



# Franklin County Programs Supporting Pregnancy



# Franklin County's Health Engagement Nurse

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

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

- Navigate United Healthcare 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:

## **Does the Health Engagement Nurse offer screenings?**

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

## **Will my personal information remain private?**

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

## **Is the Health Engagement Nurse able to offer other medical services?**

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

Reach out to Therese by email or phone at the contact information listed below.



**Therese Lentz,  
MSN, RN**  
**614-974-9234 (CELL)**  
**therese\_lentz@uhc.com**

**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 I am 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**

United Healthcare'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 will be 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 will consult 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 will provide 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 maternity 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

## Maternity Support Program:

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

### Call 1-877-201-5328

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 will be added to the employee’s pay check. Payment 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](http://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.

## 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.



# Other Helpful Benefits

## during the pregnancy and after the baby is born



### Virtual Visits

#### Good for Mom and Baby. Franklin County Members – \$0 Copay

To get started with a Virtual Visit, go to [uhc.com/virtualvisits](http://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](http://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.

