

Helpful Information for You and Your Baby January 2024

OHP-UHA-24-013



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Welcome!



Dear Member:

The Oregon Health Plan (OHP) told Umpqua Heath Alliance (UHA) that you are pregnant. UHA congratulates you on your pregnancy. We want to help you and your family have a healthy pregnancy experience. Our first step is to send you this letter.

Please see an Obstetric or Mid-Wife provider for medical care as soon as possible. Getting good care early in pregnancy is very important for you and your baby. Choose a provider who will care for you during your pregnancy, during your hospital stay and after delivery. Please make this choice now. See page 14 of this booklet for a list of available providers.

As soon as your baby is born, please tell your caseworker of the birth. Then, please call UHA Customer Care to tell us who will be your baby's Primary Care Provider (PCP). If you do not have a PCP or need help finding one for your baby, call UHA Customer Care at 541-229-4842, TTY 541-440-6304 or TTY 711.

Sincerely, Umpqua Health Alliance Customer Care Department

Get this information in any language or format for free. All interpretation services are free. Call 541-229-4842 (TTY 711).

Obtenga esta información de forma gratuita en cualquier idioma o formato. Todos los servicios de interpretación son gratuitos. Llame al 541-229-4842 (TTY 711).



Important Numbers Directory

Organization	Phone Number
Advantage Dental Services	866-268-9631
FDA Food Information Line	888-723-3366
Foodsmart	888-837-5325
Bay Cities Brokerage (BCB)	877-324-8109
Mercy Medical Center	541-673-0611
National Maternal Mental Health Hotline	833-943-5746
National Suicide Prevention Hotline	988
New Day Program	541-229-7049
Oregon Health Plan	541-229-4842
Safe Haven	541-464-2740
text4baby	Text "BABY" to 511411
UHA Customer Care	541-229-4842
United Community Action Network (UCAN)	541-440-3516
UPLiFT	541-670-5964
Woman, Infant, and Children (WIC)	541-440-3516

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Free Rides to Care



Free Rides to Medical Services Brokerage

Bay Cities Brokerage (BCB) provides Free Rides (also called non-emergency medical transportation—NEMT) to Oregon Health Plan (OHP) Umpqua Health Alliance (UHA) clients traveling to covered medical services. Free Rides are for clients who have no other way to get to their medical services. You may get paid if you drive yourself or a friend or family member can take you. BCB contracts with local companies to provide medical transportation rides. Your rides may have different providers, depending on which provider is available.

Scheduling a Ride

Contact BCB call center Monday-Friday between 8 a.m. and 5 p.m. at **877-324-8109** to arrange your transportation. Rides should always be scheduled at least two business days in advance and no less than 24 hours, if possible.

Types of Services Offered

Your ride is scheduled with the most cost-effective type of service that meets your needs. Based on your situation, this could be:

- Bus (tickets/pass) or Mass transit
- Wheelchair van
- Car
- Secure Transport
- Stretcher car
- Mileage refund
- Meal refund
- Lodging refund
- Debit Card Program

Bay Cities Brokerage

Toll Free: 877-324-8109 Website: https://bca-ride.com

Email: support@bca-ride.com



Help Provide Healthy Foods



HEALTHY FOODS.
HEALTHY KIDS.
HEALTHY FAMILIES.

What is WIC?

The Women, Infant and Children (WIC) Program is a public health nutrition program. WIC helps families with healthy food and so much more!

WIC provides:

- Help to buy healthy foods like whole grains, milk, fruits and vegetables
- Help with your questions about nutrition, exercise, feeding your kids, prenatal care, and more!
- Breastfeeding help and breast pumps for moms who need them
- Classes on many health and parenting topics

Am I eligible?

To get help from WIC you must:

- · Live in Oregon,
- Be a pregnant, new mother or breastfeeding woman, or a child under 5 years old,
- Have a need for good food, AND
- Meet the WIC income guidelines

Douglas County WIC Clinic 251 NE Garden Valley Blvd, Suite N Roseburg, OR 97470 541-440-3516

Foodsmart



foodsmart

As an Umpqua Health Alliance (UHA) member, you have access to Foodsmart at no cost to you. Foodsmart gives you an easy-to-use platform that helps you manage every part of your diet.

Foodsmart can help you reach your health goals, manage chronic conditions, and save you money on groceries.

With Foodsmart you can:

- Schedule unlimited visits (phone or video) with a Foodsmart Registered Dietitian
- Save money on food with grocery planning and delivery tools
- Browse 1000s of recipes and learn to cook delicious healthy food
- Learn to better manage your health and any chronic conditions

Sign up for Foodsmart today!

Get started by calling Foodsmart Customer Care at 888-837-5325 or by following these instructions:

- 1. Go to: <u>umpqua.zipongo.com/signup</u>
- Create an account using your email address and a password of your choice (password must be between 8-15 characters and must contain at least 1 number and 1 letter).
- 3. Enter your UHA Member ID number
- 4. Save your login credentials somewhere safe
- 5. Start taking advantage of all Foodsmart has to offer!



Shelter for Pregnant Women and New Moms

Providing a safe home with hope for a better future, one mother and baby at a time.

Who We Are?

Safe Haven Maternity Home opened its doors in 1992 to provide a safe, comfortable place for pregnant young women, or women with babies, who are homeless, or in unsafe or bad living situations. Today, they continue to provide the same safe place for young women in crisis with 24 hour paid staff. They have a license to house eight women and their babies. To date, they have assisted over 900 women and babies. Each resident may stay through her pregnancy, delivery and up to six months after childbirth, or longer if needed. A personal plan is developed to assist each mother with safety and support before leaving Safe Haven.

Safe Haven Mission Statement

To provide a safe home to meet the spiritual, emotional, physical and educational needs of pregnant young women, and young women with babies who are homeless or in crisis.

Safe Haven program provides:

- Good meals
- Rides to school, medical, community agency and job appointments
- Home living skills

- Budget/money management
- Computer training
- Continued education
- Career planning
- Overall Health Care

Mailing address:

PO Box 1822 Roseburg, OR 97470

Office address:

445 Chestnut Ave Roseburg, OR 97470

Phone: 541-464-2740





Because babies don't come with handbooks

Healthy Families of Douglas County is a free and voluntary parent education and support or



education and support program for moms and dads. The program can:

- ▼ Help parents understand how parents shape the mental, emotional, and physical development of their child.
- Give parents information on child development, before birth through age three. This helps parents understand what to expect, and ways to help their child develop in each stage.

▼ Healthy Families of Douglas County gives all new parents:

- ▼ Referrals to community resources for assistance
- Some families are offered home visits with a trained Home Visitor. They can help you to:
 - Understand what to expect as your child grows
 - Help you talk and listen to your child, and have a strong parent-child relationship
 - ° Cope better with the challenges you face as a parent

Call today and learn more about Healthy Families of Douglas County

251 NE Garden Valley Blvd Roseburg, OR 97470 Phone: 541-440-3516 A program of UCAN United Community Action Network



High Risk Pregnancy Help



Maternity Support Program

If you are considered High Risk during your pregnancy, talk to your OB as soon as possible They will submit a prior authorization to UHA to get you started with the Maternal Fetal Medicine program. Once that is completed, UHA will set you up with Optum's Maternity Support Program. This program focuses on improving pregnancy outcomes by providing outreach strategies and promotions to engage in moms-to-be.

They improve pregnancy outcomes by:

- Identifying expectant mothers to help their engagement in the program
- Conduct risk assessments to identify and manage women at risk for preterm birth and/or other complications
- Provide personalized care and case management by experienced nurse case managers.
- Offer 24-7 BabyLine® and portal to support members with questions about their pregnancy or newborn baby

Contact your OB to get your high risk pregnancy on a safer track!



Dangers of Drug Use During Pregnancy





Information about marijuana use while pregnant, breastfeeding or caring for children

Marijuana and your baby

- Oregon adults can now legally use marijuana. However, marijuana has many chemicals that may hurt developing fetuses, babies and young children.
- You may be using marijuana to treat a medical condition, such as nausea, anxiety or pain. If so, ask your health care provider about other treatments that may be safer for you and your baby.

Marijuana, pregnancy and breastfeeding

There is no known safe level of marijuana use during pregnancy.

- THC is the chemical in marijuana that makes you feel "high".
 It stays in your body fat for a long time. THC can pass to your baby if you use marijuana while pregnant or breastfeeding.
- THC may negatively affect babies' developing brain and their ability to do well in school later.
- Using marijuana during pregnancy may increase the risk of stillbirth.

Child Safety

- If your child eats or drinks marijuana by accident, call the poison control hotline as soon as possible.
- If your child is not responding or seems very sick, call 911 or go to an emergency room right away.



Community Resources



Douglas Education Service District (Douglas ESD) is part of the UPLiFT program that connects families to resources and supports that best fits their needs. They provide information about early childhood home visiting programs, preschools, behavioral health services, and programs that provide help in getting your basic needs met. UPLiFT is for families who are expecting a baby, or with children ages 0-5. They also help children with special needs up to age 21.

To submit a referral to get these services:

Call

Text

541-670-5964 Text: uplift1 to 484848

Scan

Online



www.community-uplift.com



Food Safety Information

It's Especially Important for You

Congratulations on your pregnancy! Food safety should be important to everyone, but as a pregnant woman it is especially important for you to learn how to protect yourself and your unborn baby from foodborne illness.

When you become pregnant, your body naturally undergoes hormonal changes, some of which also change your immune system, making you more susceptible to contracting a foodborne illness. The immune system is the body's natural reaction or response to "foreign invasion".

Smart Menu Choices				
Lower Risk:				
✓ Hard or processed cheeses. Soft cheeses only if they are made from pasteurized milk.				
✓ Fully cooked fish or seafood.				
✓ Hot dogs reheated to steaming hot. If the hot dogs are served cold or lukewarm, ask to have them reheated until steaming, or else choose something else.				
Grilled sandwiches in which the meat or poultry is heated until steaming.				
✓ Fully cooked fish that is firm and flaky				
Fully cooked eggs with firm yolk and whites.				
Salads, wraps, or sandwiches containing cooked sprouts.				

For more information about Food Safety, call the FDA Food Information Line: 1-888-SAFE FOOD (1-888-723-3366).

Immunization Information

Vaccines help protect you and your baby against serious diseases. When you get vaccines, you aren't just protecting yourself, you are giving your baby some early protection too.

Below is a list of CDC recommended immunizations. Please talk to your provider about which ones might be best for you. For more information, please visit https://www.cdc.gov/vaccines/pregnancy/vacc-during-after.html

- ☑ Whooping cough
- ✓ Flu
- ☑ COVID-19
- ☑ Respiratory syncytial virus (RSV)

Your provider may recommend you receive vaccines right after giving birth. Vaccination after pregnancy is especially important if moms did not receive certain vaccines before or during pregnancy. Please talk with your provider about options that are right for you.

As a parent with a new baby, we would like to give you a help-ful checklist of CDC recommended immunizations for children from birth through 6 years old. For more information, and for vaccine age recommendations, visit https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html

- ☑ Hep B
- ☑ Tdap
- ☑ Hib
- ☑ IPV
- ☑ PCV15, PCV20
- **⋈** RV
- ✓ Influenza (yearly)

- ☑ MMR
- ✓ Varicella
- ☑ HepA
- ☑ Respiratory syncytial virus (RSV)



Immunization Information

Service	In-network services	Out-of- network services	Who can get it
Immunizations There are no limits to the amount, duration, and scope of this medical benefit. Members have direct access to these services. Self-referral is allowed.	No referral or preapproval	Preapproval may be needed	Members with medical coverage through UHA (CCOA and CCOB benefit type)

If you need help finding where to get immunizations for you or your baby, contact UHA Customer Care at 541-229-4842.



Dental Care

Good Dental Health Is Important When Pregnant

When you're pregnant, you may be more prone to gum disease and cavities, which can affect your baby's health. Follow these 3 steps to protect your teeth:

- 1. See a dentist (it's safe!) before you deliver.
- 2. Brush your teeth twice a day.
- 3. Floss Daily.

If you have nausea, rinse your mouth with 1 teaspoon of baking soda in a glass of water after you get sick. This helps wash stomach acid away and keep your tooth enamel safe.

Dental Care for Babies

- Wipe gums twice a day with a soft, clean cloth in the morning after the first feeding and right before bed to wipe away bacteria and sugars that can cause cavities.
- When teeth come in, start brushing twice a day with a soft, small-bristled toothbrush and plain water.
- Visit the dentist by your baby's first birthday to spot signs of problems early.
- Talk to your dentist or doctor about putting fluoride varnish on your child's teeth as soon as the first tooth appears.
- For children younger than 2, consult first with your doctor or dentist regarding the use of fluoride toothpaste.

For more information, visit the CDC's website at https://www.cdc.gov/oralhealth/basics/childrens-oral-health/ index.html

If you need help finding yourself or your baby a dentist, contact Advantage Dental Services, LLC today!

- Phone number: 1-866-268-9631
- Website: www.advantagedentalservices.com

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Vision

Your child's vision helps them take in the world around them, and plays an important role in their development.

Many vision problems begin at an early age, and you should make sure your child gets the recommended eye exams to help keep their eyes healthy. Healthy vision is important for your child's overall development and learning ability.

Your child's pediatrician will likely screen your child's vision as part of their regular checkups. If there signs of a vision problem, they may refer your child to an eye doctor for a more in-depth exam.

If you have any concerns about your child's vision, ask their pediatrician to help find you and eye doctor, or call UHA Customer Care at 541-229-4842. We can also help you find an eye doctor for yourself.

For more information, visit the CDC's website at https://www.cdc.gov/visionhealth/resources/features/vision-health-children.html

Members birth to under age 21, pregnant adults, adults up to 12 months post-partum are covered for

- Routine eye exams every 24 months and when needed.
- Medical eye exams when needed.
- Corrective lenses/accessories when needed.

Examples of medial eye conditions are aphakia, keratoconus, or after cataract surgery.



Diaper Changing

Even a tiny amount of poop, so small you can't see it, can contain millions of germs. Reduce the spread of germs by following the CDC's guidance below for safe and healthy diaper changing. For more information, visit https://www.cdc.gov/hygiene/childcare/in-the-home.html



1. PREPARE

Bring your supplied to the diapering area.



2. CLEAN CHILD

Clean the child's diaper area with wipes. Always wipe front to back!



3. REMOVE TRASH

Place used wipes in the soiled diaper. Throw away the diaper and wipes in the trash can.



4. REPLACE DIAPER

Slide a fresh diaper under the child. Apply diaper cream, if needed, and fasten the diaper and dress the child



5. WASH CHILD'S HANDS

Use soap and water to wash the child's hands.



6. CLEAN UP

Wash the surface with a soap and water mixture and a disposable towel and use disinfectant.



7. WASH YOUR HANDS

Wash your hands thoroughly with soap and water.



Daily Information and Advice Straight to Your Phone



Your baby has you. You have Text4baby.



What is Text4baby?

If you are pregnant or have a baby under one year, you can sign up to receive **FREE text messages** and download the app. You'll receive three text messages each week, timed to your due date or your baby's first birthday. Messages begin during your pregnancy and go through your baby's first year. You'll get information on prenatal and infant care, immunization, developmental milestones, nutrition, oral health, quitting smoking, safety, and more.

All messages you receive from Text4baby are free! Even if you don't have a text messaging plan, you can get these messages at no cost. If you have limited texting per month, Text4baby won't take away from your total number of messages. All major U.S. mobile phone companies are participating in Text4baby.

Sign up now – text BABY to 511411 and download the app in iTunes or Google Play stores.

Looking for information on medicines and pregnancy? The FDA Office of Women's Health has free materials and videos to help you make good choices about the medicines and other products that are safe for you and your baby. Learn more at: https://www.fda.gov/consumers/womens-health-topics/pregnancy



New Day Program

New Day is a service of Umpqua Health Alliance for moms in Douglas County on the Oregon Health Plan. They help pregnant women struggling with substance abuse or other challenges. They work together with you, your OB doctor, and other community providers and agencies to offer support and resources.

The New Day staff can help with:

- Evaluating your needs
- Emotional support
- Counseling
- Buprenorphine Medication Assisted Therapy (MAT)
- Methadone/Suboxone plan
- Drug treatment options
- Stop smoking
- Making and keeping your appointments
- Finding resources

Substance Use During

Pregnancy — A lot of things can cause problems for babies before and after they are born. Sometimes those problems last a lifetime. Smoking, alcohol, substance abuse, marijuana, unsafe housing, poor nutrition, domestic violence, and stress are harmful to pregnant women and their children. The New Day program can help you deal with these things. Even small changes can make a BIG difference.

If you are currently using opiates like heroin or pain pills, or in a methadone or Suboxone program, they can work with a doctor who specializes in MAT to help you get through your pregnancy safely. You want a healthy baby, and we want to help get you there.

Referrals to New Day can be sent to UHA Care Coordination by phone, email, or fax. Arrangements can also be made for a meeting place in the community.

- Office: 541-229-4842, TTY 541-440-6304 or TTY 711
- Email: CaseManagement@umpquahealth.com
- Referral Fax: 541-229-8180

Maternity Case Management

Maternity Case Management is a service of Umpqua Health Alliance for moms in Douglas County on the Oregon Health Plan. They work together with you, your OB doctor and other community providers and agencies to offer support and resources.

Maternity Case Management can help with:

- · Evaluating your needs
- Connection with an OB/GYN
- · Making and keeping your appointments
- Transportation
- Connection to resources
- Additional support

Are you pregnant and unsure what to do next? Most importantly, see a doctor. You can:

- Call your PCP and get a referral.
- Call your OB/GYN to make an appointment.
- Call Customer Care at 541-229-4842, TTY 541-440-6304 or TTY 711 and ask for help.
- Ask your counselor, case manager, or any community partner for help.
- Call to make a self-referral.

Referrals for Maternity Case Management can be sent to UHA Case Management by phone, email or fax.

- Office: 541-229-4842, TTY 541-440-6304 or TTY 711
- Email: <u>CaseManagement@umpquahealth.com</u>
- Fax: 541-229-8180





National Maternal Mental Health Hotline

Are you pregnant or a new parent and feeling sad, worried, overwhelmed, or concerned that you aren't good enough?

For support, understanding, and resources,
CALL OR TEXT 1-833-9-HELP4MOMS
(1-833-943-5746)

The new National Maternal Mental Health Hotline provides 24/7, free, confidential support, resources and referrals to any pregnant and postpartum mothers facing mental health challenges and their loved ones. The service is available via phone and text in English or Spanish.

Pregnancy and a new baby can bring a range of emotions. In fact, many women feel overwhelmed, sad, or anxious at different times during their pregnancy and even after the baby is born. For many women, these feelings go away on their own. But for some women, these emotions are more serious and may stay for months.





Positive Parenting Tips

Skills such as taking a first step, smiling for the first time, and waving "bye" are called developmental milestones. Developmental milestones are things most children can do by a certain age. Children reach milestones in how they play, learn, speak, behave, and move (like crawling, walking, or jumping). For more information, visit https://www.cdc.gov/ncbddd/actearly/milestones/index.html

The following are some things you, as a parent, can do to help your baby during this time:

- ▼ Talk to your baby. They will find your voice calming.
- Answer when your baby makes sounds by repeating the sounds and adding words. This will help them learn to use language.
- Read to your baby. This will help them develop and understand language and sounds.
- Sing to your baby and play music. This will help your baby develop a love for music and will help their brain development.
- Praise your baby and give them lots of loving attention.
- Spend time cuddling and holding your baby. This will help them feel cared for and secure.
- Play with your baby when they're alert and relaxed.
 Watch your baby closely for signs of being tired or fussy so that they can take a break from playing.
- Distract your baby with toys and move them to safe areas when they starts moving and touching things that they shouldn't touch.
- Take care of yourself physically, mentally, and emotionally. Parenting can be hard work! It is easier to enjoy your new baby and be a positive, loving parent when you are feeling good yourself.

For more information, visit https://www.cdc.gov/ncbddd/ childdevelopment/positiveparenting/index.html



In-Network OB Providers and Mid-Wives

Accent on Women's Health 2460 NW Stewart Pkwy, Suite 240

Roseburg, OR 97471 (541) 677-4427

BZOWY, JENNIFER ANP LECHNER, KATHRYN CNM THOMPSON. MITZI WHCNP WONDERLY, DONALD MD (>16)

Centennial Medical Group East dba Evergreen Family Medicine and Women's Health

1937 W Harvard Ave Roseburg, OR 97471 (541) 464-6464

EMO, ALYSSA DO HANNA, STACIE CNM **OLER, ELIZABETH MD POWELL, MARY MD** WADE, KOLBY CNM

Excellence in Women's Healthcare

2564 NW Edenbower Blvd, Suite 134 Roseburg, OR 97471 (541) 492-2350

SEWELL, LINDA MD

Aviva Health Center Roseburg CARHART, KIRSTEN CNM

150 NE Kenneth Ford Dr. Roseburg, OR 97470 (541) 672-9596

STEARMAN, HEATHER MD

Holmes Family Care

(541) 672-7718

2564 NE Edenbower Blvd Suite 126 Roseburg, OR 97471

HOLMES, HEATHER MD

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Helpful Tips

- Always carry yours and your child's OHP and UHA member ID card with you.
 - This will come separately, and you will receive the OHP ID card before the UHA member ID card.
- If you need a new ID card, contact UHA Customer Care at 541-229-4842 to request a new one.

Your ID card has the following information:

- Your Name
- Your ID Number
- Your Plan Information
- Your Primary Care Provider Name and Information
- Customer Service Phone Number
- Language Access Phone Number

My Primary Care Provider is	_
Their number is	
My Primary Care Dentist is	
Their number is	
My Primary OB Provider is	
Their number is	
My Child's Primary Care Provider is	
Their number is	
My Child's Primary Care Dentist is	
Their number is	



Helpful Links

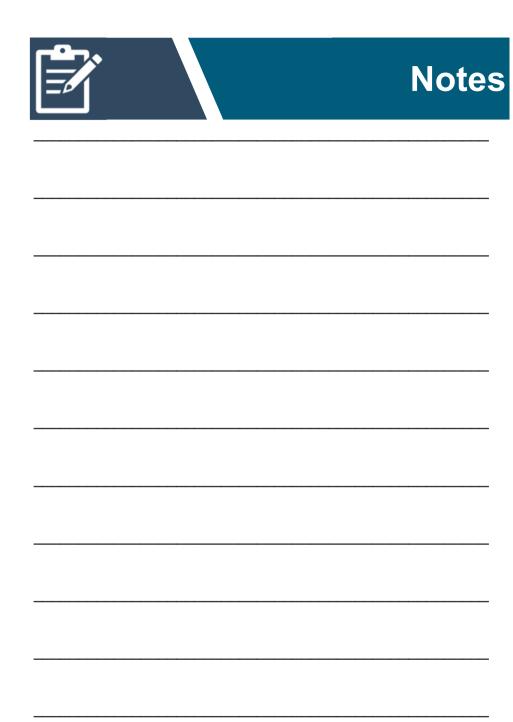
- ◆ Adapt: https://adaptoregon.org/services/addiction-treatment/adult-services/womens-services/
- ◆ Advantage Dental Services: www.advantagedentalservices.com
- ♦ Bay Cities Brokerage: https://bca-ride.com
- Center for Disease Control and Prevention (Food Safety: www.cdc.gov/foodsafety
- ◆ Child immunization information: https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html
- ◆ **Diaper changing:** https://www.cdc.gov/hygiene/childcare/in-the-home.html
- ♦ FDA Office of Women's Health: www.fda.gov/pregnancy
- ♦ Foodsmart: <u>umpqua.zipongo.com/signup</u>
- ♦ Help getting prenatal care: www.healthoregon.org/ oregonmotherscare
- ◆ Juniper Tree (Specializing in Post-partum Depression): junipertreecounselingllc@gmail.com
- Mother To Baby (Answers to what medications are safe during pregnancy): www.MotherToBaby.com
- ◆ National Maternal Health Hotline: https://mchb.hrsa.gov/national-maternal-mental-health-hotline
- ♦ New Beginnings Program: https://www.umpquahealth.com/wp-content/uploads/2020/01/final-new-beginnings.pdf
- New Day Program: https://www.umpquahealth.com/new-day/
 - Facebook- https://www.facebook.com/
 UmpquaHealth/
- Nurturley (Perinatal wellness and cultural support for infants and caregivers): https://nurturely.org/
 - Contact- Alyssa Davidson, Rural Support Navigator, 541-579-8941
 - ◆ Email-alyssa@nurturley.org
- ◆ OHP and Marijuana: http://healthoregon.org/marijuana

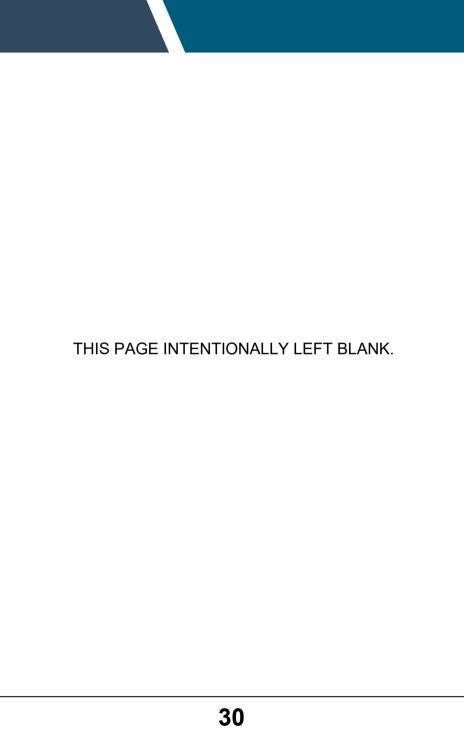


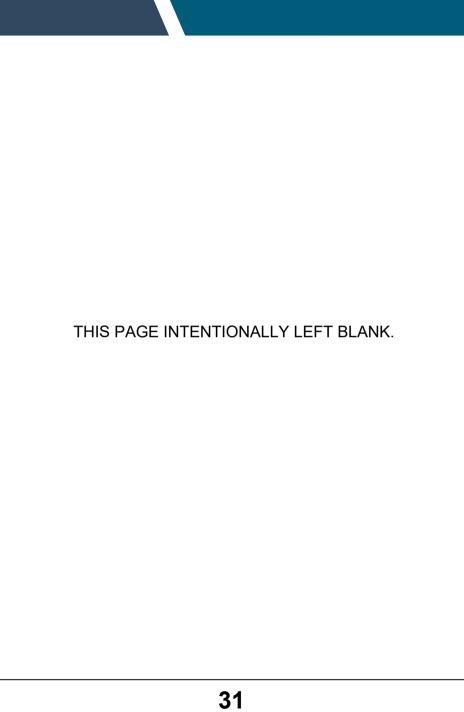
Helpful Links

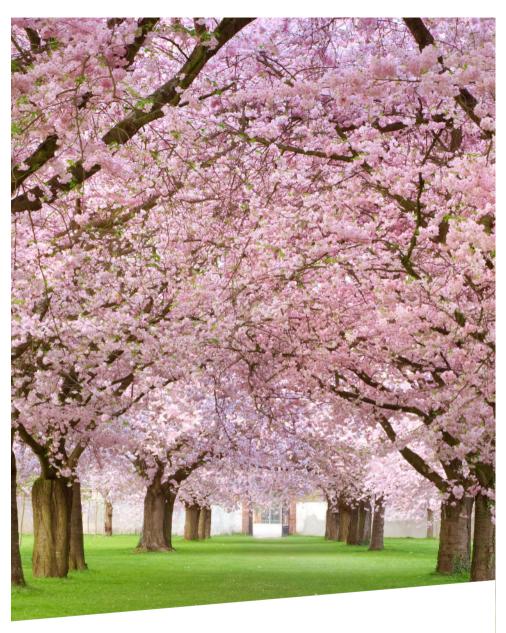
- Oregon Health Plan: https://oregon.gov/DHS/healthplan/
- Oregon Laws: http://whatslegaloregon.com/
- ◆ Oregon SafeNet (helpline providing services for pregnancy and reproductive health): www.211info.org
- Parenting tips: https://www.cdc.gov/ncbddd/ childdevelopment/positiveparenting/index.html
- Pregnancy immunization information: https:// www.cdc.gov/vaccines/pregnancy/vacc-during-after.html
- Safe Haven Maternity Home: www.safehavenmaternity.org **Email** - safehavenmaternity@gmail.com
- United Community Action Network (UCAN): https:// www.ucancap.org/
- UHA Care Coordination: CaseManagement@umpquahealth.com
- Umpqua Health Alliance (UHA): www.umpquahealth.com
- ◆ UPLiFT: www.community-uplift.com
- Vision information: https://www.cdc.gov/visionhealth/ resources/features/vision-health-children.html
- WIC Info Including Income Guidelines: www.healthoregon.org/wic











3031 NE Stephens St Roseburg, OR 97470 541-229-4842 www.umpquahealth.com