



From the Start

Information and resources to support you

Better outcomes start with early access to quality care

As a Florida Medicaid health plan, UnitedHealthcare Community Plan supports From the Start by aligning our maternal health programs, provider partnerships and member supports with AHCA's statewide goals. To help make things easier, here's some information about pregnancy, postpartum and newborn resources, including education, care coordination and added support.

What's new

This initiative brings together maternal health services and supports available through our plan, making it easier for mothers to find help during pregnancy, postpartum care and infancy. See the next page to learn more about these new benefits.

Benefits for moms and babies:

- Reducing care gaps
- Enhancing access to services
- Increased care options and coordination for high-risk moms
- Focus on quality
- Breastfeeding support

You can get these benefits and more



Enhanced doula benefit – Moms now have access to enhanced doula services to provide personalized support before, during, and after childbirth from our network. Doulas can help navigate the labor and delivery process, reduce anxiety and improve birth outcomes.



Pre-delivery food assistance – Mothers with high-risk pregnancies or those with nutritional issues are eligible to receive home delivered medically tailored food prior to delivery.



Lactation support (prenatal and postpartum) – Lactation support services are now available beginning in the prenatal period and extending through postpartum.

This includes consultations with certified lactation consultants, educational resources, and ongoing guidance to support breastfeeding success.



Non-emergency medical transportation (NEMT) – Transportation is available to and from covered maternal health appointments. This benefit helps ensure moms and babies can attend prenatal visits, postpartum follow-ups, lactation consultations and other covered maternal health services without transportation being a barrier.



Breast pump – Mothers are eligible to receive a breast pump and rent a hospital-grade breast pump through the plan. This benefit supports moms who choose to breastfeed and those who may need a higher-performance pump due to medical necessity, premature birth or other clinical diagnosis.



Maternal health rewards – Tell us about your pregnancy and earn rewards. Moms who complete and return a Maternal Health Notice of Pregnancy Form within 30 days of confirmation by their physician will receive a \$25 reward card.

Support resources

La Leche League –

Breastfeeding is a learning experience, even if you're not a first-time mom. Every mom and baby are different. Go to LLL.org for a variety of resources and information about breastfeeding.

Healthy First Steps® –

UnitedHealthcare Community Plan members get this program at no cost. It can connect you to special help and resources.

To sign up, call us toll-free at **1-800-599-5985**, TTY **711**, Monday-Friday, 8 a.m.-5 p.m.

UnitedHealthcare Community Plan of Florida is a Managed Care Plan with a Florida Medicaid contract. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the Managed Care Plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, premium and/or co-payments coinsurance may change.

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

This information is available for free in other languages, such as letters in other languages, large print, or you can ask for an interpreter. Please contact our customer service number at 1-888-716-8787, TTY/TTD 711, 8 a.m.-7 p.m., Monday-Friday.

Spanish

Esta información está disponible de forma gratuita en otros idiomas como cartas en otros idiomas, letra grande, o puede pedir un intérprete. Por ejemplo, letras en otros idiomas o letra grande. También puede solicitar un intérprete. Por favor, póngase en contacto con nuestro número de servicio al cliente en 1-888-716-8787, TTY/TTD 711, de 8 a. m. a 7 p. m. de lunes a viernes.

Haitian Creole

Enfòmasyon sa a ki disponib pou gratis nan lòt lang tankou lèt nan lòt lang, gwo lèt, oswa ou ka mande yon entèprèt. Tankou, lèt nan lòt lang oswa gwo lèt. Oswa, ou ka mande yon entèprè. Souple kontakte nimewo sèvis Kliyantèl nou nan 1-888-716-8787, 711 TTY/TTD, 8 a.m. rive 7 p.m., Lendi rive Vandredi.