



# welcome, baby!

## We're Here for You and Your Baby

### Congrats on the new addition to your family!

This can be an exciting and busy time. And everyone's journey is unique. That's why we offer support to fit your needs.

Our maternity program gives you access to a team of people trained to help you after your delivery.

We can work with you over the phone. Or we can connect digitally through CareTN, our mobile app.

#### Your care team includes:

- › Nurses
- › Health navigators
- › Social workers
- › Health educators
- › Dietitians
- › Mental health specialists
- › Pharmacy specialists

## A quick look at your benefits

Your health plan includes many benefits you can use to help care for you and your baby, including:

- › **Health coverage:** Your maternity health coverage doesn't stop once your baby is born. It continues for 12 months after delivery.
- › **Free breast pump:** You can get an electric breast pump at no cost to you. You'll need a prescription from your doctor first. Then, you can order your pump online. Just go to [aeroflowbreastpumps.com](https://aeroflowbreastpumps.com).
- › **Lactation support:** A lactation consultant can help guide you through any questions you have or problems that come up while you're breastfeeding.
- › **Dental care:** Routine dental care is part of your benefits. Your body goes through hormonal changes during pregnancy. Some of these changes can affect your mouth and teeth. So right now, it's extra important to keep up with your routine dental exams.
- › **Diaper allowance:** You can get up to 100 diapers each month for children under 2 at no cost to you. Your prescription plan covers this diaper benefit. And you can pick them up at a participating pharmacy. For details, go to [TN.gov/TennCare/diapers](https://TN.gov/TennCare/diapers).



### YOUR BABY'S BENEFITS

Your benefits don't cover your newborn. Your baby will need their own health care coverage. So don't wait. If you haven't already, you or a helper should call TennCare Connect. You can reach them at **1-855-259-0701**. They'll help walk you through your next steps.



## Care for your baby

Your baby needs to see their doctor often in their first year. First, they'll see their doctor after birth while they're still in the hospital. Then they'll see their doctor again at:

- › 3–5 days old
- › 1 month
- › 2 months
- › 4 months
- › 6 months
- › 9 months
- › 12 months (1 year)
- › 15 months
- › 18 months
- › 24 months (2 years)
- › 30 months

Starting at 3 years old, your child will need to see their doctor once a year for their routine checkup (also called a well-child visit).

Need help finding a doctor or scheduling your child's appointments? Let us know.

### SPECIALTY CARE

If your baby is staying in the hospital for longer than normal for special care after delivery, let us know. We're here for you with extra support. We'll tell you about some of the care your baby may get, what to expect during their hospital stay and equipment you may need. We can also help you get ready to bring your baby home and care for them once they're out of the hospital.

## Care for you

You need support and care during this time, too.

### Postpartum visits

**It's important for you to see your doctor.** You should follow up with your pregnancy care provider three weeks after birth and have a comprehensive exam at 12 weeks. They'll make sure you're doing well and healing the way you should be. And if you had a high-risk pregnancy or cesarean section (C-section) delivery, you may need to see your doctor more often. Need help scheduling a visit? Let us know. We can help set it up for you.

### Routine care

**Don't forget your regular checkups.** Your care team can help you set up your next appointment with your primary care provider (PCP). Your PCP can help make sure you're up to date on your screenings. And they'll check in on your overall health.

### Personal support

**Your care team is here for you.** We can help answer any questions you have about your benefits, your health or your baby's health. We can also help connect you with resources you need, like baby supplies, food, transportation and housing.



## More than the baby blues

It's normal to feel sad, restless or moody in those first days after your baby is born. This is often called the "baby blues." And it usually goes away on its own.

But if you're feeling anxious or depressed for longer than two weeks, having scary thoughts or feel like you're unable to care for your baby, you may have postpartum depression.

Postpartum depression is common. But unlike the baby blues, you may need treatment to feel better.

Tell your doctor what you're feeling. Try to be as honest as possible. And don't forget to lean on your care team for support. We can help answer your questions, set up your doctor visits and connect you with a mental health specialist, if needed.



### MEDICINE AND PREGNANCY

**Did you have any medications you had to stop taking because of pregnancy?** Not sure when you can start taking them again?

**Here are three ways to find out more information:**

- › Ask your doctor. Make sure they know if you're breastfeeding or planning to breastfeed.
- › Call the Infant Risk Center at **1-806-352-2519** with your questions.
- › Download the MommyMeds app on your smartphone. It has info on breastfeeding safety for more than 1,500 drugs.

### MORE SUPPORT

Visit our webpage for new and expecting parents. Just go to [bluecare.bcbst.com/maternity](https://bluecare.bcbst.com/maternity). There, you can find more information about postpartum depression. And you can learn about other important topics like recovery after childbirth, breastfeeding, safe sleep, baby spacing and birth control.

**Have questions about these topics? Need help using your benefits?** We're here for you. Contact your care team through the CareTN app. Or give us a call at the number on the back of your Member ID card.

## Connect with us

Our maternity program is free and gives you access to your own team of health care professionals.

We'll check in with you often to see how you're doing. This helps us make sure you're getting quality care. And it helps us provide you with information and resources tailored to your needs.

You can also chat with us anytime during business hours. Even after completing the program.

### The CareTN app

You can participate in our maternity program by phone. Have a smartphone or tablet? You can also join this program through the CareTN app.

The app is convenient and private. You can message us anytime. And we'll send you articles or videos each week. We cover topics like:

- › Breastfeeding
- › Car seat safety
- › Recovery after birth and postpartum visits
- › Depression and anxiety
- › Well-child visits
- › Resources and information you may need if your baby is staying in the hospital for specialty care after delivery — including details about important equipment, coping skills, milestones, and education about conditions like jaundice and neonatal abstinence syndrome (NAS)

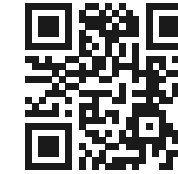
You can also use the app to set reminders. This can help you keep track of medicine you take or your doctor appointments.

### We're here for you

You can participate in the maternity program through the CareTN app for up to 45 days after your baby is born. But the help doesn't stop there. Your care team will still be here for you after the program ends.

## Ready to get started?

Scan this QR code with your smart device to download the CareTN app and get started with our free maternity program.



USE ACCESS CODE

**bcthelpjoy**

Have your Member ID handy.



EARN REWARDS

Need one more reason to use the CareTN app? If you participate in the maternity program through the app, you can earn a gift card for completing this important step.

**\$25**

Getting your postpartum visit 7–84 days after delivery

**Gift card requirements:** To get a gift card, Medicaid (TennCare<sup>SM</sup>) or CoverKids must be your primary insurance at the time you complete the eligible action. And your insurance must be active at the time your gift card is sent. To earn a gift card for your postpartum visit, your visit must be between 7 and 84 days after giving birth. You'll get your gift card within 60 days of the date we receive and process your claim. Gift cards must be used within six months of receipt.



Do you need help with your health care, talking with us, or reading what we send you? If so, call us for free at:

BlueCare **1-800-468-9698**  
TennCare*Select* **1-800-263-5479**  
CoverKids **1-888-325-8386**  
(TRS: **711** ask for **888-418-0008**)



BlueCare<sup>SM</sup>  
TennCare*Select*  
CoverKids

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Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare **1-800-468-9698**. Llame al TennCare*Select* **1-800-263-5479**. Llame al CoverKids **1-888-325-8386** (TRS: **711: 1-888-418-0008**).

ی‌دروک :Kurdish

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TRS: **711: 1-888-418-0008**) **1-888-325-8386** CoverKids **1-800-263-5479** TennCare*Select* **1-800-468-9698** BlueCare

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