



Franklin County Cooperative Programs Supporting Your Path to Parenthood

Updated 10/2024





Not everyone follows the same path to building a family.

The Franklin County Cooperative (Cooperative) offers aspiring and expecting parents equitable access to various resources that can support them on their unique path to parenthood.

Resources available:

- Comprehensive coverage for maternity services through the medical plan UnitedHealthcare and the prescription plan OptumRx (ORx).
- \$30,000 lifetime maximum benefit for coverage for fertility services through your UnitedHealthcare medical plan and fertility medications through your OptumRx pharmacy plan.
- \$10,000 lifetime maximum benefit per household for reimbursement for donor material acquisition costs not covered by the health plan. This includes donor sperm and eggs.
- \$30,000 lifetime maximum benefit per household for reimbursement for eligible adoption and surrogacy expenses.
- Personalized access to maternity nurses and educational resources before, during and after your pregnancy through the UnitedHealthcare Maternity Support Program.
- 24/7 access to Maven Care Advocates, providing unlimited coaching and education from experts such as fertility nurses, reproductive endocrinologists, male fertility specialists, sleep coaches and more.
- Maven Wallet, an easy-to-use financial tool, to manage expenses and submit requests for reimbursement of the acquisition of donor materials, adoption, and surrogacy expenses.
- Additional programs to support emotional, physical and financial health that coincide with building a family.

For more detailed information about the Cooperative's family forming benefits and resources visit [BeWell.franklincountyohio.gov](https://www.BeWell.franklincountyohio.gov), or contact the Benefits & Wellness office for further assistance.

Health Plan Coverage

What maternity benefits are available under the Health Plan?

The Plan provides in-network and out-of-network coverage for maternity services through the medical plan (UnitedHealthcare), i.e., OB-GYN appointments, midwives, ultrasounds, labor and delivery, breast pumps, lactation support. Most members using an in-network provider will pay no more than the annual deductible for a traditional pregnancy and there is no maximum benefit applied. UnitedHealthcare also administers a Doula Reimbursement Program for the Plan, which reimburses you up to \$3,000 per pregnancy for doula expenses. Medications and prenatal vitamins are available at in-network pharmacies through your pharmacy plan (OptumRx).

Maternity coverage is available to everyone enrolled in the Health Plan (employee, spouse/domestic partner, children).

What fertility benefits are available under the Health Plan?

The Plan provides medical and pharmacy coverage for fertility treatment and services such as fertility preservation, IUI and IVF, medical expenses associated with collection of ovum and sperm, and cryopreservation and storage. Medical coverage is available through UnitedHealthcare and coverage for fertility medications is provided through your pharmacy plan, OptumRx. The combined lifetime maximum benefit for all medical and pharmacy expenses is \$30,000 per member.

Fertility coverage is only available at in-network providers for employees and spouses/domestic partners enrolled in the health plan. Dependent children are not eligible for fertility coverage.

Where can I find additional information about eligible expenses under my medical and/or pharmacy plan?

More information on maternity and fertility coverage can be found at [BeWell.franklincountyohio.gov](https://www.bewellfranklincountyohio.gov), in your medical plan SPD, or by calling the number on the back of your ID card(s);

- UnitedHealthcare **877-440-5983**
- OptumRx **855-312-2307**



Additional Health Plan Benefits

Prenatal Vitamins

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

Lactation Support and Counseling

Lactation support and counseling are covered without cost-share when performed by an in-network doctor or health care professional. Various in-network clinics and other providers, including many OB/GYNs and pediatricians, may provide lactation support and counseling.

If you would prefer lactation support virtually, you can video chat and exchange private messages with a lactation consultant through Maven.

How to Obtain a Breast Pump

Everyone on the Health Plan can receive a personal electric breast pump through UnitedHealthcare by contacting an in-network breast pump supplier up to 30 days before your delivery date or 365 days after your delivery date.

- For a list of in-network breast pump suppliers, **call the toll-free phone number on your medical plan ID card**. TTY users can dial 711 or go to **myuhc.com**® for a list of network suppliers.
- A breast pump can be sent directly to you.
- The doctor or breast pump supplier bills UnitedHealthcare directly for reimbursement.
- No prescription is needed when contacting an approved breast pump supplier.
- Breast pumps purchased at retail stores are not eligible for coverage through the medical plan.
- You must order your breast pump through an in-network provider or supplier to receive it at no cost.

UnitedHealthcare App

- 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
- “Contact Us” uses Secure Messaging for quick access to customer service.



Maven

In partnership with UnitedHealthcare, **Maven** provides virtual support for ALL paths to parenthood, but 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 experienced fertility nurses, fertility awareness educators, reproductive endocrinologists, male fertility specialists, OB-GYNs, nutritionists, adoption and surrogacy coaches, virtual doulas, and more – anytime of the day and night.

Who is Eligible?

Employees and spouses/domestic partners enrolled in the Health Plan.

Maven Programs:

Family Building and Fertility Solutions Plus

This program is a partnership between UnitedHealthcare and Maven. A dedicated Maven Care Advocate helps you navigate preconception, fertility preservation, fertility treatment, adoption, and surrogacy. If you are considering fertility preservation or treatment, Maven will connect you to an experienced fertility nurse through UnitedHealthcare for clinical guidance and referrals for in-person treatment.

Maven Maternity and Newborn Care

This 21 month program provides end to end virtual support for expected mothers and fathers during pregnancy and 12-months postpartum. Support is available for partners, miscarriage and loss, return-to-work, newborn care, and more!

Maven Wallet

Maven Wallet is an easy-to-use financial tool within the Maven Platform that provides financial reimbursement for the acquisition of donor materials, adoption, and surrogacy expenses.

The combined household lifetime maximum benefit for donor materials is \$10,000 and the combined household lifetime maximum benefit for adoption and surrogacy expenses is \$30,000. Note, this is a separate benefit than the \$30,000 provided for fertility services under your Health Plan.

Only employees can activate Maven Wallet and reimbursement is made through employee payroll.





Who should consider signing up for Maven?

All employees and spouses/domestic partners enrolled in the Plan are eligible for Maven. All support provided by Maven is free and there are no copays, deductibles, or fees.

Engagement is strongly encouraged for those seeking fertility treatment. Engagement with Maven is **required** to take advantage of Maven Wallet.

Those who may be interested in signing up for Maven include an enrolled employee and/or spouse/domestic partner who is:

- Considering conceiving or trying to conceive*
- Pursuing or receiving fertility treatments
- Considering reproductive preservation (egg or sperm freezing)
- Currently pregnant*
- Spouse or domestic partner of someone currently pregnant
- A 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
- Considering adoption or surrogacy, in the process of adoption or surrogacy, or have adopted or had a child through surrogacy in the last year

*Members may also access UnitedHealthcare's Maternity Support Program for support with these life stages.

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

A photograph of a man and a woman smiling and looking at a pregnancy test. The woman is holding the test, and the man is holding the box. They are both looking at the test with excitement. The woman is wearing a pink top and white pants, and the man is wearing a grey shirt and red plaid pants.

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 Support Nurse will be assigned to you and is available to answer any questions or concerns.

Who is eligible?

Everyone enrolled in the Health Plan (employee, spouse/domestic partner, children).

Personal attention

When you enroll in the 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. The Maternity Support Nurses can help you learn and practice healthy pregnancy habits and protect the wellbeing of your baby. If you have individual needs, a Maternity Support 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 the Maternity Support Nurses 24 hours a day to ask questions or talk over your concerns. After delivery, support and answers to your questions is available up to 6-weeks postpartum.

\$200 Incentive!

Earn \$50 upon enrollment in the Maternity Support Program and \$150 upon completion of the program.

Call **1-877-201-5328** to speak with a Maternity Support Nurse to enroll!

Doula Services

What is a doula?

Doulas are trained professionals that provide emotional, physical, and informational support and guidance to birthing parents before (antepartum), during (labor and delivery), and after (postpartum) childbirth. Doulas aren't medical professionals, do not provide medical care and do not replace the role of midwife or OB/GYN. Rather, they offer information and advocacy to help pregnant people navigate the healthcare system, make informed decisions about their care, and create a birth plan based on personal and cultural preferences. A doula can significantly reduce negative birth outcomes and improve the overall birth experience.



What are my options for obtaining doula services?

Eligible members have two (2) options:

- **Virtual Doulas available through Maven.** Access virtual doula services through Maven. Maven virtual doulas may assist in the creation of a birth plan, discuss birthing positions and breathing techniques, educate patients so they can advocate for themselves during the birthing process, and more. Virtual doulas are at no cost to the member and are available 24/7/365 by joining Maven at www.mavenclinic.com/join/franklincounty.
- **In-person Doula, reimbursable through the Cooperative medical plan.** Doula services are available in-person (or via telehealth when unavailable in-person). In addition to all the services available through a virtual doula, an in-person doula may assist in planning a home birth, use their voice or hands during labor to provide physical support and provide an understanding of hospital procedures and local hospital climate. The Cooperative offers a Doula Reimbursement Program that will reimburse, up to \$3,000, the cost of in-person and/or telehealth services obtained from any certified doula.

For more information regarding the Doula Reimbursement Program including eligible and ineligible expenses and how to submit a claim to UnitedHealthcare for reimbursement, review the Doula Benefit Summary and FAQ posted at BeWell.franklincountyohio.gov.

Virtual Doulas are available to employees and spouses/domestic enrolled in the Health Plan.

In-Person Doulas are available to everyone enrolled in the Health Plan (employee, spouse/domestic partner, children.)

Additional Benefits and Programs to support emotional and financial health

Emotional Wellbeing Solutions (formerly EAP)

Call 1-800-354-3950 or register/log in
to liveandworkwell.com

Unlimited support by phone 24/7

- Information and videos regarding pregnancy and childbirth
- Self-help resources
- Parenting resources

For short-term support

- Stress, anxiety, depression and more
- Legal and financial services offered at a discounted rate
- Parenting support
- And more

Confidential

- No cost to you
- Available to all dependents and anyone in the household

Unlimited support by phone 24/7

A master's level clinician will provide short-term support and advice, and help you find local resources for ongoing care, if necessary.

In-Person or virtual counseling sessions

Employees and their household members are eligible for 8 sessions per issue per year.

For Employees Only - Onsite EAP consultant

Convenient, confidential consultations are available in your workplace. Get support on a range of topics from work-life balance to communication strategies.

- No cost to you
- Confidential
- Quick and easy scheduling
- Call **1-614-525-6773** to schedule your confidential session

Enrich Financial

Enrich is a personalized finance program that provides access to tailored 1:1 financial coaching, ensuring you have the support and resources needed to achieve your financial aspirations.

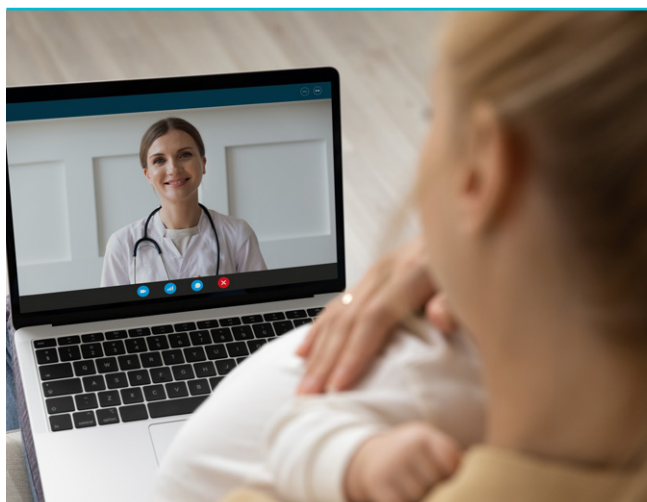
Enrich can be found under the 'Wellness Hub' tab in your ThriveOn portal at fccThriveOn.com.

MetLife Legal

Employees enrolled in the voluntary MetLife Legal Plan have unlimited access to a nationwide network of attorneys. The plan includes coverage for adoption, guardianship, reproductive assistance matters such as surrogacy, and more.



Helpful Benefits during pregnancy and after the baby is born



Virtual Visits

Good for parents and baby

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.

Free care from your home, or anywhere!

Virtual visits are available at a \$0 copay (no cost to you)!

Get care in 20 minutes or less.

Use a Virtual Visit for these minor medical needs:

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

Prepare for your Virtual Visit

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

- Medical ID card
- Pharmacy location

Dispatch Health:

On-demand urgent medical care that comes to your home

What is Dispatch Health?

Getting the medical care you need can be inconvenient and expensive. That's why we're bringing you a new way to receive medical care. Dispatch Health offers safe, convenient and affordable medical care in your home for urgent health needs that do not require an ER visit. Get the care you need and recover comfortably at home. They are available seven days a week from 8 a.m.-10 p.m., including weekends and holidays.

Who is eligible?

Everyone enrolled in the health plan (employees, spouses/domestic partners, children).

What is the cost?

Dispatch Health is in-network with UnitedHealthcare and is billed at the same cost as an urgent care visit.

What is treated?

- ✓ Sprains
- ✓ Stitches
- ✓ Flu
- ✓ Falls
- ✓ Bronchitis
- ✓ Nosebleeds
- ✓ UTI
- ✓ Kidney Stones
- ✓ COVID-19 Symptoms
- ✓ Diarrhea
- ✓ Nausea/Vomiting
- ✓ And more!

Please Note: For life-threatening and time-sensitive injuries and illnesses (e.g., heart attack or stroke), call 911 or go to the nearest emergency room. Dispatch Health shouldn't be used in a life-threatening emergency and doesn't replace your primary care provider or your OB-GYN.

Booking an appointment is simple, so you can focus on rest and recovery.

- 1 Call (866) 907-9287 to request care
- 2 Explain your symptoms
- 3 Dispatch Health medical team arrives at your home
- 4 After the visit, Dispatch Health will update your family doctor and handle billing directly with UnitedHealthcare.

Visit DispatchHealth.com to learn more!

The Cooperative's Health Engagement Nurses

*Let Franklin County's Health Engagement Nurses — **Therese Lentz, MSN, RN, Brittany Meszaros, BSN, RN, and Laura Lawrence BSN, RN** — assist you and your family with health information before, during and after your pregnancy.*

Therese, Brittany and Laura 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, they offer blood pressure/weight/BMI screenings.

Will my personal information remain private?

Yes, all information shared with a Health Engagement Nurse is strictly confidential and is not shared with your 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** to speak with Nurse Therese, Nurse Brittany or Nurse Laura. Or use the email addresses provided below.




**Therese Lentz,
MSN, RN**

 Therese_Lentz@uhc.com




**Brittany Meszaros,
BSN, RN**

 Brittany_Meszaros@uhc.com



**Laura Lawrence,
BSN, RN**

 Laura.J.Lawrence@uhc.com

Contact Information

UnitedHealthcare

myuhc.com
877-440-5983



UnitedHealthcare
app

OptumRx

optumrx.com
855-312-2307



OptumRx
app

Maven

mavenclinic.com/join/franklincounty



Maven Clinic
app

Dispatch Health

dispatchhealth.com
866-907-9287

Benefits & Wellness Office

373 South High Street, 25th Floor
Columbus, Ohio 43215

BeWell.franklincountyohio.gov

614-525-5750

Emotional Wellbeing Solutions (formerly EAP)

www.liveandworkwell.com

Use access code: EAP

800-354-3950

Enrich

Call 888-802-1451 to connect with
Enrich coaching.



Enrich
app

MetLife Legal

members.legalplans.com

800.821.6400



MetLife Legal
app

Apps available on the Apple App Store
and the Google Play Store.

