New Maternity Care Management Program

In October 2016, we partnered with ProgenyHealth® to help us better manage the care of HAP and HAP Empowered members who began their lives in the NICU or Special Care Nursery. Progeny Health specializes in NICU Care Management for preterm and medically complex infants through their first year of life. Their nurse and social worker Case Managers work closely with HAP and HAP Empowered members, attending physicians and nurses to promote healthy outcomes for infants, mothers, and families.

Effective November 1, 2021, we're expanding our partnership to include the ProgenyHealth Maternity Care Management program. Eligible HAP Fully Insured Commercial, HAP Empowered Medicaid, and ASO Henry Ford Health System members who are looking to start a family or are already pregnant can benefit from this program. There is no cost to your patients or you.

Program services

ProgenyHealth Maternity Case Managers work collaboratively with the member's doctors to help ensure a healthy pregnancy. Services will vary based on the members needs and acuity. Enrolled members will have access to support services including, but not limited to:

- Behavioral Health screening and interventions
- Family planning education
- Access to ProgenyHealth case managers through a case manager line
- Early and ongoing risk assessments for all women who enroll
- Multidisciplinary team that will work with enrolled member's and their providers to address medical, behavioral, and social issues
- Complex Case Management services for high-risk moms
- Postpartum and parenting support
- Digital engagement, ongoing education, and support through Ovia Health™ enterprise mobile applications

Enrollment options

The program is voluntary. Here are the enrollment options.

- Members can:
    - Call ProgenyHealth at **(855) 231-4730**
    - Download and enroll through the Ovia Health™ enterprise mobile app
- Providers can:
    - Make a referral by calling ProgenyHealth at **(855) 231-4730**
      8:30 a.m. to 5 p.m., Monday – Friday EST
    - Submit a referral via secure fax using the attached form

Resources

Below are helpful resources for providers and members.

HAP fully insured commercial members	https://www.hap.org/health-programs/maternity
HAP Empowered Medicaid members	https://www.hap.org/pregnancy
Providers	• Log in at **hap.org**; select *Resources; Caring for Your Patients; Maternity Care Management & Medically Complex Newborn programs* • Visiting: https://info.progenyhealth.com/provider

Thank you for your ongoing partnership. We look forward to supporting your patients through this program.

Maternity Care Management Program

Provider Frequently Asked Questions (FAQ)

Program Overview

ProgenyHealth and HAP have introduced an innovative care management program to support maternal and infant health. The program offers educational resources, support programs, case management, and Ovia Health™ mobile apps to guide a woman through a healthy pregnancy, postpartum, parenting and return to work.

ProgenyHealth will identify women with high-risk factors early in pregnancy and intervene to support their transitions and improve infant health outcomes. The program will also help pregnant and new mothers solve social determinants of health (SDoH) that can impact the health and well-being of the mother, infant, and family.

Who is ProgenyHealth?

ProgenyHealth is a national company dedicated to Maternity and NICU Care Management. We serve women, infants and families along the maternity care continuum, from pregnancy and postpartum to parenting and return to work. We also have a specialized expertise in managing preterm and medically complex births that result in NICU admissions.

With more than 18 years of care management experience, ProgenyHealth has a distinct vantage point on maternal and infant health. We know that early-stage maternal health plays a significant role in outcomes and alters the long-term health and quality of life for mothers, infants and families.

How does the program support my maternity patients?
The ProgenyHealth Maternity Care Program includes:

○ **Intelligent Platform** – Our proprietary platform, Mom Path℠, serves as a comprehensive medical record that drives all interventions and care pathways based on evidence-based protocols and maternal risk factors.

○ **Complex Case Management** – Women with risk factors are paired with a maternity case manager to develop a personalized care plan which can be shared with their OB provider for input.

○ **Return to Work** – Helping women transition back to the workplace and navigate job issues, childcare, and more.

○ **Parenting Support** – Support with parenting skills, infant sleep, breastfeeding, home safety, immunizations, and more.

○ **NICU Care Management** – Specialized utilization and nurse case management if an infant requires a NICU admission.

○ **Digital App** – Reproductive health support from cycle tracking and conception to pregnancy and parenthood.

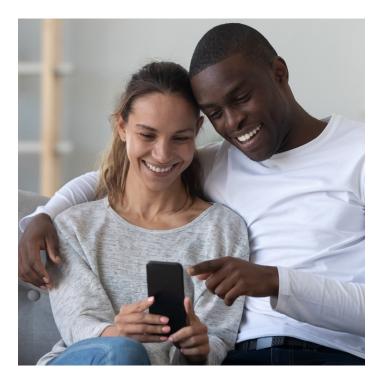○ **Additional Program Components** – Coming in 2022.

How do my patients work with ProgenyHealth Maternity Case Managers?

Physicians can refer any HAP Fully Insured Commercial, HAP Empowered Medicaid and ASO Henry Ford Health System member to the program. Case managers will reach out to the patient and establish a relationship. The patient and case manager will develop a customized and personalized care plan collaborating with the OB provider. This specialized support may continue from pregnancy through the first eight months postpartum.

In the event of a NICU admission, ProgenyHealth proactively engages providers and families. Because of our unique NICU expertise, our approach helps to optimize outcomes.

How does ProgenyHealth collaborate with my OB/GYN practice?

ProgenyHealth will work with you to support a healthy pregnancy for your patient. In the event of issues or concerns, we will reach out and keep you updated on your patient's progress.

What members are eligible for this program?

Currently the program is available to HAP Fully Insured Commercial, HAP Empowered Medicaid and ASO Henry Ford Health System members.

Are there any costs involved?

No. The costs to you or your patients are covered by HAP Fully Insured Commercial, HAP Empowered Medicaid and ASO Henry Ford Health System.

To refer a patient:

- Fax the referral form found in the provider toolkit.
  Log in at hap.org, then:
  > Select Resources
  > Caring for Your Patients
  > Maternity Programs
  > Maternity Care Management Program – Provider Toolkit
- Call 1-855-231-4730 Monday – Friday, 8:30 AM – 5:00 PM.
- Encourage your patients to download Ovia Health™. A patient flyer with instructions can be found in the provider toolkit.

The ProgenyHealth Maternity Care Management program includes Ovia Health™ mobile apps that allow your patient to:

- **Make** their own experience
- **Track** their pregnancy with updates
- **Connect** with pregnant women and moms
- **Contact** their ProgenyHealth Case Manager

If you have questions, please call **1-855-231-4730** Monday through Friday between 8:30 AM–5:00 PM, or visit **info.progenyhealth.com/provider**

ProgenyHealth Maternity Services
Patient Referral Form

For HAP Empowered Medicaid & HAP Fully Insured Commercial Health Plan Members

Referral Date: _____ / ___ / _____

MEMBER INFORMATION

First Name: _____ Middle Initial: _____ Last Name: _____

Date of Birth: _____ / ___ / _____

Address: _____

City: _____ State: _____ ZIP: _____

Phone Number: (_____) _____ Mobile Number: (_____) _____

Last Menstrual Period (LMP): _____ / ___ / _____ Estimated Date of Delivery: _____ / ___ / _____

Gravida _____ Para _____

Insurance information

Health Plan: _____ Subscriber ID: _____

PROVIDER INFORMATION

Name: _____ Practice Name: _____

Address: _____ Suite #: _____

City: _____ State: _____ ZIP: _____

Main Number: (_____) _____ Fax Number: (_____) _____

Provider Specialty:

❍ OB/GYN ❍ Maternal-fetal Specialist ❍ Midwife/Doula

❍ Family Practitioner ❍ Internal Medicine ❍ Other: _____

Reason for referral to ProgenyHealth Maternity Services:

❍ High-Risk Diagnosis – Specify: _____

❍ Maternal Mental Health Concerns – Specify: _____

SDoH concerns: ❍ Financial Strain ❍ Housing Concerns ❍ Transportation Barriers

❍ Domestic Violence ❍ Other: _____

SECURE FAX TO:
866.469.4868

PROGENYHEALTH
450 Plymouth Road, Suite 200 • Plymouth Meeting, PA 19462
Toll-free: 1-855-231-4730 • 8:30AM – 5:00PM Monday – Friday