

UPMC Health Plan Prenatal and Postpartum Support Programming

The UPMC Health Plan Baby Steps program is a maternity care management program offered to women enrolled in all applicable UPMC Health Plan insurance products. An experienced maternity nurse serves as a health coach throughout the woman's pregnancy including the postpartum period.

- **Variety of support throughout the pregnancy continuum**
 - Experienced RN and LCSW
 - Telephonic and face-to-face encounters
 - Maternal/child regional care teams
- **Comprehensive needs assessment, including SDoH, BH, substance use**
 - Connects families to community resources to reduce/eliminate barriers to care
 - Assists in locating PCP and specialty providers and services as needed
 - Address gaps in care
 - Addresses health and racial disparities
 - Focuses on family strengths, positive parenting
- **Supports coordination of care for members/families with all healthcare team members**
- **Provides education and resources to help members better understand/manage chronic conditions and improve negative lifestyle behaviors**
- **Offers guidance to navigate health care systems**

The pediatric care management department has a variety of programming to support our pediatric members and their families from birth until the child's 21st birthday. All programming is family-centric to provide comprehensive support to the everyone residing in the household. The NICU care management program focuses on our most vulnerable members to help facilitate discharge planning and a smooth transition to home.

- **Variety of support throughout the newborns first year of life**
 - Telephonic RN CM and Social Workers with clinical expertise
 - Onsite staff currently available at Children's Hospital of Pittsburgh and Magee Women's Hospital NICUs
 - Focus on all infants with NICU stays 5 days or greater and/or all babies with dx of NAS
 - Supporting families in recovery (as applicable)
 - Dedicated NICU UM RN team receive admission notifications provides real time identification of babies which allows for timely outreach to inpatient CM staff and/or families
 - Collaboration with inpatient facility care management teams to support discharge planning and address identified needs of families
 - Warm hand off and connection to home based services and community-based organizations focused on early childhood and family support

UPMC Maternity and Pediatric Care Management contact information:

UPMC Health Plan Health Management: 1-866-778-6073

UPMC Health Plan Special Provider Assistance (SPA): 1-855-772-8762 or Provider Online Portal