

## NEW for 2020: Expecting the Best®

Scott and White Health Plan is pleased to offer 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.

### Two ways you can help patients initiate Expecting the Best®

#### Digital Care Journey

To initiate the Maternity Digital Care Journey for patients in EPIC:

- Select **Pregnancy Digital Care Journey** (BSWH Employees + Dependents w/ Scott and White Health Plan ONLY)
- Choose either **Pregnancy Digital Care Journey** or **Postpartum Digital Care Journey**
- Click "order" to confirm
- Add the patient's expected due date
- You will receive confirmation

#### Maternity Case Management

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

- Patient name
- Patient's preferred phone number
- Scott and White Health Plan member number
- Brief description of patient needs or risk factors

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)

# Digital Resources for Expecting the Best® Participants

## MyBSWHealth App

Members of the BSWH Employee Medical Plan who use the MyBSWHealth app will have access to tips and resources.\*

### Pregnancy

- General pregnancy overview
- Weekly guidance during pregnancy
- Information for a healthy lifestyle
- Birth plan preferences

### Delivery

- Packing checklist
- Articles on different phases/stages of labor

### Postpartum

- Recovery from childbirth
- Monitoring for postpartum depression
- Best practices for breastfeeding
- Planning for return to work and future pregnancies

\*After a digital journey is initiated, participants will need to enable CARE COACH messages and push notifications in their MyBSWHealth app settings.

## Other Resources

Participants using a **non-BSWH provider** or who do not use the **myBSWHealth** app, 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](https://text4baby.org) to sign up.

