

Healthy First Steps

Encourage participation to help patients through their pregnancy — and beyond.



We know you want the best for your patients who are new or pregnant moms. But, we also understand it's hard to make sure they're following up with your treatment plan outside of office visits. That's where **Healthy First Steps** comes in. Our program provides UnitedHealthcare Community Plan members with education, tools and touchpoints to encourage healthy behaviors and prevention — and reinforce your plans of care.

With your help, we can reach our goal of improving health outcomes and meeting Healthcare Effectiveness Data and Information Set (HEDIS®) quality care standards — together.

What is Healthy First Steps?

We created Healthy First Steps to provide greater support to our members as they navigate through their pregnancy and their first 60 days postpartum, so long as they're still eligible with the managed care organization (MCO). As part of the program, participants receive:

- 1 A **welcome kit** with brochure, refrigerator magnet, and foldable wallet card with essential phone numbers and appointment tracker
- 2 Ongoing **health education**
- 3 **Care coordination services**, if needed
- 4 Information about **community resources**

Healthy First Steps is offered at no additional cost to UnitedHealthcare Community Plan members.

How are plan members enrolled?

Potential participants are identified through our claims data, state 834 eligibility and supplemental data, and notification from care providers.

If you'd like to refer a patient, please call Healthy First Steps directly at **800-599-5985** or tell your UnitedHealthcare Clinical Practice Consultant.

You can also notify us of a member's pregnancy if your state has a prenatal notification form at **UHCCommunityPlan.com** > For Health Care Professionals > Select Your State > Provider Forms.

How does it work?

Once we're aware of a member's pregnancy, someone from our member services team will reach out to them by phone.

During the first call, our representative will talk with the member and give them a screening assessment to better understand what resources they may need. Members who are identified as high risk will then be connected with one of our registered nurses. The nurse will work with them to:

- Answer any questions.
- Connect them with resources offered by us or organizations in their area.
- Help them find a care provider including primary care and behavioral health.
- Assist with scheduling appointments and/or provide reminders of upcoming visits.

Participants can also contact Healthy First Steps at **800-599-5985** if they have a question or need care coordination.

What are the benefits to my practice?

When we encourage your patients to keep up with their preventive care, we're helping to meet quality care standards for the Prenatal and Postpartum Care HEDIS measure. Additionally, our Healthy First Steps team can offer your practice:

- Consultation and support for complex cases
- Information about the latest evidence-based approaches and clinical guidelines
- Updates on open care opportunities for UnitedHealthcare Community Plan members

Contact us to learn more. For more information about how our programs can help support your patients who are UnitedHealthcare Community Plan members, please contact your UnitedHealthcare Clinical Practice Consultant. Thank you.