



## Healthy First Steps (HFS)

UnitedHealthcare has developed a national model for maternal care. Implementation of this National Healthy First Steps (HFS) program is a strategy to leverage best practices across the organization to improve maternal and infant outcomes and care.

HFS has proven its efficacy over the years. Many providers have partnered with this program to enhance member and provider relationships. We urge your support and partnership with Healthy First Steps and would welcome the opportunity to discuss the Program in more detail at your convenience.

The Healthy First Steps (HFS) program is available for all pregnant UnitedHealthcare Rite Care and Rhody Health Partner members. While the HFS program is a voluntary program; all pregnant members are encouraged to participate. Members may self-refer, be referred by their provider or be identified by eligibility or claims data.

### Program Referral

Providers are requested to make Healthy First Steps referrals as soon after the member's first prenatal office visit as possible.

Referrals may be made by faxing any of the following:

- ACOG prenatal form, pages 1 and 2 (**preferred form**)
- Other forms with sufficient clinical information to determine risk level such as member clinical record
- Healthy First Steps OBRAF or ONAF forms

**The New HFS Telephone number is 1-800-599-5985**

**The New HFS Referral fax number is 1-877-353-6913**

### Enrollment and Follow up Process

Once identified, a Healthy First Steps staff member will contact the member and provide a program overview, enrollment opportunity and discussion of their past and current health care and psychosocial needs. Level of risk is ascertained with assignment to either a Health Coach or Care Manager for telephonic followup. Risk levels are evaluated throughout the pregnancy. All OB Care Managers are Registered Nurses with extensive obstetrical backgrounds.

### Program Goals

The ultimate goal of the HFS program is to improve pregnancy outcomes by:

- Facilitating early entry into medical care and program enrollment
- Providing education related to self care, physical and emotional changes related to pregnancy, recognition of complications, and preparation for labor, delivery and infant care
- Improving provider visit compliance during pregnancy with return for post partum exam
- Partnering with Providers to manage co-morbid conditions, pregnancy complications and specialty provider identification and referral as indicated
- Identification and referral to community resources
- Providing a multidisciplinary team to address medical, social and behavioral needs

**Inpatient Stays and Discharge**

Hospital admissions are reviewed and authorized by the Healthy First Steps Inpatient Care Managers. Communication within the HFS team related to discharge planning, home care needs and required education facilitates continuity of care for members. Discharge from the HFS program occurs two months after delivery. If additional medical needs are identified, the member will be referred for continued care management services.

Infants requiring NICU admission are also managed by the Healthy First Steps team. Inpatient authorizations, family education and discharge planning occur while the infant is hospitalized. Infants are followed for 30 days after NICU discharge within the HFS team. If additional care management needs are identified, the infant will be referred to a Pediatric Care Manager within the Plan.