

# Expecting the Best®

## Provider Information



FirstCare Health Plans is pleased to offer enhancements to Expecting the Best®, a maternity program focused on helping expectant mothers enjoy a healthy pregnancy. We can assist your office with care coordination of our members to enhance patient experience, resulting in increased positive outcomes.

### There are two ways you can help patients initiate Expecting the Best®

#### Maternity Case Management

For questions or to refer a high-risk FirstCare patient for specialized Maternity Case Management, email the following to [HPMaternityCaseManagement@bswhealth.org](mailto:HPMaternityCaseManagement@bswhealth.org):

- Patient name
- Patient's preferred phone number
- FirstCare member number
- Brief description of patient needs or risk factors

#### Digital Resources

FirstCare members can get support throughout pregnancy and baby's first year with free text messages on topics like prenatal care, newborn health, parenting and more.

Patients can download the **Text4baby** app or visit [text4baby.org](http://text4baby.org) to sign up.

Once enrolled, your patients will benefit from diverse program features for the duration of their pregnancy and one year postpartum.

- Dedicated support from our specialized maternity case management team
- Active guidance for high-risk pregnancies
- Access to a nurse 24/7
- In-home support for high-risk conditions such as diabetes, hypertension and severe nausea, plus available resources for any complications
- Depression screening following delivery, including postpartum resources
- Educational videos on focused topics
- Planning and educational tools for returning to work



Questions?

Email: [HPMaternityCaseManagement@BSWHealth.org](mailto:HPMaternityCaseManagement@BSWHealth.org)