeriHealth Caritas
Ohio

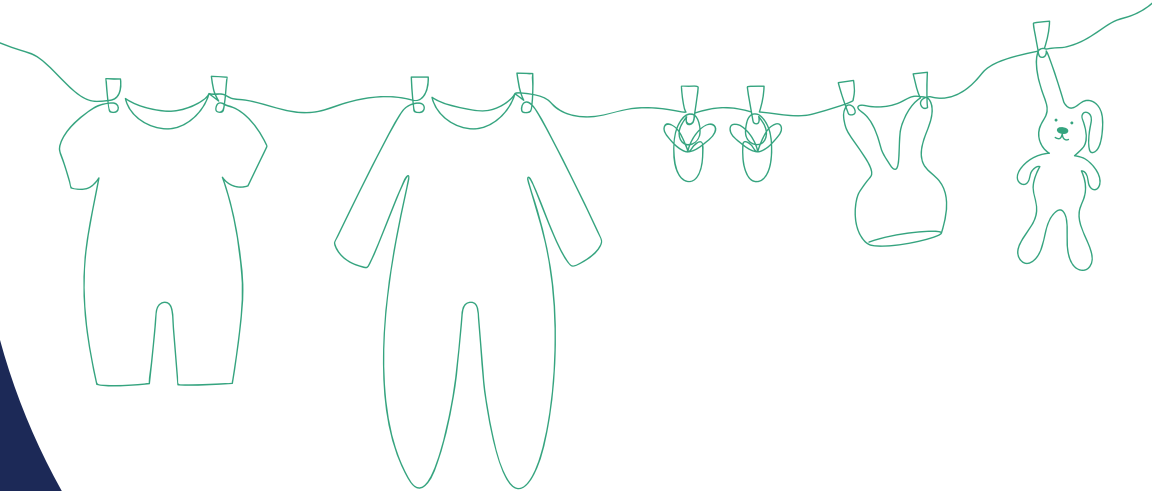
Welcome to Bright Start

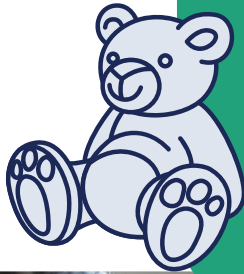
You need the right care and support to help you have a healthy pregnancy and baby. That’s what our Bright Start maternity program is all about. Our team is here for you!

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Let’s have a Bright Start!





To find out more about the Bright Start maternity care coordination program or to enroll, call Bright Start toll-free at **1-833-606-2727** (TTY **1-833-889-6446**). We're here from 8 a.m. to 5 p.m., Monday through Friday.



The information in this document is to help you learn more about this topic. It is not to take the place of your healthcare provider. If you have questions, talk with your healthcare provider. If you think you need to see your healthcare provider because of something you have read in this information, please contact your healthcare provider. Never stop or wait to get medical attention because of something you have read in this material.

Plan benefits and rewards

Here you can find out about:

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Bright Start rewards program

Here are some of the rewards you can get through Bright Start:*

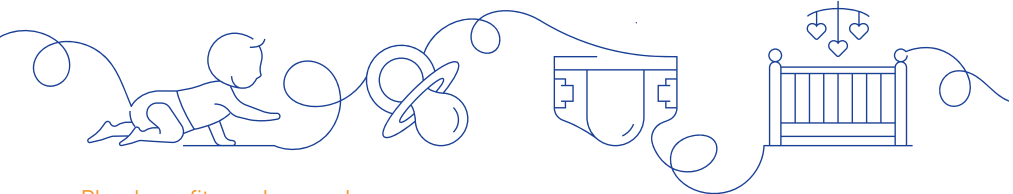
- **\$25 CARE Card** reward for each completed prenatal visit (up to seven visits, or \$175 total)
- **\$50 CARE Card** reward when you complete your postpartum follow-up. This visit must be one to 12 weeks (seven to 84 days) after the delivery date.
- **\$50 CARE Card** reward each year when you complete your health survey. Sign in to the member portal or app. Visit www.amerihhealthcaritasoh.com/hra.
- **CARE Card** reward (\$20 per visit, \$120 total) when you complete all six well-child visits before your child is 15 months old
- **CARE Card** reward when you complete a well-child visit (\$30 per year for ages 3 – 11, \$50 per year for ages 12 – 21)

*Reward applies to each completed screening. Certain restrictions apply. For more details or to find out about all available rewards for being in the program, please call the Bright Start maternity care coordination program toll-free at **1-833-606-2727 (TTY 1-833-889-6446)**, 8 a.m. to 5 p.m., Monday through Friday.

Get even more benefits!

Those who enroll in Bright Start can also get:

- **Bright Start Beginnings Bundle:** This bundle provides essential items for your baby, including items to support a safe sleep environment and postpartum support. The items included are safe sleep education, sleep sack, pacifier, reusable nursing pads, baby carrier, healthcare kit, and a board book for your baby and an activity book for other children in the home.
- **Housing Stability Flex Fund:** You can get access to a housing coordinator to identify local resources for safe and stable housing and up to \$750 toward housing-related expenses in emergency situations when you are pregnant and postpartum.
- A breast pump at no cost
- A portable crib package
- 100 breast milk storage bags per month once baby is delivered



Doula services

A certified doula is a person who has taken a training program and passed an exam on how to help someone who is pregnant and their family. Doulas provide physical and emotional support during pregnancy and childbirth. They don't provide medical care or deliver babies.

We offer doula services for eligible members. If you want help finding a doula or would like to learn more, please call the Bright Start maternity care coordination program toll-free at **1-833-606-2727 (TTY 1-833-889-6446)**, 8 a.m. to 5 p.m., Monday through Friday.

A doula can:

- Help soothe and comfort you if you feel stressed out
- Help you learn more about breastfeeding
- Offer support for your loved ones

People who have a doula are more likely to have shorter labors. They are also less likely to need:

- A cesarean section (C-section)
- Pitocin (a medicine sometimes used to start or speed up labor)
- Pain medicines

Sources:

Judith Hurley, "What Is a Doula?" Grow by WebMD, <https://www.webmd.com/baby/what-is-a-doula>

"Doulas can improve care before, during, and after childbirth," March of Dimes, <https://www.marchofdimes.org/find-support/blog/doulas-can-improve-care-during-and-after-childbirth>





Keeping behavioral health in mind

Your behavioral health is just as important as your physical health. This is especially true for someone who might have postpartum depression or anxiety. Our plan covers medically necessary behavioral healthcare in different settings, including telehealth services.

Behavioral healthcare services may be with a network therapist, such as a counselor, licensed clinical social worker, psychologist, or psychiatrist. We can help you find a network behavioral healthcare provider. You can also use our online search and call a network provider directly. You don't need a referral for behavioral healthcare services.

For help finding a provider, please call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.



Dental care

During pregnancy, preventive dental visits are important. AmeriHealth Caritas Ohio members have dental coverage as long as they're enrolled with AmeriHealth Caritas Ohio.

Find a dentist



For help with finding a network dentist in your area, visit **www.amerhealthcaritasoh.com** or call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

Need a ride? We'll pick you up.

We know there may be times when you need a ride to your healthcare visits, to pick up your medicine, or for other covered medical services.

We can help you get there. Call our ride service vendor at **1-833-664-6368** from 7 a.m. to 8 p.m., Monday through Friday.

If you must travel 30 miles or more from your home to receive covered healthcare services, AmeriHealth Caritas Ohio will provide transportation to and from the provider's office. Please call at least 48 hours before the trip. Exceptions for advance notice include urgent member needs (e.g., same or next-day urgent appointments) and hospital discharges. You may also call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week, to speak with someone who can assist with scheduling transportation.

If traveling less than 30 miles from your home, you can get transportation for certain services through the local county Department of Job and Family Services (CDJFS) Non-Emergency Transportation (NET) program. You may contact your county Department of Job and Family Services for questions or assistance with NET services.

AmeriHealth Caritas Ohio provides a supplemental transportation benefit that covers up to 30 round trips or 60 one-way trips per member per year for provider visits less than 30 miles away.

If you have an emergency, you should call 911.

If you don't have an emergency, you can use our no-cost ride service for:

- Ongoing or regular healthcare visits
- Sick visits and other medical care needs
- Preventive services, such as physicals or mammograms
- Picking up your medicines at pharmacies

To schedule a ride, you'll need:

- Your AmeriHealth Caritas Ohio member ID card

- The date and time of your healthcare visit
- The address and phone number of your healthcare provider's office
- To tell the call center staff of any needs for the ride. This could be things like a device used to help with walking, a wheelchair, or a certain entrance to use. If a car seat is needed for a child, please tell the call center staff. You must provide the car seat and be able to install and remove the car seat.

Once you set up your ride, save your reservation number and your confirmation number.

Help with food

Home-delivered meals

Good nutrition is always important to stay healthy. It is even more important for you — and your baby — during your pregnancy and while breastfeeding. You can have healthy meals delivered to your home during pregnancy and for up to two weeks after you give birth. You can choose from different healthy meal options.

Please contact the Bright Start maternity care coordination program toll-free at **1-833-606-2727 (TTY 1-833-889-6446), 8 a.m. to 5 p.m.**, Monday through Friday, to see if you are eligible for this program.

Women, Infants, and Children (WIC)

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) offers breastfeeding support, access to formula, and other nutrition and education services to women and children up until age 5. To learn more, call the WIC program at **1-800-942-9467** or visit **www.signupwic.com** to apply.

Supplemental Nutrition Assistance Program (SNAP)

Provides an electronic card you can use like a debit card for purchasing food at most grocery stores and farmers markets. To learn more or to apply, visit **<https://benefits.ohio.gov/>**.

Keys to Your Care®

Keys to Your Care is a texting program for those who are pregnant. You will get helpful health and wellness messages every week during your pregnancy and for the first few months after your baby is born.

It covers things like:

- How Bright Start can support you during your pregnancy
- Prenatal visit reminders
- What to know about each stage of pregnancy
- Tips for eating healthy and avoiding certain foods
- The importance of dental care during pregnancy
- Getting no-cost rides to your healthcare visits
- Joining a tobacco quit program if you smoke
- Getting ready for your baby's arrival
- Labor signs and symptoms
- What you need to know after your baby is born

To join the program, text **OHMOM** to **85886**. You can also call our Bright Start maternity care coordination program toll-free at **1-833-606-2727** (TTY **1-833-889-6446**), 8 a.m. to 5 p.m., Monday through Friday.



Signs that you need medical care right away

These warning signs during and after pregnancy can be life-threatening. Please get medical care right away.

Your body goes through a lot of changes during and after pregnancy. Not every pregnancy is the same. Even if you had any of these symptoms in the past and it turned out not to be a problem, please do not ignore these warning signs.

Call your healthcare provider right away if you have:

- **Heavy bleeding** — soaking more than one pad in an hour or passing an egg-sized clot or bigger. This may mean you have an obstetric hemorrhage (heavy bleeding).
- **Very bad nausea (throwing up) that is beyond what many people have in early pregnancy.** For example: not being able to drink (for more than eight hours) or eat (for more than 24 hours).
- **Incision that is not healing, increased redness, or any pus** from an episiotomy or C-section site. This may mean you have an infection.
- **Redness, swelling, warmth, or pain in the calf area** of your leg. This may mean you have a blood clot.
- **Swelling of your face or hands that can make it hard to bend your fingers or open your eyes all the way.** This is more than the slight swelling many people have during the last few months of pregnancy.
- **Temperature of 100.4°F or higher, or bad smelling vaginal blood or discharge.** This may mean you have an infection.
- **You feel that your baby has stopped moving** or your baby is moving less than before.



- **A very painful headache, vision changes, or pain in the upper right area of your belly.** This may mean you have high blood pressure or post-birth preeclampsia.
- **Pain in your chest, problems breathing, or shortness of breath** (trouble catching your breath). This may mean you have a blood clot in your lung or a heart problem.
- **Seizures** may mean you have a condition called eclampsia.
- **Overwhelming tiredness or weakness that makes it hard to get through the day or take care of your baby.** No matter how much sleep you get, you still feel tired.
- **Thoughts or feelings of wanting to hurt yourself or your baby.** This may mean you have postpartum depression.



If you can't reach your provider, call **911** or go to the emergency room.

Tell 911 or the healthcare provider that you are pregnant or when you had your baby and what symptoms you are having. This list may not cover all warning signs. If you feel like something just isn't right, tell a healthcare provider.



If you need help finding a provider that's right for you, call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

Source: "Urgent Maternal Warning Signs," Alliance for Innovation on Maternal Health, May 2020, <https://saferbirth.org/aim-resources/aim-cornerstones/urgent-maternal-warning-signs>



Prenatal care to protect your health — and your baby — during pregnancy

Here you can find out about:

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Finding the right healthcare provider

Getting early and regular prenatal care improves the chances of a healthy pregnancy and baby. This care can begin even before pregnancy with a pre-pregnancy care visit.

If you are pregnant or planning a pregnancy and need help finding the right provider for you, please call the Bright Start maternity care coordination program toll-free from 8 a.m. to 5 p.m., Monday through Friday, at **1-833-606-2727 (TTY 1-833-889-6446)**, or call Member Services, 24 hours a day, seven days a week, at **1-833-764-7700 (TTY 1-833-889-6446)**.

You can also visit our website to find a provider at **www.amerihhealthcaritasoh.com**.

Pregnancy safety tips

Use these tips to help you stay healthy during your pregnancy:

- Only take medicines if your healthcare provider says it is OK.
- Go to all your prenatal visits.
- Take prenatal vitamins as directed by your healthcare provider.



Stages of pregnancy

1 – 20 weeks

Set up a prenatal visit within the first three months of your pregnancy. If you're new to our plan, please be sure to have your prenatal visit within the first 30 days after joining.

Prenatal visits can help you have a healthy pregnancy and baby. If there are any signs of a problem, your provider will be there to help.

When should you see your healthcare provider?

- Once every four weeks until 28 weeks
- Every two weeks from 28 to 36 weeks
- Weekly from 37 weeks until delivery
- Once within two months after delivery

You may need to see your provider more often if you're having problems.

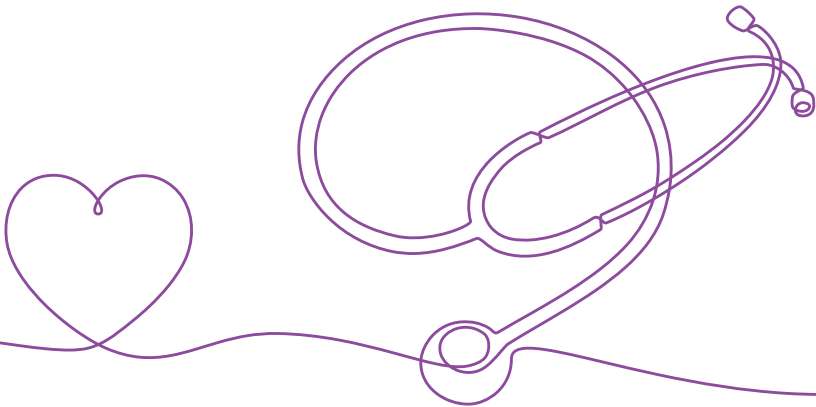
Tips to help have a healthy pregnancy

- Follow your healthcare provider's advice.
- Keep all of your healthcare visits.
- Take a prenatal multivitamin with folic acid daily if directed by your provider.
- Drink water throughout the day, not just when you are thirsty. Aim for 8 to 12 cups of water a day.
- Eat three meals a day and healthy snacks to help your baby grow properly.
- If you smoke, please make a plan to quit.
- Don't drink alcohol or take medicines your provider doesn't know about.
- Talk to your provider about exercising during pregnancy.
- Get a lot of rest.

Please see the important information on page 11. These are warning signs that you need medical care right away.

Things you need to know

- **Blood pressure.** Your blood pressure is important. It will be checked at each prenatal visit. An abnormal increase may be a sign of problems that can affect you and your baby.
- **Weight.** Weight gain varies with every person. Your provider will talk to you about how much is good for you. Tell your provider about any very quick or unusual weight gain or swelling.
- **Breast exam.** Your breasts may be examined during your first prenatal visit. If you plan to breastfeed, talk with your provider about preparing your breasts and nipples.
- **Dental exam.** A healthy mouth is important for you and your unborn baby. Pregnancy raises your risk for dental problems, such as gum disease. Gum disease increases your risk of having a preterm or unhealthy baby. To reduce your risk:
 - Brush and floss daily.
 - Eat healthy foods and take your vitamins.
 - Don't smoke or drink alcohol.
 - Get regular dental care.
- Schedule an exam to have your teeth and gums checked during your pregnancy. Dental care is covered by your health plan.



20 – 30 weeks

Kick counts

Most people start to feel their babies move at about 18 weeks (four to five months). The movements will become stronger and easier for you to notice as your pregnancy goes on. When you're at 28 weeks (seven months), start counting your baby's movements daily. It's best to count your baby's movements about one hour after a meal or at the time of day your baby moves the most.

Monitor the kicks:

- Count the baby's movements once a day.
- Movements may be a kick, swish, or roll.
- Start to count any time the baby is active.
- Count your baby's movements while lying down on your left side.
- You should feel at least 10 movements in two hours.

Call your provider if:

- You don't feel 10 movements within two hours.
- It takes longer and longer for your baby to move 10 times.
- You have not felt the baby move all day.



Gestational diabetes

People who have never had diabetes but have high blood sugar during pregnancy may have gestational diabetes. Gestational diabetes can hurt you and your baby.

Signs of gestational diabetes include:

- Unusual thirst
- Frequent urination
- Unusual fatigue
- Snoring

If you have any of these symptoms, talk to your provider about getting tested.

If you have gestational diabetes, you'll need to start treatment quickly. This may include daily blood sugar testing, special meal planning, and insulin shots. Your provider will talk to you about your treatment plan.



30 – 40 weeks

Preterm labor

Preterm labor means you have signs of labor before the 37th week of pregnancy. This can lead to your baby being born too soon. It can also lead to health problems for your baby. It's very important to call your provider or go to the hospital if you think you're in preterm labor.

Signs of preterm labor include:

- Regular contractions, with or without pain, more than five to six times an hour. Some people say this feels like their belly is tightening or the baby is balling up.
- Strong contractions
- Constant cramping like you would have with a heavy period
- Low, dull back pain that doesn't go away
- Bloody show (bleeding or spotting)
- Diarrhea
- Any leaking or gushing of fluid (clear, yellow, brownish, or pink)

If you're in preterm labor, it's very important that you follow your provider's instructions. You may be put on bed rest and given medicine to stop the contractions.

Vaccines during pregnancy

Influenza (the flu) and pertussis (whooping cough) are serious illnesses. The flu shot and the whooping cough shot (also called the Tdap shot) can help keep you healthy. These shots can also help protect your baby. Ask your provider about getting these shots during each pregnancy.



39 weeks



Babies need time

It is best for babies to be born after 39 weeks.

At 39 weeks:

- Organs like the brain, lungs, and liver get the time they need to develop.
- The baby is less likely to have vision and hearing problems after birth.
- The baby has time to gain more weight, which helps them stay warm after birth.
- The baby can suck, swallow, and stay awake long enough to eat after birth.

Babies born early are more likely to:

- Have health problems at birth and in the future.
- Have breathing problems, like apnea. Apnea is when a baby stops breathing.
- Die of sudden infant death syndrome (SIDS). SIDS is when a baby dies suddenly, often during sleep.

To learn more about why it's important to let your baby grow to full term, visit

www.marchofdimes.org.

Healthy babies are worth the wait

The March of Dimes wants you to know:

- Babies are not fully developed until you have completed at least 39 weeks of pregnancy.
- Vaginal birth is the best way to have your baby if there is no medical reason for you to induce labor or have a C-section.
- Due dates are not always exactly right. If an induction is scheduled for a non-medical reason (elective induction), your baby may be born too soon.
- Inducing labor can put you at a higher risk of infections, serious blood loss after childbirth (postpartum hemorrhage), and having a C-section.
- A C-section is major surgery. It may lead to more complications for you and your baby than vaginal birth.

To learn more, visit www.marchofdimes.org.

Health issues during pregnancy

Diabetes

Diabetes is an illness where your blood sugar is too high. If it's not taken care of the right way by a healthcare provider, you can have lifelong health problems. High blood sugar in the beginning of your pregnancy can raise the risk of problems for you and your baby. Keeping your blood sugar in control, with your provider's help, will lower your risk of problems.

Hyperemesis

You may have hyperemesis if you have nausea and are throwing up so much that you're losing a lot of weight during your pregnancy.

Signs of hyperemesis include:

- Losing weight from throwing up
- Being unable to keep food or liquids down for more than 24 hours
- Seeing your urine getting very dark yellow, or not having to urinate very often
- Having stomach pain or a fever or feeling faint or weak

If you think you have any of these issues, tell your provider. You may need medical care.





Preeclampsia or high blood pressure during pregnancy

High blood pressure can be dangerous in pregnancy. Your provider may want to do tests.

These tests will show if you have a complication in pregnancy called preeclampsia. This can be dangerous for you and your baby.

Signs of high blood pressure can include:

- A very bad or ongoing headache that does not go away with rest or medicine
- Changes in vision such as sensitivity to light, blurred vision, double vision, or flashing lights
- Nausea, throwing up, or pain in the upper stomach
- Sudden weight gain and more swelling, especially in the hands, the face, and around the eyes
 - Urinating less than usual or not at all

Common aches and pains

Aches and pains are a normal part of pregnancy. As your baby grows, your aches and pains may increase.

Some of the most common aches and pains during pregnancy include:

- **Abdominal pain.** You may sometimes feel sharp muscular pain in the stomach. This is usually because your growing baby causes stretching.
- **Low back pain.** You're carrying more weight, so you may feel low back pain. To stay comfortable, keep your back straight, hold your head up when you walk, and wear comfortable, supportive shoes.
- **Shortness of breath.** You may become short of breath during some activities. As your baby grows, breathing space gets smaller. Take your time with activities and breathe slowly.
- **Heartburn.** Heartburn or indigestion is common late in pregnancy. The growing baby presses against your stomach. This makes it harder for food to properly digest. You may feel more comfortable by eating small, frequent meals and avoiding spicy foods.
- **Constipation.** Constipation in late pregnancy is very common. Drink plenty of water and eat fruits, vegetables, and whole-grain cereals. Fiber helps prevent constipation. Your provider may prescribe medicine if it becomes serious.
- **Hemorrhoids.** Constipation may cause hemorrhoids (swollen tissue and veins in the anal area). Hemorrhoids may also be caused by the growing baby putting pressure on that area. You may avoid hemorrhoids by having regular, soft bowel movements. Eating fiber will help.
- **Stretch marks.** Stretch marks appear in most pregnant people, usually in the later months. They're caused by extra weight stretching the skin. Most stretch marks are lower on the stomach. You may also get them on your breasts, thighs, and arms.
- **Depression.** Hormones change often during and after pregnancy. This can affect your mood and lead to depression. Depression can cause your baby to be born too soon or weigh too little. Stress and lack of sleep can make depression worse. If you have any of these signs for more than two weeks during or after pregnancy, talk to your provider.

Keeping behavioral health in mind

People can have a lot of different feelings during pregnancy. It's common to feel worried, sad, or nervous from time to time. There are a lot of changes taking place in your body — and in your life! But if you find that you are having bad feelings that won't go away, please reach out for help.



When to get help

Feeling stressed out and having mood swings during pregnancy is one thing. But here are some things that could be signs of deeper issues that can cause problems with your pregnancy:

- **Depression** — Sadness or feeling down or irritable for weeks or months at a time.
- **Anxiety** — Feeling worried about or afraid of things that **might** happen.
- **Bipolar disorder** — Periods of very low energy and depression followed by periods of very high energy or mania.
- **Panic attacks** — Sudden, intense physical responses with a feeling of unexplained and paralyzing fear.
- **Obsessive-compulsive disorder (OCD)** — Being stuck in a stressful cycle of upsetting thoughts, anxiety, and rituals.
- **Eating disorders** — These could be things like eating very little (or not at all) on purpose to not gain weight or overeating (binge eating) and then making yourself throw up to not gain weight.

If you have these types of feelings, please tell your healthcare provider. Help is available. It could be medicine, talk therapy, or activities like yoga and meditation to help you relax and feel calm. It's OK to ask for help. Do it for yourself and your baby.

You can also call the National Maternal Health Hotline at **1-833-TLC-MAMA**.

Source: "Taking Care of Your Mental Health During Pregnancy," Nemours KidsHealth, <https://kidshealth.org/en/parents/pregnant-mental-health.html>

Dental care in pregnancy

Having good dental health can help you have a healthy pregnancy. Changes to your body and hormones during pregnancy can affect the health of your mouth. Periodontal (gum) disease is common during pregnancy. This can cause many other health problems.

Tips to protect dental health

Here are some things you can do to help take good care of your teeth and gums:

- See your dentist for a routine checkup as soon as you know you're pregnant. Dental checkups are safe. They're an important part of your prenatal care.
- Get a dental checkup and teeth cleaning at least twice a year.
- Brush your teeth two times a day with a soft-bristled toothbrush. Be gentle, but thorough.
- Floss between your teeth every day.
- Eat a balanced diet of healthy foods. Drink at least eight glasses of water each day.
- Avoid sugary treats like sodas, candy, and cookies.
- Avoid tobacco and other forms of smoking.

Call your dentist right away if you:

- Have pain in your gums
- Have bad breath that doesn't go away
- Lose a tooth
- Have a lump or growth in your mouth
- Have a toothache



Find a dentist

For help with finding a network dentist in your area, visit www.amihealthcaritasoh.com or call Member Services at **1-833-764-7700** (TTY **1-833-889-6446**), 24 hours a day, seven days a week.

Need a ride to your dental visit?

We can help you get there. Call our transportation service at **1-833-664-6368** before your visit to set up your ride.

Medicine safety

Please tell your healthcare provider which prescriptions, vitamins, or over-the-counter (OTC) medicines — medicines you can buy without a prescription — you're taking. Your provider may want you to take a daily prenatal multivitamin with folic acid.

Ask questions you may have about any medicines. Always check with your provider or pharmacist before taking OTC medicines or vitamins. We cover some OTC medicines if your provider orders them for you.

Do not stop taking your medicines unless your provider tells you to do so. Stopping your medicine without your provider's approval can be unsafe.

Tips to help you stay safe when taking medicine

- Check your medicine bottle before you leave the pharmacy. If you don't have the right medicine, tell your pharmacist.
- Call your pharmacy if the medicine doesn't look the same as before.
- Keep your medicine away from children.
- Use safety caps on your medicine bottles if you have children.
- Follow the directions on your medicine bottle. Call your provider or pharmacist if you miss a dose.
- Throw out old or expired medicine. If you're not sure if the medicine is expired, call your pharmacist.
- Keep a list of medicines and vitamins that you take.
- Never take someone else's medicine.



Opioids and pregnancy

The things you put into your body can affect your baby.

This is why it is so important to talk to your healthcare provider about the medicines you take, including opioids. Your provider may have to make changes to your medicines during your pregnancy.

Some medicines — like opioids — can harm your baby. But please do not stop taking your medicines unless your provider tells you to do so. Stopping your medicine without your provider's approval can also be unsafe.

What are opioids?

Opioids, also called narcotics, are strong medicines, such as:

- Methadone and Subutex/Suboxone to help with symptoms from drug withdrawal
- Prescription pain medicines like oxycodone
- Street drugs like heroin and fentanyl

Opioids are addictive. If you take opioids during pregnancy, your baby can become dependent on the medicines. **This can cause a serious health problem for your baby after birth. The baby can show signs of drug withdrawal called **neonatal abstinence syndrome (NAS)** or **neonatal opioid withdrawal syndrome (NOWS)**.**

Even small doses may cause signs of withdrawal for some babies. Other substances, like nicotine, antidepressants, benzodiazepines, and drugs like cocaine and methamphetamine, can also lead to babies having signs of withdrawal.



Drinking alcohol, using street drugs, or smoking during pregnancy can harm your baby.



Signs of NAS and NOWS

The signs often start one to three days after the baby is born. But they can take up to a week to show. Some signs of NAS and NOWS are:

- Crying a lot, often loud and high-pitched
- Mottling (patchy marks on skin)
- Throwing up or loose stools
- Fever
- Irritability
- Problems with feeding
- Fast and heavy breathing
- Seizures
- Sleep problems
- Slow weight gain
- Stuffy nose or sneezing
- Sweating
- Shaking

Get help if you have a substance use disorder. Visit the website [findtreatment.gov](https://www.findtreatment.gov) or call 1-800-662-HELP (4357).

Babies with NAS or NOWS may need special care at the hospital after birth. The healthcare team will know which types of treatment your baby needs to feel better.

If your baby is showing signs of withdrawal, love is some of the best medicine. Cuddling and holding your baby close can help your baby. But if comfort care isn't enough to ease signs of withdrawal, the healthcare team may give your baby medicine.

Questions? Call Bright Start toll-free at **1-833-606-2727 (TTY 1-833-889-6446)**, 8 a.m. to 5 p.m., Monday through Friday.

Sources:
"Pregnancy and Opioids," MedlinePlus, <https://web.archive.org/web/20241230040310/https://medlineplus.gov/pregnancyandopioids.html>

"Neonatal Abstinence Syndrome," MedlinePlus, <https://web.archive.org/web/20250119030554/https://medlineplus.gov/ency/article/007313.htm>

Eat, sleep, console (ESC)

Ask yourself these three questions to help guide your baby's care:

- **Eat:** Does my baby feed well (either breastfeeding or bottle feeding)?
- **Sleep:** Does my baby sleep at least one hour? Try not to disturb your baby's sleep.
- **Console:** Does it help when I try to comfort or calm my baby when they are crying?

If the answer to any of these questions is "no," please talk to your provider for help.



Smoking and pregnancy

When you smoke while you are pregnant, you put your baby's health at risk. This includes all forms of smoking, such as cigarettes, cigars, e-cigarettes (vaping), hookah, and marijuana.

How smoking can harm your baby:

- Your baby is more likely to be born too soon (premature).
- You are 3½ times more likely to have a baby with a low birth weight.
- Less oxygen and nutrients will reach your unborn baby.
- Your baby could have breathing problems like asthma or allergies.
- Studies show that your baby might have a greater risk for sudden infant death syndrome (SIDS). SIDS is when a baby dies suddenly, often during sleep.
- If you smoke and breastfeed, chemicals can be passed to the baby through your breast milk. It can also reduce your milk supply.

The sooner you stop smoking, the more you increase your chance of having a healthy baby.

Want help quitting? Call **1-800-QUIT NOW (1-800-784-8669)**, 24 hours a day, seven days a week. Or visit **odh.ohio.gov/know-our-programs/tobacco-use-prevention-and-cessation**.

Syphilis and hepatitis C testing

Syphilis

Syphilis is a sexually transmitted infection (STI). You can get it from having unprotected vaginal, anal, or oral sex with someone who has syphilis. You can also get it from touching or kissing someone else's syphilis sores. These sores can be on sex organs, in the rectum, on the lips, or in the mouth.

A pregnant person who has syphilis that has not been treated can pass the infection to their baby. Syphilis can cause:

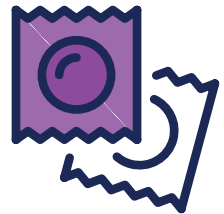
- Miscarriage
- Stillbirth
- Premature birth
- Low birth weight
- Problems with the placenta and the umbilical cord that harm a baby's development
- Neonatal death (a baby dies in the first 28 days of life)
- Ongoing health problems for the baby

At your first prenatal care visit, your provider will ask about your sexual history and do a blood test to check your risk for having syphilis or other STIs. Syphilis is usually treated with an infection-killing medicine called penicillin. **If you have syphilis, getting treated before 26 weeks of pregnancy will likely prevent your baby from being infected.**

Protect yourself from syphilis

The best way to protect yourself from syphilis is to not have sex. If you do have sex, please be safe.

- Have sex with only one person who has sex only with you.
- Use condoms.
- Get tested for syphilis and treated if you do have the infection.
- Ask your partner to get tested for syphilis and treated if they are infected.



Source: "Syphilis in Pregnancy," March of Dimes, <https://www.marchofdimes.org/find-support/topics/pregnancy/syphilis-pregnancy>

Hepatitis C

Hepatitis C is a disease that can come from exposure to blood. Hepatitis C causes harm to the liver. One of the main ways people get the disease is through intravenous (IV) drug use. You can also get it from:

- Sharing personal items that may come into contact with blood, like razors and toothbrushes
- Organ transplants
- Sexual contact
- Getting tattoos or piercings with equipment that is not clean

Hepatitis C can make it harder to get and stay pregnant. A person who is pregnant and has the disease has a greater risk for:

- Excess weight gain during pregnancy
- Gestational diabetes
- Preeclampsia (very high blood pressure)

Also, a person who has the disease during pregnancy can pass hepatitis C to their baby. The baby may need to be treated in a hospital intensive care unit. Plus, there is a higher chance of the baby having:

- Low birth weight
- Preterm birth
- Jaundice (the skin and eyes look yellow)

The Centers for Disease Control and Prevention recommends hepatitis C screening for all pregnant people.

The provider can do blood tests and start treatment if needed. If you test positive, your baby will need to be tested after birth. Also, if you plan to breastfeed your baby, your provider can help guide you on how to do so safely.

If someone has hepatitis C, the best thing is to get treated for the disease before getting pregnant. But for someone who has hepatitis C and becomes pregnant, it is very important to get good prenatal care and follow the provider's treatment plan to help protect their health and the health of their baby.

Source: "Pregnancy and Breastfeeding with Hepatitis C: What You Need to Know," Healthline, <https://www.healthline.com/health/pregnancy/hepatitis-c-and-pregnancy#risk-factors-and-symptoms>

Getting ready for labor and delivery

Here you can find out about:

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Packing for the hospital	34
Breast or bottle feeding — only you can decide	35
What to do before you leave the hospital.....	37
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What is a birth plan?

A birth plan helps make sure your choices are followed during labor and delivery. It tells the provider and nurses who help deliver your baby what you want. A birth plan is a great way to help feel better prepared for labor and delivery. It can be things like:

- 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
- Any religious or cultural practices you follow



Here are some questions to help 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?

Download a sample birth plan from the American College of Obstetricians and Gynecologists:

<https://www.acog.org/-/media/project/acog/acogorg/womens-health/files/health-tools/sample-birth-plan.pdf>

Or download a sample birth plan from the March of Dimes:

<https://www.marchofdimes.org/sites/default/files/2022-12/Birth-Plan-Sheet-English.pdf>

Packing for the hospital

It's a good idea to have your hospital bag packed by 38 weeks so it's ready for when your baby decides to show up. To save money, ask your hospital what they provide so you don't have to pack those items. Use this hospital bag checklist to help.

For you

- Photo ID, insurance information, hospital forms, and your birth plan
- A warm robe or sweater
- Any personal toiletries, lip balm, hair ties
- Nipple cream
- Eyeglasses
- Comfortable clothes, supportive bra, and nursing pads
- Two or three pairs of warm, non-skid socks for walking the halls before and after labor
- Any special drinks to stay hydrated in labor
- Snacks that don't need to be refrigerated
- Cell phone and charger (extra-long cord)
- Portable Bluetooth speaker and playlist
- Books, magazines, or tablet for downtime
- Comfort items like an aromatherapy diffuser, massage lotion or oil, portable fan
- Breastfeeding pillow

Ask friends and family members what they found helpful to have at the hospital for labor and delivery. If possible, take a tour of your hospital to learn about your options.

For baby

- Comfortable clothes and warm blankets for the ride home
- Infant car seat
- Baby's healthcare provider contact information

For the labor support partner

- Snacks for labor and sharing after delivery
 - Drinks or a reusable water bottle
 - A book or podcast for downtime

Breast or bottle feeding — only you can decide

Benefits of breastfeeding

Breastfeeding can be healthy for you and your baby. Plus, when you breastfeed:

- Babies get the right amounts of vitamins and minerals they need.
- It can help protect babies from certain health problems.
- It's easier for babies to digest breast milk than formula.
- It can help you save money on baby food.

How long should babies be breastfed?

The American Academy of Pediatrics recommends that babies be fed only breast milk for their first six months. After that, babies can keep breastfeeding for at least one year while being fed soft, puréed foods.

How to learn more

If you have questions about breastfeeding, your pregnancy, or ordering a breast pump, our Bright Start maternity care coordination program can help. Just call us toll-free at **1-833-606-2727** (TTY **1-833-889-6446**), 8 a.m. to 5 p.m., Monday through Friday.



Should everyone breastfeed?

For many people, breastfeeding is a healthy choice. But some people should not breastfeed their babies. Choose formula instead of breast milk if you:

- Are HIV positive
- Have active tuberculosis
- Are using illegal drugs
- Are on certain medicines or cancer treatments



Talk to your provider to see if breastfeeding is right for you.

Help to feed your baby

If you are pregnant or just had a baby, you can sign up with the Women, Infants, and Children (WIC) program. WIC is a special supplemental nutrition program for women, infants, and children up to 5 years of age.

WIC can help you find formula if you bottle feed, or supplements if you breastfeed. People in the program can get dollars to use toward WIC food items each month. Call **1-800-755-4769** to contact the WIC program or go to **www.signupwic.com**.



Sources: American Academy of Pediatrics and the Office on Women's Health

What to do before you leave the hospital

- Contact your Medicaid caseworker to complete enrollment for your baby.
- Enroll your baby in the AmeriHealth Caritas Ohio health plan.
- Set up your baby's first visit with the healthcare provider.
- Set up a visit with your healthcare provider for your postpartum care. It must be seven to 84 days after delivery.
- Call WIC at **1-800-755-4769** to let them know you had your baby and enroll in the program. People in the program can get dollars to use for WIC food items each month. WIC can also tell you about breastfeeding resources in your area.



Our Bright Start team will be following up with you around two weeks after you have your baby. They will check to help make sure you have everything you need.

Ohio car seat law



Ohio car seat law says:

Children are required to use belt-positioning booster seats once they outgrow their child safety seats until they are 8 years old, unless they are at least 4 feet, 9 inches (57 inches) tall. Ohio's child passenger safety law requires the following:

- Children younger than age 4 or less than 40 pounds must use a child safety seat meeting federal motor vehicle safety standards.
- Children younger than age 8 must use a booster seat, unless they are at least 4 feet, 9 inches tall.
- Children ages 8 – 15 must use a child safety seat or safety belt.

Source: "Child Passenger Safety," <https://ohio.gov/residents/resources/car-seat-law>

Postpartum care and what to expect after delivery

Here you can find out about:

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Postpartum care

The time after you have your baby is called postpartum. Try to take it easy for the first few weeks after your baby's birth. If you have family and friends who can help you, let them. You should be given discharge instructions and follow-up healthcare visits for you and your baby before leaving the hospital.

Call 911 or go to the emergency room if you have:

- Pain in your chest
- Problems breathing or shortness of breath
- Seizures
- Thoughts of hurting yourself or your baby

Tell **911** or the healthcare provider you are postpartum, when you had your baby, and what symptoms you are having. If you feel like something just isn't right, please get medical care.



Trust your gut.

Always get medical care if you are not feeling well or have questions or concerns.

Please see your healthcare provider

After having your baby, please be sure to see your healthcare provider. Your provider will help you stay healthy as your body heals from your pregnancy. They can also help you plan for your next pregnancy and provide care when you are sick. Call your provider today to set up a visit.

If you need help finding a provider that's right for you, call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

Please see the important information on page 11. These are warning signs that you need medical care right away.

Source: "Urgent Maternal Warning Signs," Alliance for Innovation on Maternal Health, May 2020, <https://saferbirth.org/aim-resources/aim-cornerstones/urgent-maternal-warning-signs>



Postpartum depression

About half of people who have babies feel a little sadness for a few days after giving birth. The “baby blues” are due to a quick drop in hormone levels. You may find yourself crying for no reason, feeling anxious, irritable, and moody, or not having any energy. These things often go away within two weeks. But postpartum depression is more serious than “baby blues.” It can happen during or after your pregnancy.

Signs of postpartum depression are different for everyone

Talk to your healthcare provider if you have any of the feelings listed below for more than a few days.

- Being unable to sleep for several days
- Wanting to sleep all the time
- Feeling like you can't care for your baby
- Having problems concentrating
- Feeling sad or angry
- Losing interest in things you used to enjoy
- Crying more often than usual
- Feeling distant from your loved ones
- Feeling disconnected from your baby
- Feeling guilty or worthless
- Thinking you're not a good parent
- Thinking you may hurt your baby, by accident or on purpose



If you're having thoughts of harming yourself or your baby, get help right away!

- Call **911** or go to the nearest emergency room.
- Call the Suicide & Crisis Lifeline at **988**.
- Call the Ohio CareLine **1-800-720-9616**, 24 hours a day, seven days a week.

Postpartum depression can be treated. These are also things you can do to help yourself feel better:

- Talk to your healthcare provider about how you feel.
- Talk to a therapist or join a support group.
- Take your medicines as directed by your healthcare provider.
- Eat healthy foods and get enough sleep each night.
- Stay active.
- Make time for yourself to do something fun.
- Talk to trusted family members and friends about how you feel.

Behavioral health is just as important as physical health. People who might have postpartum depression or anxiety can get help to feel better. For help finding a provider, please call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.



Deciding on or planning for your next baby?

There are some different opinions out there about the chances of getting pregnant again shortly after giving birth. It depends on many things like if you're breastfeeding, how your body is healing, and your period cycle. But it **can** happen. So, if you don't want to get pregnant again shortly after giving birth, you should use birth control.

It's a good idea to talk to your healthcare provider about when it is safe for you to start having sex after your delivery and about birth control that will work for you. Here are some things to keep in mind.

When to start

You can start using some types of birth control — like an IUD — right away. With other methods, you need to wait a few weeks to start.

While breastfeeding

All types of birth control are basically safe to use, but some can lower your milk supply. Healthcare professionals recommend progestin-based birth control while breastfeeding. This would be things like:

- Depo-Provera shot
- NEXPLANON implant
- Mini-pill (unlike the traditional combination pill that has estrogen and progestin, the mini-pill only has progestin)



What you've used in the past

This may or may not be a good choice for you. Your body goes through changes with pregnancy. Sometimes the method you used before pregnancy may not be the best choice to use after pregnancy. For example, the sponge and cervical cap are much less effective in people who have given birth or may no longer fit correctly. And, as noted earlier, it's best to use progestin-based birth control while breastfeeding.

We cover your choice for birth control. If you have any question about your health plan coverage, please call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

To learn more about birth control methods, call the Bright Start maternity care coordination program toll-free at **1-833-606-2727 (TTY 1-833-889-6446)**, 8 a.m. to 5 p.m., Monday through Friday, or talk to your provider.

Source: "What Birth Control Should You Use After Pregnancy?" What to Expect, Medically reviewed March 17, 2022, <https://www.whattoexpect.com/first-year/birth-control-after-pregnancy.aspx>



You can choose from many birth control options. Long-acting reversible birth control (LARC) can help you not get pregnant for up to three to 12 years. LARC is a device that your provider places inside your arm or uterus. This can be done after you give birth or before you leave the hospital. It stays in place until you want it taken out.

For more information on birth control, visit <https://www.acog.org/womens-health/faqs/postpartum-birth-control>.

Caring for your baby

Here you can find out about:

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Immunizations (shots).....	46
Lead poisoning testing.....	48
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Tips and reminders	51



Well-child visits

The American Academy of Pediatrics recommends that babies visit their healthcare provider within three to five days after being born. Please call and set up your baby's first visit today!

Well-child visit schedule

The American Academy of Pediatrics recommends that children have checkups at these ages:

- 3 – 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- Children ages 3 – 21 years should have a well-child visit every year.



Lead poisoning testing

Even if your child seems healthy, they may have high levels of lead in their blood. This can cause great harm to your child's health. Ask your child's healthcare provider about a lead screening blood test. Children should have a lead test before age 2.

How do you get lead poisoning?

Lead poisoning is caused by swallowing or breathing pieces of lead or lead dust. You cannot see, taste, or smell it, but lead could be all around you and your family. Lead could be in paint, water, toys, and dust in your home and in the ground around your home. To learn more, please visit the Environmental Protection Agency's webpage at <https://www.epa.gov/lead>.

If you need help finding a healthcare provider for your child, go to www.amerihhealthcaritasoh.com or call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.



Sick baby?

It's not always easy to know if your baby needs medical care when they are showing signs of being sick. Here are some guidelines to help you know what to do.

If you see any of the following signs, please call 911 or take your baby to the emergency room right away:

- A bluish color around the lips or nails — your baby isn't getting enough oxygen.
- Seizures
- Red or black color in the poop or vomit, or flecks that look like coffee grounds — this could be blood.

Eat, sleep, console (ESC)

Ask yourself these three questions to help guide your baby's care:

- **Eat:** Does my baby feed well (either breastfeeding or bottle feeding)?
- **Sleep:** Does my baby sleep at least one hour? Try not to disturb your baby's sleep.
- **Console:** Does it help when I try to comfort or calm my baby when they are crying?

If the answer to any of these questions is "no," please talk to your provider for help.

If you see any of the following signs, please call your baby's healthcare provider:

- A rectal temperature of 100.4 F or higher in a baby under 2 months old
- Any fever for a baby who has not been vaccinated
- Vomiting and diarrhea — especially if there is also fever — that lasts longer than 24 hours

- Signs of dehydration, such as:
 - Crying but there are no tears
 - Less pee than usual (fewer than six wet diapers a day in infants)
 - Dark-color pee
 - Dry, cracked lips and mouth
 - Sunken eyes
 - Crankiness or unusual fussiness
 - Sunken soft spot on top of the head of a baby younger than 18 months
- A rash that does not go away in a few days, especially if there is also fever. Be sure to tell the provider if the rash:
 - Oozes or weeps
 - Looks like a bull’s-eye target or is blistering or bubbly
- Blood in the urine

These guidelines may not cover every sign that a baby is sick and needs medical care. If something doesn't seem right or if you're not sure if something is normal or not, it's always best to check with your baby's healthcare provider.

Source: "When To Call a Pediatrician," Grow by WebMD, Medically reviewed December 1, 2021, <https://www.webmd.com/parenting/baby/features/when-call-pediatrician>



Tips and reminders

Practice tummy time with your baby

Tummy time is a great way for your baby to build strength for sitting up, rolling over, and crawling. It can also prevent flat spots on your baby's head. Tummy time can be started as early as the first day home from the hospital. It can be done after a diaper change, bath, or nap, and should be part of playtime.

Start with two or three sessions a day for three to five minutes each time. Start to increase the length and number of sessions as your baby gets stronger and more comfortable. By the time your baby is about 2 months old, aim for around 15 to 30 minutes of tummy time a day. This can be done in many short sessions. Watch over your baby during tummy time and soothe them if they become fussy or upset.

It is OK to let your baby cry?

All babies cry. Some of them cry a lot. There are many reasons why babies cry. It could be due to hunger, gas pains, discomfort, or too much noise. It can be frustrating when your baby won't stop crying.

But remember:

- Babies are supposed to cry. It's a natural reaction to many things.
- If you are concerned about your baby's crying, talk to your baby's healthcare provider.
- It is OK to put your baby down in the crib and walk away for a few minutes to calm yourself.
- It is OK to ask for help.
- Never pick up your baby when you're angry.
- Never shake your baby.
- Talk to your baby's healthcare provider before making any changes to your baby's formula.

Sources:

"Tummy Time for a Healthy Baby," Eunice Kennedy Shriver National Institute of Child Health and Human Development, <https://web.archive.org/web/20250118004548/https://safetosleep.nichd.nih.gov/reduce-risk/tummy-time>

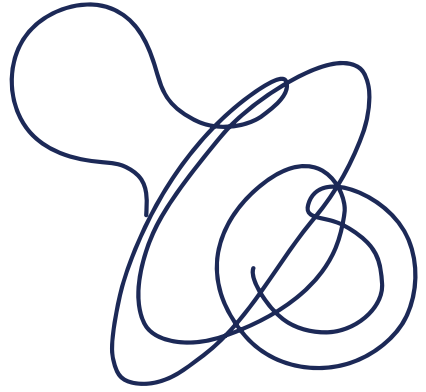
"Back to Sleep, Tummy to Play," Healthychildren.org, American Academy of Pediatrics, June 21, 2022, <https://www.healthychildren.org/english/ages-stages/baby/sleep/pages/back-to-sleep-tummy-to-play.aspx>

Use a pacifier for the first year

A pacifier can help calm your baby but should never replace the comfort of a parent or caregiver. Using a pacifier when you place your baby down to sleep can even lower the risk of SIDS.

Tips when using a pacifier:

- Don't start using a pacifier unless breastfeeding is going well. If you think your baby needs a pacifier before this time, talk to your baby's healthcare provider.
- Do not attach a pacifier to your baby's clothing or hang it around your baby's neck. This could cause strangulation.
- Pacifiers should not be coated with or dipped in anything sweet.
- Do not force your baby to take a pacifier if they don't want it.
- Limit the time your baby uses a pacifier. It is best to only use it for sleep time and comfort.
- At 12 months old, your baby should stop using the pacifier.



"Pacifiers (Soothers): A User's Guide for Parents," *Pediatrics & Child Health*, October 2003, www.ncbi.nlm.nih.gov/pmc/articles/PMC2791560





Safe sleep: Every nap, every night

When you know your baby is sleeping safely, it will help you sleep better, too! Here are tips for setting a safe-sleep routine. This will help your baby know when it's time to sleep. It will help you have peace of mind.

Setting up good sleep habits now will help baby get used to sleeping in their own safe space.

With a little practice, a safe sleep routine can be as easy as Alone, on the Back, in an empty Crib:

Alone — Babies should sleep alone on their own sleep surface, away from adults, other children, pets, toys, stuffed animals, and blankets. This is the safest way to sleep when they are too young to turn over by themselves.

Back — Babies should always sleep on their backs, unless instructed otherwise by a pediatrician. It should be a firm, flat surface. When they sleep in your bed, there is a risk of your baby getting trapped under or rolled over by an adult.

Crib — Babies should sleep in a crib or bassinet. Take away pillows, blankets, bumpers, or soft toys to lower the risk for SIDS.

Source: <https://cribsforkids.org/wp-content/uploads/Educational-Handout-.pdf>

Helpful numbers and resources

24/7 Nurse Call Line

1-833-625-6446 (TTY 1-833-889-6446)

24 hours a day, seven days a week

24/7 Ohio Department of Health Breastfeeding Hotline

1-888-588-3423 or text **BFHOTLINE** to **839863**

Bright Start maternity care coordination program

1-833-606-2727 (TTY 1-833-889-6446)

8 a.m. to 5 p.m., Monday through Friday

Member Services

1-833-764-7700 (TTY 1-833-889-6446)

24 hours a day, seven days a week

National Maternal Mental Health Hotline

1-833-TLC-MAMA (1-833-852-6262)

Rapid Response and Outreach Team

1-833-464-7768 (TTY 1-833-889-6446)

8 a.m. to 5 p.m., Monday through Friday

Rides to appointments

1-833-664-6368

24 hours a day, seven days a week

Tobacco Quit Program

1-800-784-8669 (TTY 1-866-228-4327)

Monday through Friday: 9 a.m. to 11 p.m.

Saturday and Sunday: 10:30 a.m. to 6:30 p.m.

Voicemail services are available 24/7.

National Domestic Violence Hotline

1-800-799-SAFE (7233) (TTY 1-800-787-3224)

24 hours a day, seven days a week

Find help for financial assistance, food pantries, and other no-cost or reduced-cost things

Call **211** or visit **<https://www.211.org/>**.



Need help with getting a cell phone?

Go to

<https://mybenefitphone.com>



Pulsewrx, Inc. is an authorized provider through a qualified telecommunications carrier of its choosing, based on coverage availability, device compatibility, and Eligible Telecommunications Carrier (ETC) designation in the service area. This is a Lifeline supported service. Lifeline is a non-transferable government assistance program limited to one discount per household. Complete terms and conditions can be found at **<http://mybenefitphone.com>**.



AmeriHealth Caritas Ohio mobile app

Our mobile app gives you access to your health information anytime, anywhere. Visit Google Play or the Apple App Store.* Search for "AHC Mobile" and download. Then, select Ohio. The app is free to download.

Your online account

You can go online to help take care of your health. Visit **www.amerhealthcaritasoh.com** and sign in to your AmeriHealth Caritas Ohio online account. This is also called the member portal. You can see your health history and a list of your current medicines.

Discrimination is Against the Law

AmeriHealth Caritas Ohio complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). AmeriHealth Caritas Ohio does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

AmeriHealth Caritas Ohio provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.). AmeriHealth Caritas Ohio provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact AmeriHealth Caritas Ohio Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

If you believe that AmeriHealth Caritas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator by mail, phone, or online.

Mail: AmeriHealth Caritas Ohio
Attn: Civil Rights Coordinator
P.O. Box 7133
London, KY 40742

Phone: **1-833-764-7700 (TTY 1-833-889-6446)**

Online:

<https://apps.amerhealthcaritasoh.com/securecontact/index.aspx>

If you need help filing the grievance, the AmeriHealth Caritas Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at

Mail: U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone: **1-800-368-1019 (TDD 1-800-537-7697)**

Online: www.hhs.gov/ocr/office/file/index.html

This notice is also available at AmeriHealth Caritas Ohio's website www.amerihealthcaritasoh.com.

AmeriHealth Caritas Ohio is committed to maintaining the privacy and security of the personal information of its plan members. Read more on our privacy practices at www.amerihealthcaritasoh.com/privacy-notice.aspx

Multi-language interpreter services

If you have a problem reading or understanding this information or any other AmeriHealth Caritas Ohio information, please contact our Member Services toll-free at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week for help at no cost (free) to you. Call if you would like:

- Oral interpretation, oral translation
- Auxiliary aids and services
- Written information in your non-English primary language
- Written information in other formats, such as braille or large print

English ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-833-764-7700** (TTY **1-833-889-6446**).

Spanish ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística sin cargo. Llame al **1-833-764-7700** (TTY **1-833-889-6446**).

Haitian French Creole ATANSYON: Si w pale kreyòl ayisyen, genyen sèvis pou ede w nan lang pa w ki disponib gratis pou ou. Rele nan **1-833-764-7700** (TTY **1-833-889-6446**).

Ukrainian УВАГА: Якщо ви говорите українською мовою, ви маєте право на безкоштовні мовні послуги. Телефонуйте за номером **1-833-764-7700** (TTY **1-833-889-6446**).

Nepali/Nepalese (Nepal) ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका निम्ति भाषासम्बन्धी सहयोग सेवाहरू निःशुल्क रूपमा उपलब्ध हुन्छन् । **1-833-764-7700** (TTY **1-833-889-6446**) मा फोन गर्नुहोस् ।

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية لك مجاناً.
اتصل بالرقم **1-833-764-7700** (**TTY 1-833-889-6446**).

Somali FIIRO GAAR AH: Haddii aadan ku hadlin Af-Soomaali, adeegyada caawimaada luqadda oo bilaash ah, ayaa diyaar kuu ah. Wac **1-833-764-7700** (TTY **1-833-889-6446**).

Russian ВНИМАНИЕ: если вы говорите по-русски, в вашем распоряжении бесплатные услуги переводчика. Позвоните по тел. **1-833-764-7700** (TTY **1-833-889-6446**).

Swahili TAHADHARI: Ikiwa huzungumzi Kiswahili, utapokea huduma za usaidizi wa lugha, bila malipo. Piga simu kupitia **1-833-764-7700 (TTY 1-833-889-6446)**.

French ATTENTION : Si vous parlez français, des services d'aide linguistique sont mis à votre disposition gratuitement. Appelez-nous au **1-833-764-7700 (TTY 1-833-889-6446)**.

Kinyarwanda (Burundi) MENYA NEZA: Nimba uvuga Ikirundi (Burundi), ama seruvise afasha mu vy'indimi, atangwa ku buntu, arahari ku bwanyu. Hamagara kuri **1-833-764-7700 (TTY 1-833-889-6446)**.

Uzbek (Uzbekistan) DIQQAT: Agar ingliz tilida gapirmasangiz, siz uchun bepul til yordam xizmatlari mavjud. **1-833-764-7700 (TTY 1-833-889-6446)** ga qo'ng'iroq qiling.

Pashtu (Afghanistan)

توجه: که تاسی په پښتو ژبه غږېږئ، د ژبې د مرستې وړیا خدمتونه ستاسې لپاره موجود دي. دې **1-833-764-7700 (TTY 1-833-889-6446)** شمېرې ته زنگ ووهئ.

Vietnamese CHÚ Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi **1-833-764-7700 (TTY 1-833-889-6446)**.

Tigrinya ኣስተውዕል :- ቋንቋ ትግርኛ ዘይትዘረብ እንተደኣ ኾንካ ብናጻ ዝወሃብ ኣገልግሎት ሓገዝ ንዓኻ ክፋት እዩ። ናብ **1-833-764-7700 (TTY 1-833-889-6446)** ደውል።

Dari (Afghanistan)

توجه: اگر به لسان افغانی گپ میزنید، خدمات مساعدت لسانی به صورت رایگان به شما ارایه میشود. با نمبر **1-833-764-7700 (TTY 1-833-889-6446)** به تماس شوید.

The information in this document is to help you learn more about this topic. It is not to take the place of your healthcare provider. If you have questions, talk with your healthcare provider. If you think you need to see your healthcare provider because of something you have read in this information, please contact your healthcare provider. Never stop or wait to get medical attention because of something you have read in this material.



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