



Franklin County Programs Supporting Your Path to Parenthood





Not everyone follows the same path to building a family. *And not every journey follows the expectation of ‘want a baby, get pregnant, have a baby, return to work’. Physical, emotional, and financial well-being can be impacted when navigating the complexities of trying to build a family. The Franklin County Cooperative is offering aspiring and expecting parents’ equitable access to various resources that can support them on their unique path to parenthood.*

Resources available:

- \$30,000 lifetime maximum benefit for coverage for fertility services through your UnitedHealthcare medical plan and fertility medications through your OptumRx pharmacy plan.
- 24/7 access to Maven Care Advocates, providing unlimited coaching and education from experts such as reproductive endocrinologists, male fertility specialists, sleep coaches and more.
- Personalized access to maternity nurses and educational resources before, during and after your pregnancy through Maternity Support Program.
- Maven Wallet, an easy-to-use financial tool, to manage expenses and submit requests for reimbursement of up to \$30,000 lifetime maximum benefit for eligible adoption and surrogacy expenses.
- Additional programs to support emotional, physical and financial health that coincide with building a family.

The UnitedHealthcare Medical and OptumRx plans provide medical and pharmaceutical coverage for fertility services. The medical plan covers in-network fertility treatments such as IUI and IVF, also egg retrieval, freezing and storage. Fertility medication is also covered. The combined lifetime maximum benefit for all medical and pharmacy expenses is \$30,000 and members must use In-Network Providers.

For questions about the medical fertility benefits, call the number on the back of your UnitedHealthcare ID card, **877-440-5983**. For questions about the pharmacy fertility benefits, call the number on the back of your OptumRx ID card, **855-312-2307**.

Maven Support

*Franklin County is partnering with **Maven** to provide support to all employees and spouses / domestic partners on the Franklin County Cooperative health plan, in their path to parenthood.*

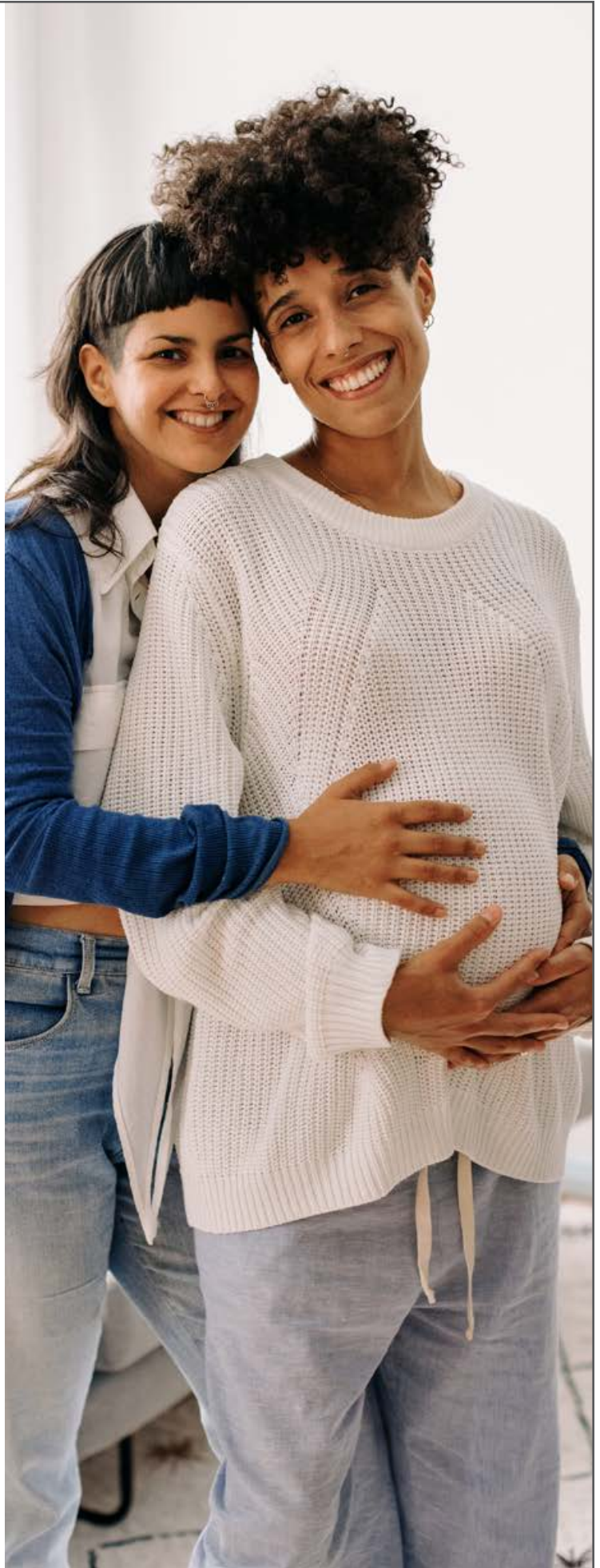
Maven provides support for ALL paths to parenthood, particularly if you are growing your family through fertility (IUI/IVF), adoption or surrogacy. Use Maven for 24/7 access to unlimited coaching and education from family building experts such as fertility awareness educators, reproductive endocrinologists, male fertility specialists, OB-GYNs, nutritionists, adoption, surrogacy coaches, doulas, and more — anytime of the day and night. You also have a dedicated Care Advocate to help you navigate your benefits and refer you to in-person support and top-rated fertility clinics. Whatever your journey, Maven's virtual network of Care Advocates and specialists provide personalized guidance, education and support.

Enroll in Maven today by visiting mavenclinic.com/join/franklincounty or by downloading the **Maven Clinic** app.

Maven Wallet

For those pursuing Adoption and Surrogacy, Maven provides **Maven Wallet**, an easy-to-use financial tool within the Maven platform. Track and manage reimbursable expenses and submit requests for reimbursement.

Franklin County reimburses each family unit up to a \$30,000 lifetime maximum for eligible out-of-pocket expenses related to Adoption and Surrogacy. Enrollment in Maven Wallet is required to request reimbursement for these expenses. Note that this is a separate benefit from the medical/pharmacy benefit through the health plan for covered fertility services, which has a separate \$30,000 lifetime maximum benefit.





Who should consider signing up for Maven?

All employees and their spouses / domestic partners on the Franklin County Cooperative health plan are eligible for enrollment in Maven. The Franklin County Cooperative pays all enrollment / membership fees. See below for examples of who may be interested in signing up for Maven. The **bolded** items indicate life stages where participation in Maven is strongly encouraged:

- An employee who is considering conceiving or trying to conceive*
- **An employee or their partner pursuing fertility treatments**
- **An employee who is considering reproductive preservation (egg or sperm freezing)**
- An employee (or partner of an employee) who is currently pregnant*
- The spouse or partner of an employee who is pregnant*
- The new mother or father of a baby who is under a year old
- A mother or father who recently experienced the loss of a pregnancy or infant
- **Individuals considering adoption or surrogacy or in the process of adoption or surrogacy**
- Individuals who have adopted or had a child through surrogacy in the last year

*Employees may also access UnitedHealthcare's Maternity Support Program for support with these life stages. A reminder that Franklin County Cooperative offers a **\$50** incentive for enrollment and another **\$150** for completion of the Maternity Support Program.



Maternity Support Program

Pregnancy can be an exciting and stressful time for you and your family. This may be your first pregnancy or your third pregnancy. Each pregnancy presents its own joys and challenges. There are resources available, and UnitedHealthcare is here to help support you throughout the entire process.

Let's look at the resources you can take advantage of:

Maternity Support Program

About the program

UnitedHealthcare's Maternity Support Program provides you with a personalized approach and access to nurses, educational resources, and specialized services for you and your baby – before, during and after your pregnancy. A maternity nurse is assigned to you and is available to answer any questions or concerns.

Personal attention

When you enroll in our Maternity Support Program, a registered nurse consults with you, via the telephone, to help you determine what, if any, risks or complications could arise during your pregnancy. We can help you learn and practice healthy pregnancy habits and protect the wellbeing of your baby. If you have individual needs, a Maternity Support Program nurse provides one-on-one support throughout your pregnancy.

24-hour help is a phone call away

After you enroll in the program, you can call our nurses 24 hours a day to ask questions or talk over your concerns. After delivery, many moms still find they need support or answers to their questions. Experienced nurses who can answer your questions are available to talk by phone, even after your baby is born.

Maternity Support Program:

*How to enroll to earn your **incentive!***

Call 1-877-440-5983

When you call this number you will be prompted “Why are you calling?” Please reply “Maternity Support Program” and you will be directly connected to a Nurse Advocate who can enroll you into the program.

Receive **\$50** upon enrollment and **\$150** upon completion of the program. Payment is taxable and is added to the employee’s paycheck. Payment is distributed once a quarter. Benefits-enrolled employees, spouses/domestic partners and dependents are eligible for the program.

Prenatal Vitamins

Prenatal vitamins, folic acid, iron and calcium are all important for the healthy development of your baby. In many cases, you will find that your prenatal vitamins or folic acid are available at \$0 copay through your prescription drug program. Talk with your pharmacist if you have questions.

Employee Assistance Program

www.liveandworkwell.com

Enter anonymously using code EAP

You will find a wealth of pregnancy, parenting and wellbeing articles, videos as well as access to telephonic support.

Spend some time exploring this valuable resource.

Lactation Support and Counseling

Lactation support and counseling are covered without cost-share when performed by a participating doctor or health care professional. Various participating clinics and other providers, including many OB/GYNs and pediatricians, may provide lactation support and counseling. Additionally, the Maven Care Advocates can support members, including answering your questions on lactation. Enroll in Maven today by visiting mavenclinic.com/join/franklincounty or by downloading the **Maven Clinic** App.

How to Obtain a Breast Pump

As a member of UnitedHealthcare, you may purchase a personal electric breast pump by contacting a participating doctor or approved breast pump supplier up to 30 days before your delivery date or 365 days after your delivery date.

- For a list of participating breast pump suppliers, **call the toll-free phone number on your health plan ID card**. TTY users can dial 711 or go to myuhc.com® for a list of network suppliers.
- A breast pump will be sent directly to you.
- The doctor or breast pump supplier will bill us directly for reimbursement.
- No prescription is needed when contacting an approved breast pump supplier.
- Breast pumps purchased at retail stores are not eligible for reimbursement.
- Under the health reform law, only breast pumps received from a participating provider or supplier are covered at 100 percent.



Franklin County's Health Engagement Nurses

*Let Franklin County's Health Engagement Nurses – **Therese Lentz, MSN, RN** and **Carmen Long, MSN, RN** – assist you and your family with health information before, during and after your pregnancy.*

Therese and Carmen can assist employees and their spouses/domestic partners with the following:

- Navigate UnitedHealthcare wellness tools and resources
- Find a doctor or specialist
- Identify and recommend medical condition-specific programs
- Manage chronic illnesses
- Select appropriate medical care and understand available treatment options
- Provide referrals to clinical and community programs
- Make better health care decisions

Here are some commonly asked questions:

Do the Health Engagement Nurses offer screenings?

Yes, the Health Engagement Nurse offers blood pressure/weight/BMI screenings.

Does my personal information remain private?

Yes, all information shared with a Health Engagement Nurse is strictly confidential and is not shared with the Agency Employers.

Are the Health Engagement Nurses able to offer other medical services?

No, the Health Engagement Nurses cannot provide hands-on medical services such as blood draws, flu shots, diagnoses, or treatment.

*Call **614-525-6773** and you can choose to speak with either Nurse Therese or Nurse Carmen. Or contact Therese or Carmen at the email addresses listed below.*




**Therese Lentz,
MSN, RN**

 Therese_Lentz@UHC.com



**Carmen Long,
MSN, RN**

 Carmen_Long@UHC.com

Other Helpful Benefits during the pregnancy and after the baby is born



Virtual Visits

**Good for Parent and Baby.
Franklin County Members – \$0 Copay**

To get started with a Virtual Visit, go to uhc.com/virtualvisits or sign up through the UnitedHealthcare app.

With a Virtual Visit, you can see and talk to a doctor via mobile device or computer – 24/7, no appointment needed. The doctor can give you a diagnosis and prescription, if needed.

And with a UnitedHealthcare plan, **Get care in 20 minutes or less.**

Use a Virtual Visit for these minor medical needs:

- Bladder infection/Urinary tract infection
- Bronchitis
- Cold/flu
- Fever
- Pinkeye
- Rash
- Sinus problems
- Sore throat
- Stomachache

Prepare for your Virtual Visit.

Have both of these items ready to register and complete your Virtual Visit:

- Medical ID card
- Pharmacy location

UnitedHealthcare App

UnitedHealthcare app features

- The UnitedHealthcare app provides a member interface that is consistent with myuhc.com
- Uses HealthSafe ID™ to provide members with state-of-the-art digital security and a common logon experience
- Members can find:
 - Care and cost resource for medical plan
 - Coverage review for medical plan
 - Claims review for medical plan
- HealthNotes reminders for members who may need to take preventative care measures.
- Personalized musculoskeletal messaging
- “Contact Us” uses Secure Messaging for quick access to customer service.

