

Bright Start[®] Welcome Booklet



DELAWARE HEALTH AND SOCIAL SERVICES



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Welcome to Bright Start

The AmeriHealth Caritas Delaware Bright Start maternity program is designed specifically for pregnant members to support and enhance your care experience during pregnancy. Our Bright Start team is a one stop resource for education, care coordination, connection to community-based organizations, and information needed for a healthy pregnancy and baby.

Inside the Bright Start Welcome Booklet, you'll find information on:

- Our Bright Start maternity program rewards
- The Keys to Your Care® text messaging program
- Prenatal care
- Postpartum care
- Postpartum depression
- Pregnancy conditions
- Dental care in pregnancy
- Medicine safety
- Family planning and birth control
- Opioid use in pregnancy
- Infant feeding and safe sleep practices
- Transportation
- Important numbers and resources

We're here to answer your pregnancy questions. We can also help you find the resources and services you may need.

To find out more about our Bright Start maternity program or to enroll, call Bright Start at **1-833-669-7672 (TTY 1-855-349-6281)**. We're available from 8 a.m. to 5 p.m., Monday through Friday.

This welcome booklet is provided to help you learn more about your pregnancy. It isn't meant to take the place of your provider. If you have questions, please speak with your doctor.

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Rewards

AmeriHealth Caritas Delaware would like to reward you for going to your appointments

You can earn:

- A \$30 gift card for completing four prenatal visits by 26 weeks.
- A portable crib or carseat for completing eight prenatal appointments by 38 weeks.
- A \$30 gift card for completing your postpartum appointment within seven to 84 days after giving birth.

AmeriHealth Caritas Delaware also covers breast pumps for all new moms.

Keeping mental health in mind for new moms

Did you know that AmeriHealth Caritas Delaware also includes mental health services? We cover medically necessary mental health services in a variety of care settings, including telehealth services. This applies to all members with mental health needs from mild to severe.

Mental health services may be with a network therapist, such as a counselor, licensed clinical social worker, psychologist, or psychiatrist. We can help you find a network mental health provider, or you can use our online search in addition to calling a network provider directly. You don't need a referral to receive services.

- It's common for a woman to have "baby blues," but perinatal depression is more serious. Perinatal depression is depression that can happen during or after your pregnancy. This can affect the health of you and your baby.
- Remember, your behavioral health is just as important as your physical health. This is important for people who might have postpartum depression or anxiety. For assistance in locating a provider, please call our Member Services department, 24 hours a day, seven days a week at:
- Diamond State Health Plan:
1-844-211-0966 (TTY 1-855-349-6281).
- Diamond State Health Plan-Plus:
1-855-777-6617 (TTY 1-855-362-5769).
- National Maternal Health Hotline:
1-833-9-HELP4MOMS

Keys to Your Care® text messaging program

Keys to Your Care is a texting program for pregnant AmeriHealth Caritas Delaware members. The program will send you important educational and informative text messages every week during your pregnancy and for the first few months after your baby is born.

Topics include:

- How our Bright Start maternity program will support you during your pregnancy
- Important prenatal appointment reminders
- Appropriate educational information for each stage of pregnancy
- Tips for eating right and avoiding certain foods
- The importance of using your dental benefit during pregnancy
- Scheduling free rides to your doctor's appointments
- Joining a tobacco quit program if you smoke
- Preparing for your baby's arrival
- Labor signs and symptoms
- Important information to know after your baby is born

To join the program, text **DEMAMA** to **85886**. Or, call a member of our Bright Start team at **1-833-669-7672 (TTY 1-855-349-6281)**.

Home-delivered meals

Nutrition is an important part of having a Healthy Pregnancy, so we offer healthy meals delivered to your home during your pregnancy and up to eight weeks after you give birth. You can choose from multiple meal plans.

Please contact your Bright Start maternity program at **1-833-669-7672 (TTY 1-855-349-6281)** 8 a.m. to 5 p.m., Monday through Friday, to see if you are eligible for this program.

Questions?

Call Bright Start at **1-833-669-7672 (TTY 1-855-349-6281)**.

We're available from 8 a.m. to 5 p.m.,
Monday through Friday.





Medicine safety

AmeriHealth Caritas Delaware wants to make sure you're safe when taking your medicine.

Here are some hints about medicine safety:

- Check your medicine bottle before you leave the pharmacy. If you don't have the right medicine, tell your pharmacist.
- Keep your medicine away from children.
- Use safety caps on your medicine bottles if you have children.
- Follow the directions on your medicine bottle.
- Call your pharmacy if your prescription doesn't look the same as before.
- Make sure you throw out old or expired medicine. If you're not sure if the medicine is expired, call your pharmacist.
- Make sure you tell your doctor which prescriptions, vitamins, or over-the-counter medicines you're taking. Over-the-counter means medicines you can buy without a prescription. We cover some over-the-counter medicines if you have a prescription from your doctor.
- Keep a list of medicines and vitamins that you take.
- Check with your doctor or pharmacist when taking over-the-counter medicines or vitamins.
- Call your doctor or pharmacist if you miss a medicine dose.
- Never take someone else's medicine.
- Talk to your doctor or pharmacist if you have questions about any medicine.

Smoking and pregnancy

When you smoke while you are pregnant, you put your baby's health at risk. This includes all forms of smoking including cigarettes, cigars, e-cigarettes (vaping), hookah, and marijuana.

How smoking can affect your baby:

- Your baby is more likely to be born too soon (premature)
- You are 3 ½ times more likely to have a baby with a low birth weight
- Less oxygen and nutrients will reach your unborn baby
- Your baby could have breathing problems like asthma or allergies
- Recent studies suggest that your baby might have a greater risk for SIDS (sudden infant death syndrome)
- If you smoke and breastfeed, chemicals can be passed to the baby through your breast milk, and can reduce your milk supply.

The good news is, the sooner you **stop smoking**, the more you increase your chance of having a healthy baby.

Want help quitting? Call the **Delaware Tobacco Quitline 1-866-409-1858 (TTY 711)** or **800-232-5460**, 24 hours a day, seven days a week. <http://www.dhss.delaware.gov/dhss/dph/dpc/quitline.html>



Vaccines during pregnancy

Influenza (the flu) and pertussis (whooping cough) are serious illnesses. The flu shot and the whooping cough shot (also called the Tdap shot) can help keep you healthy and also help protect your baby. You should get these shots during each pregnancy.

Opioids and pregnancy

Your baby may be at risk

The things you put into your body can affect your baby.

This is why it is important to talk to your health care providers about the medicines you take. If you take medicines, your provider may have to make changes to your medicines during your pregnancy. Some medicines, like opioids, can be unsafe for your baby.¹

What are opioids?

Opioids, commonly referred to as narcotics, are strong medicines that can help with handling pain. They can also be used to help people suffering withdrawal symptoms from drugs. But if you are pregnant, opioids can harm your baby. Since opioids are addictive, your baby can become reliant on the medicines. This can cause a serious health condition called neonatal abstinence syndrome (NAS).¹

Safe pregnancy tips

Use these tips to help you stay healthy during your pregnancy:¹

- Only take medicines if your health care provider says it is OK.
- Go to all your prenatal visits.
- Take prenatal vitamins as directed by your health care provider.
- Don't drink alcohol, use drugs, or use tobacco products.
- Keep a healthy weight.

Neonatal abstinence syndrome (NAS) symptoms

Symptoms of NAS most often start one to three days after the baby is born, but may take up to a week to show. If you use opioids during pregnancy, your baby may need special care at the hospital after birth.²

Symptoms of NAS may include:²

- Excessive crying, often loud and high-pitched
- Mottling (patchy marks on skin)
- Throwing up or loose stools
- Fever
- Irritability
- Problems with feeding
- Fast and heavy breathing
- Seizures
- Sleep problems
- Slow weight gain
- Stuffy nose or sneezing
- Sweating
- Shaking

Talk to your health care provider

Your health care provider can help you have a safe pregnancy. Be sure to tell your provider about all the medicines you take, including opioids. But do not stop taking your medicines unless your provider tells you to do so. Stopping your medicine without your provider's approval can also be unsafe.

Sources:

¹ "Pregnancy and Opioids," MedlinePlus, December 27, 2018, <https://medlineplus.gov/pregnancyandopioids.html>.

² "Neonatal Abstinence Syndrome," MedlinePlus, April 1, 2019, <https://medlineplus.gov/ency/article/007313.htm>.

Prenatal care

1 – 20 weeks



It's important to have a prenatal visit within the first three months of your pregnancy. If you're a new member, make sure to have your prenatal visit within the first 30 days after becoming an AmeriHealth Caritas Delaware member.

To stay healthy and to have a healthy baby, remember to see your doctor for prenatal visits. If there are any signs of a problem, your doctor will be there to help.

When should you see your doctor?

- Once every four weeks until 28 weeks.
- Every two weeks until 36 weeks.
- Weekly from 37 weeks until delivery.
- Once within two months from delivery.

You may need to see your doctor more often if you're having problems.

To have a healthy pregnancy you should:

- Follow your OB-GYN's advice.
- Keep all of your doctor appointments.
- Take a prenatal multivitamin with folic acid daily.
- Drink throughout the day, not just when you are thirsty. Aim for 8 – 12 cups of water a day.
- Eat three meals a day and healthy snacks to help your baby grow properly.
- Stop smoking.
- Don't drink alcohol or take illegal drugs.
- Get some exercise.
- Get plenty of rest.

Here are some things to be aware of during your pregnancy:

- **Blood pressure.** Your blood pressure is important. It will be checked at each prenatal visit. An abnormal increase may be a sign of problems that can affect you and your baby.
- **Weight.** Weight gain varies with every person. Your doctor will talk to you about how much is good for you. Any rapid or unusual weight gain or swelling should be reported to your doctor.
- **Breast exam.** Your breasts may be examined during your first prenatal visit. If you plan to breastfeed, talk with your doctor about preparing your breasts and nipples.
- **Dental exam.** A healthy mouth is important for you and your unborn baby. Pregnancy raises your risk for dental problems, such as gum disease. Gum disease increases your risk of having a preterm or unhealthy baby. To reduce your risk, brush and floss daily, eat healthy foods, take your vitamins, don't smoke or drink alcohol, and get regular dental care. Schedule an exam to have your teeth and gums checked during your pregnancy. Dental care is covered by AmeriHealth Caritas Delaware if you're pregnant.



20 – 30 weeks

Kick counts

Most women start to feel their babies move at about 18 weeks (four to five months). The movements will become stronger and easier for you to notice as your pregnancy progresses. When you're at 28 weeks (seven months), start counting your baby's movements daily. It's best to count your baby's movements about one hour after a meal, or at the time of day your baby moves the most.

Monitor the kicks:

- Count the baby's movements once a day.
- Movements may be a kick, swish, or roll.
- Start to count any time the baby is active.
- Count your baby's movements while lying down on your left side.
- You should feel at least 10 movements in two hours.

Call your doctor if any of the following occurs:

- You don't feel 10 movements within two hours.
- It takes longer and longer for your baby to move 10 times.
- You've not felt the baby move all day.

Gestational diabetes

People who have never had diabetes, but have high blood sugar during pregnancy, may have gestational diabetes. Gestational diabetes can hurt you and your baby.

Signs of gestational diabetes include:

- Unusual thirst
- Unusual fatigue
- Frequent urination
- Snoring

If you have any of these symptoms, talk to your doctor about being tested.

If you have gestational diabetes, you'll need to start treatment quickly. This may include daily blood sugar testing, special meal planning, and insulin injections. Your doctor will talk to you about your treatment plan.

30 – 40 weeks



Preterm labor

Preterm labor means you have signs of labor before the 37th week of pregnancy. Preterm labor can cause your baby to be born too soon. This can lead to health problems for your baby. It's important to call your OB-GYN or go to the hospital if you think you're in preterm labor.

Signs of preterm labor include:

- Regular contractions, with or without pain, more than five to six times an hour. Some women say this feels like their belly is tightening or the baby is balling up.
- Strong contractions.
- Constant cramping like you would have with a heavy period.
- Low, dull back pain that doesn't go away.
- Bloody show (bleeding or spotting).
- Diarrhea.
- Any leaking or gushing of fluid (clear, yellow, brownish, or pink).

If you're in preterm labor, it's important that you follow your doctor's instructions. You may be put on bed rest and given medicine to stop the contractions.

High blood pressure or preeclampsia during pregnancy

High blood pressure can be dangerous in pregnancy and your provider may want to do further tests.

These tests will tell your provider if you have a complication in pregnancy called preeclampsia, which can be dangerous for you and your baby.

Signs of high blood pressure can include:

- A severe or constant headache that does not go away with rest or medicine.
- Changes in vision such as sensitivity to light, blurred vision, double vision, or flashing lights.
- Nausea, throwing up, or pain in the upper stomach.
- Sudden weight gain and more swelling, especially in the hands, the face, and around the eyes.
- Decrease in the amount of urine or the absence of urine.

39 weeks



Babies need time

It's best for you to wait to have your baby until at least 39 to 40 weeks. Babies born too early may have more health problems at birth and later in life than babies born at full term. Being pregnant 39 weeks gives your baby's body the time it needs to grow.

At 39 weeks:

- Organs like the brain, lungs, and liver get the time they need to develop.
- The baby is less likely to have vision and hearing problems after birth.
- The baby has time to gain more weight, which helps them stay warm after birth.
- The baby can suck and swallow and stay awake long enough to eat after birth.

Babies born early are more likely to:

- Have breathing problems, like apnea. Apnea is when a baby stops breathing.
- Die of sudden infant death syndrome (SIDS). SIDS is when a baby dies suddenly, often during sleep.

Healthy babies are worth the wait

The March of Dimes wants you to know:

Babies are not fully developed until you have completed at least 39 weeks of pregnancy.

Babies born too early may have more health problems at birth and in the future than those born later.

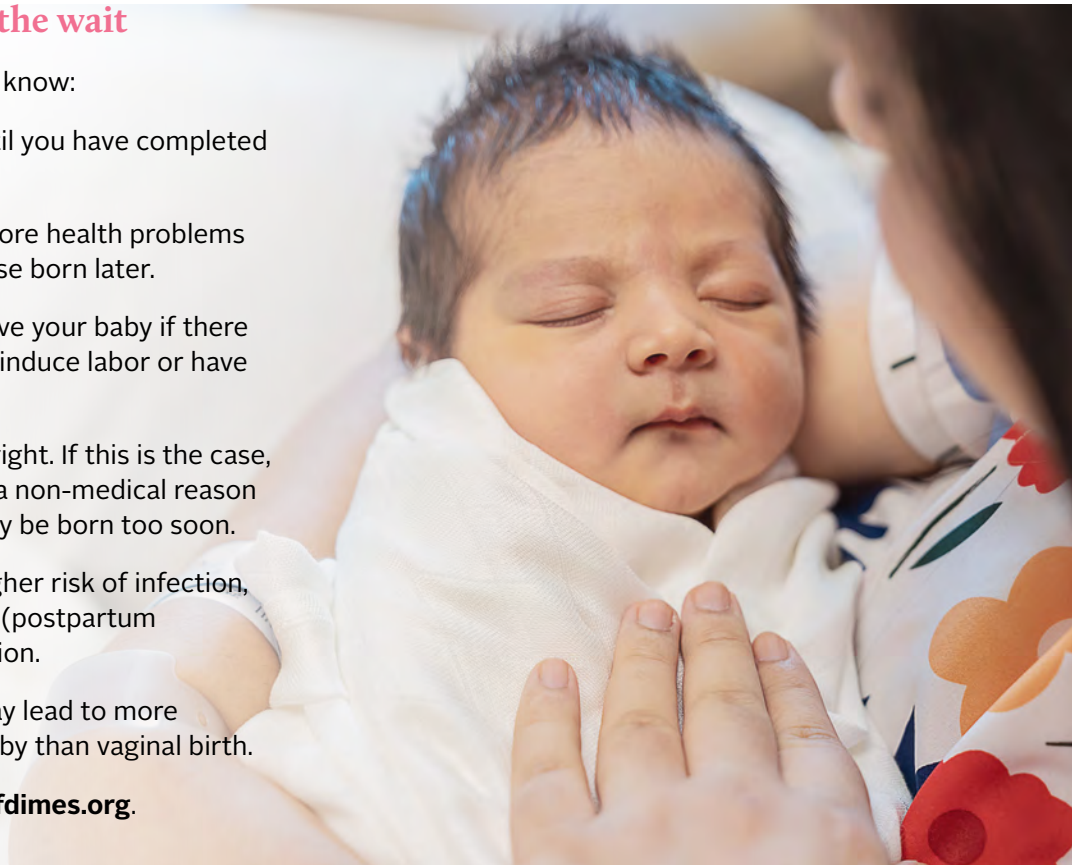
Vaginal birth is the best way to have your baby if there are no medical reasons for you to induce labor or have a cesarean section (C-section).

Due dates are not always exactly right. If this is the case, and an induction is scheduled for a non-medical reason (elective induction), your baby may be born too soon.

Inducing labor can put you at a higher risk of infection, serious blood loss after childbirth (postpartum hemorrhage), and having a C-section.

A C-section is major surgery. It may lead to more complications for you and your baby than vaginal birth.

To learn more, visit www.marchofdimes.org.



Pregnancy conditions

Diabetes

Diabetes is an illness where your blood sugar is too high. If it's not taken care of the right way by a doctor, you can have lifelong health problems. High blood sugar in the beginning of your pregnancy can raise your risk of problems for you and your baby. Keeping your blood sugar in control, with your doctor's help, will lower your risk of problems.

Hyperemesis

You may have hyperemesis if you have nausea and are throwing up so severely that you're losing a lot of weight during your pregnancy.

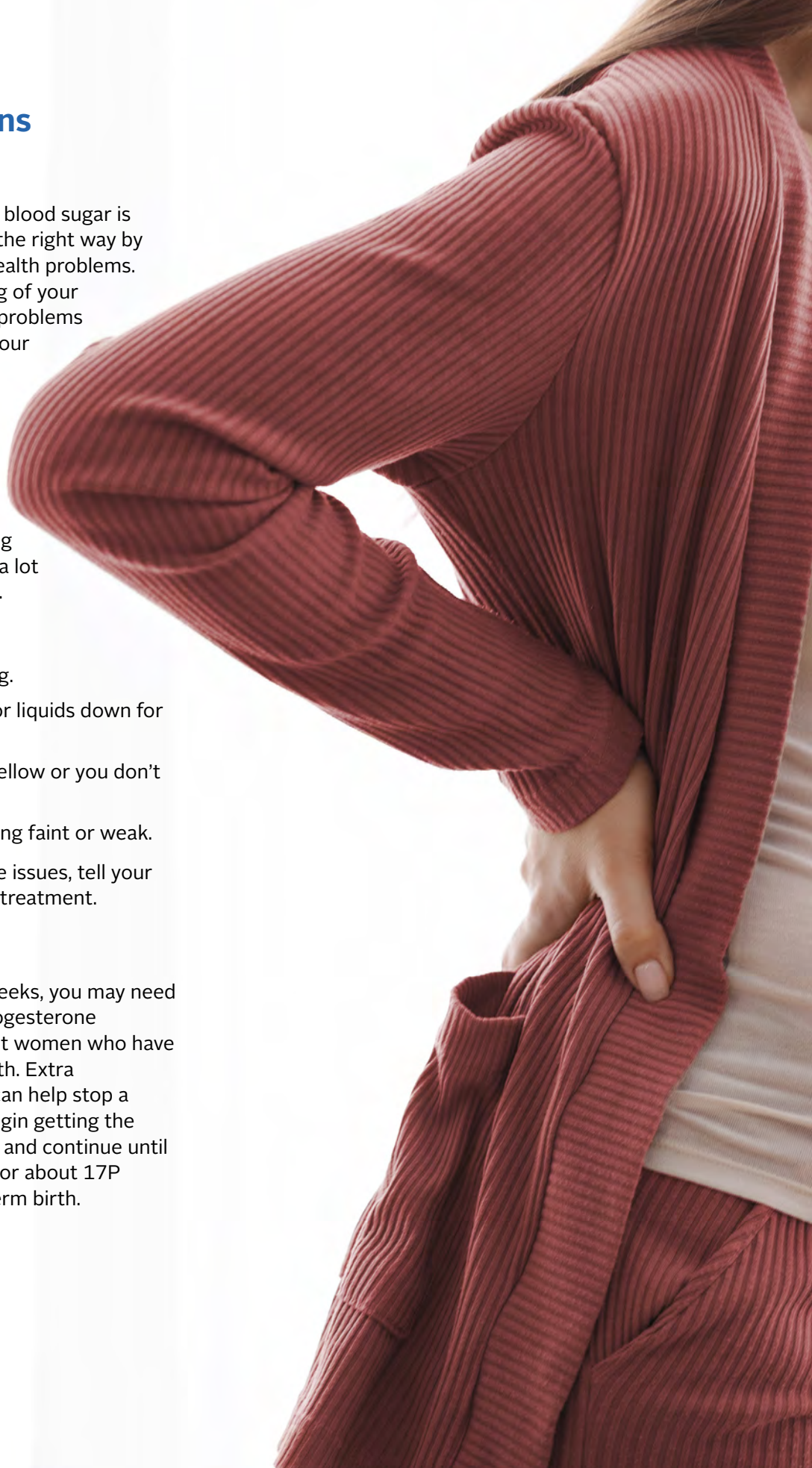
Signs of hyperemesis include:

- Losing weight from vomiting.
- Being unable to keep food or liquids down for more than 24 hours.
- Urine becoming very dark yellow or you don't have to urinate very often.
- Stomach pain, fever, or feeling faint or weak.

If you think you have any of these issues, tell your OB-GYN. You may need medical treatment.

17P injections

If you've had a baby before 37 weeks, you may need weekly shots of 17P. 17P is a progesterone (hormone) medicine for pregnant women who have already had a preterm (early) birth. Extra progesterone for some women can help stop a preterm birth. Women should begin getting the shots between 16 and 20 weeks and continue until the 36th week. Talk to your doctor about 17P injections if you have had a preterm birth.





Common aches and pains

Aches and pains are a normal part of pregnancy. As your baby grows, your aches and pains may increase.

Some of the most common aches and pains experienced during pregnancy include:

- **Abdominal pain** — you may occasionally feel sharp muscular pain in the stomach. This is usually because your growing baby causes stretching.
- **Low back pain** — because you're carrying more weight, you may notice low back pain. To stay comfortable, keep your back straight, hold your head up when you walk, and wear comfortable, supportive shoes.
- **Shortness of breath** — you may become short of breath during some activities. As your baby grows, breathing space gets smaller. Take your time with activities and breathe slowly.
- **Heartburn** — heartburn, or indigestion, is common late in pregnancy. The growing baby presses against your stomach. This makes it harder for the food to properly digest. You may feel more comfortable by eating small, frequent meals and avoiding spicy foods.
- **Constipation** — constipation in late pregnancy is very common. Drink plenty of water and eat fruits, vegetables, and whole-grain cereals. Fiber helps prevent constipation. Your doctor may prescribe medicine if it becomes serious.
- **Hemorrhoids** — during pregnancy, constipation may trigger hemorrhoids, or swollen tissue and veins in the anal area. In some cases, hemorrhoids may result from the growing baby putting pressure on that area. You may avoid hemorrhoids by having regular, soft bowel movements. Eating fiber will help.
- **Stretch marks** — stretch marks appear in most pregnant women, usually in the later months. They're caused by extra weight stretching the skin. Most stretch marks are lower on the stomach. You may also get them on your breasts, thighs, and arms.
- **Depression** — hormones change often during and after pregnancy. This can affect your mood and lead to depression. Depression can cause your baby to be born too soon or weigh too little. Stress and lack of sleep can make depression worse.

If you have any of these signs for more than two weeks during or after pregnancy, talk to your doctor.

Questions?

Call Bright Start at **1-833-669-7672**
(TTY **1-855-349-6281**).
We're available from 8 a.m. to 5 p.m.,
Monday through Friday.

Dental care in pregnancy

Having a healthy mouth can help you have a healthy pregnancy.

Your body goes through many changes during pregnancy. Hormones during pregnancy can even affect the health of your mouth. This is why it's important to take good care of your teeth and gums while you're pregnant.

During pregnancy, preventive dental visits are important. AmeriHealth Caritas Delaware members have dental coverage as long as they're enrolled with AmeriHealth Caritas Delaware.

It's important that you notify your case worker at the Delaware Division of Medicaid & Medical Assistance of your pregnancy status and due date.

Periodontal disease is prevalent in people who are pregnant and can lead to many health complications.

Keep periodontal disease under control by following these tips:

- Brush your teeth at least twice a day.
- Floss daily.
- Get a dental check-up and teeth cleaning at least twice a year.
- Avoid smoking and other forms of tobacco.
- Avoid candy and sugary foods.
- Eat a well-balanced diet.

To keep a healthy mouth during pregnancy:

- See your dentist for a routine checkup as soon as you know you're pregnant. Dental checkups are safe and encouraged during pregnancy. They're an important part of your prenatal care.
- Brush your teeth two times a day with a soft-bristled toothbrush. Be gentle, but thorough.
- Floss between your teeth every day.
- Eat a balanced diet of healthy foods and drink at least eight glasses of water each day.
- Eat and drink fewer sugary treats like sodas, candy, and cookies.

Call your dentist right away if:

- You have pain in your gums.
- You have bad breath that doesn't go away.
- You lose a tooth.
- You have a lump or growth in your mouth.
- You have a toothache.

Find a dentist

For help with finding a network dentist in your area, visit www.amerhealthcaritasde.com or call Member Services at **1-844-211-0966 (TTY 1-855-349-6281)** to assist you in locating the dental provider for you.

Need transportation to your dental appointment?

Getting to your dental appointment is important AmeriHealth Caritas Delaware can help you get there. Call our transportation services vendor, Modivcare at **1-866-412-3778** in advance of your appointment to secure your ride.

Breast or bottle feeding — only you can decide

What are the benefits of breastfeeding my baby?

There are many benefits of breastfeeding.

For example:

- Breastfeeding can be healthy for both you and your baby.
- Breastfeeding provides your baby with the right amount of vitamins and minerals to be well.
- Breast milk may help protect your baby from certain health conditions.
- Breast milk is easier to digest than formula.
- Breastfeeding can help you save money on baby food.

How long should my baby be breastfed?

The American Academy of Pediatrics recommends that babies be fed only breast milk for the first six months. After that, your baby can continue breastfeeding for at least one year while being introduced to soft, puréed foods.

Should all women breastfeed?

For many women, breastfeeding is the healthy choice. But some women should not breastfeed their babies. Choose formula instead of breast milk if you:

- Are HIV positive
- Have active tuberculosis
- Are using drugs
- Are on certain medicines or cancer treatments

Talk to your doctor to see if breastfeeding is right for you.

How can I get help with feeding my baby?

Help is available for you and your baby. If you are pregnant or a new mom, sign up with Women, Infants, and Children (WIC). They can help you find formula if you bottle feed, or supplements if you breastfeed.

Call the WIC program at:
(New Castle County) **302-283-7540**
(Kent/Sussex) **302-605-1833**

Sources: American Academy of Pediatrics and the Office on Women's Health

How can I get more information?

If you have questions about breastfeeding, your pregnancy, or ordering a breast pump, our Bright Start department can help. Just call our Bright Start maternity program
1-833-669-7672 (TTY 1-855-349-6281)
8 a.m. to 5 p.m., Monday through Friday.

Heading to the hospital for your special delivery!

For you:

- Your birth plan or thoughts to share
- A robe
- Any personal toiletries, lip balm, hair ties
- Comfortable clothes and supportive bra and nursing pads
- Any special drinks to stay hydrated in labor
- Your cell phone and charging cord (extra long)
- Nipple cream
- Portable Bluetooth speaker and playlist
- Comfort items:
 - Aromatherapy diffuser, massage lotion, or oil
 - Portable fan if desired
- Eyeglasses
- Books, magazines, or tablet for downtime

For baby:

- A car seat
- A going home outfit
- Your pediatrician's contact information

For the labor support partner:

- Lots of snacks for labor and sharing after delivery
- Drinks or a reusable water bottle
- A book or podcast in case you have some downtime

Talk with your doctor in advance about this exciting time and take a tour of the hospital to get acquainted with all of your options.



Postpartum care

The time after you have your baby is called postpartum. Try to take it easy the first few weeks after your baby's birth. If you have family and friends who can help you, let them. You should be given discharge instructions and follow-up appointments for you and your baby before leaving the hospital.

Important things to do before you leave the hospital:

- Enroll your baby in the AmeriHealth Caritas Delaware health plan.
- Contact your Medicaid caseworker to complete enrollment for your baby.
- Make a follow-up appointment with your baby's doctor.
- Make an appointment with your OB-GYN for your postpartum visit. It must be seven to 84 days after delivery.
- Call Women, Infants, and Children (WIC), to notify them you have delivered and make an appointment. They are also a great breastfeeding resource in your community.

WIC is a special supplemental nutrition program for women, infants, and children up to five years old. Each participant can get dollars to use towards WIC food items each month.

Remember that our Bright Start program will be following up with you around two weeks after you deliver to go over your delivery information and ensure you have everything you need.

What to watch for during pregnancy and in the year after delivery

Did you know some problems due to pregnancy can happen up to a year after delivery? Be aware of urgent maternal warning signs and symptoms during pregnancy and in the year after delivery. Seek medical care immediately if you experience any signs or symptoms that are listed below. These symptoms could indicate a life-threatening situation.

If you have any of these symptoms during or after pregnancy, contact your health care provider right away. If you can't reach your provider, go to the emergency room.

- Headache that won't go away or gets worse over time
- Dizziness or fainting
- Thoughts about hurting yourself or your baby
- Changes in your vision
- Fever
- Trouble breathing
- Chest pain or fast-beating heart
- Severe belly pain that doesn't go away
- Severe nausea and throwing up (not like morning sickness)
- Baby's movements stopping or slowing during pregnancy
- Vaginal bleeding or fluid leaking during pregnancy
- Swelling, redness, or pain in your leg
- Extreme swelling of your hands or face
- Overwhelming tiredness

Source: "Urgent Maternal Warning Signs," Alliance for Innovation on Maternal Health, May 2020, <https://saferbirth.org/aim-resources/aim-cornerstones/urgent-maternal-warning-signs>.



Postpartum depression

About half of new moms have a little sadness for a few days after giving birth. Baby blues are caused by a rapid drop in hormone levels. You may find yourself crying for no reason, feeling anxious, irritable, and moody, or not having any energy. These symptoms often go away within two weeks. However, postpartum depression is more serious and can happen during or after your pregnancy.

Symptoms of postpartum depression are different for everyone, but may include:

- Being unable to sleep for several days
- Wanting to sleep all the time
- Feeling like you can't care for your baby
- Having difficulty concentrating
- Feeling sad or angry
- Losing interest in things you used to enjoy
- Crying more often than usual
- Feeling distant from your loved ones
- Feeling disconnected from your baby
- Feeling guilty or worthless
- Thinking you're not a good parent
- Thinking you may hurt your baby, by accident or on purpose

Talk to your OB-GYN if you have any of the feelings listed here for more than a few days.

If you're having thoughts of harming yourself or your baby, get help right away!

- Call **911** or go to the nearest emergency room.
- Call the National Suicide Prevention Lifeline at **1-800-273-8255 (TTY 1-800-799-4889)**.
- Call Crisis Intervention Services at the Delaware Division of Substance Abuse and Mental Health: For northern Delaware, call **1-800-652-2929**. For southern Delaware, call **1-800-345-6785**.
- Call the National Maternal Health Hotline: **1-833-9-HELP4MOMS**.

Postpartum depression is treatable. These are also things you can do to help yourself feel better:

- Talk to your doctor about how you feel.
- Talk to a therapist or join a support group.
- Take all your medicines as directed by your doctor.
- Eat healthy foods and get enough sleep each night.
- Stay active.
- Make time for yourself to do something fun.
- Talk to trusted family members and friends about how you feel.

Remember, your behavioral health is just as important as your physical health. This is important for people who might have postpartum depression or anxiety. For assistance in locating a provider, call our Member Services department 24 hours a day, seven days a week at:

Diamond State Health Plan:
1-844-211-0966 (TTY 1-855-349-6281).

Diamond State Health Plan-Plus:
1-855-777-6617 (TTY 1-855-362-5769).



Safe sleep

Every nap, every night

When you know your baby is sleeping safely, it will help you sleep better, too! It's important for new parents to follow these tips for setting a safe-sleep routine. Doing so will help your baby know when it's time to sleep, and it will help you have peace of mind.

With a little practice, a safe sleep routine can be as easy as **A-B-C**:

- A** — Always put baby to sleep on their back. This is the safest way to sleep when they are too young to turn themselves over.
- B** — Be sure baby has their own space for sleeping on a firm, flat surface. When they sleep in bed with us, there is a risk of baby getting trapped under or rolled over by an adult.
- C** — Clutter-free is key. When baby sleeps with pillows, blankets, bumpers, or soft toys, they are at risk for sudden infant death syndrome (SIDS).

Set up good sleep habits now to help baby get used to sleeping in their own safe space.



Delaware car seat law says:

All children must be properly restrained in a federally approved child safety seat appropriate for the child's age, weight, and height up to 8 years of age or 65 pounds whichever comes first.

Additionally, children eight through 15 years old are required to be properly secured in a seatbelt. Children under 12 years old or 65 inches in height are still required to sit in the back seat if there are active airbags in the front passenger seating position.

In short:

Under the age of 1 – Children must always ride rear facing. Rear facing is not just for babies. The American Academy of Pediatrics (AAP) has long recommended that infants ride in rear-facing car seats, and in 2018 the AAP updated that recommendation to encourage rear facing for as long as possible, until a child reaches the highest weight or height allowed by the manufacturer. Most convertible car safety seats have limits that will permit children to ride rear-facing past the second birthday.

Ages 1 through 3 – Keep your children rear facing for as long as possible in either an infant or rear facing convertible seat. They should remain rear facing until the height and weight limit for rear facing mode on the convertible car seat has been reached. This may result in many children riding rear-facing to age 2 or older.

Ages 4 through 7 – Keep children in a forward facing seat with a harness to the maximum height and weight limit allowed by the seat. Then transition them to a booster seat.

Ages 8 through 12 – Keep children in a booster seat until they reach the upper height or weight limit of the booster seat or until they are big enough to fit the criteria for fitting appropriately in a seat belt. The shoulder belt should lie across the shoulder and chest, not cross the neck or face, and the lap belt must lie across the upper thighs not the stomach.

<https://ohs.delaware.gov/carseat.shtml>

Infant care

Call your baby's health care provider if your baby:

- Has a rectal temperature of 100.4°F (38°C) or higher (in babies younger than two months)
- Has signs of dehydration (crying without tears, sunken eyes, a depression in the soft spot on the head, fewer than six wet diapers in 24 hours)
- Has a soft spot that bulges when they are quiet and upright
- Is difficult to rouse
- Has rapid or labored breathing (call **911** if your baby has breathing difficulty and begins turning bluish around the lips or mouth)
- Has repeated forceful vomiting or can't keep fluids down
- Has bloody vomit or stool
- Has more than eight diarrhea stools in eight hours

Practice tummy time with your baby

Tummy time is a great way for your baby to build strength for sitting up, rolling over, and crawling. It can also prevent flat spots on your baby's head. Babies should have two or three short tummy time sessions each day. Be sure to supervise your baby during each tummy time session.

It is OK to let your baby cry

All babies cry. Some of them cry a lot. There are a number of reasons babies cry, including hunger, gas pains, discomfort, or too much noise. It can be frustrating when your baby won't stop crying.

But remember:

- Babies are supposed to cry. It's a natural reaction to many different things.
- If you are concerned about your baby's crying, speak to your baby's health care provider.
- It is OK to put your baby down in the crib and walk away for a few minutes to calm yourself.
- It is OK to ask for help.
- Never pick up your baby when you're angry.
- Never shake your baby.
- Talk to your baby's health care provider before making any changes to your baby's formula.

Use a pacifier for the first year

A pacifier can help calm your baby but should never replace the comfort of a parent or caregiver. Using a pacifier when you place your baby down to sleep can even reduce the risk of SIDS.

Use these tips when using a pacifier:

- Don't start using a pacifier unless breastfeeding is going well. If you think your baby needs a pacifier before this time, talk to your baby's health care provider.
- Do not attach a pacifier to your baby's clothing or hang it around your baby's neck. This could cause strangulation.
- Pacifiers should not be coated with or dipped in anything sweet.
- Do not force your baby to take a pacifier if they don't want it.
- Limit the time your child uses a pacifier. It is best to only use it for sleep time and comfort.
- At 12 months old, your baby should stop using the pacifier.

The American Academy of Pediatrics recommends that your newborn visit the doctor within 3 – 5 days after birth.

Be sure to make the call and schedule your baby's first pediatrician visit today!

Well-child visit schedule

The American Academy of Pediatrics recommends that children have checkups at these ages:

- 3 – 5 days
- 12 months
- Children ages 3 – 21 years should have a well-child visit every year.
- 1 month
- 15 months
- 2 months
- 18 months
- 4 months
- 24 months
- 6 months
- 30 months
- 9 months

Sources:

"Babies Need Tummy Time!" Eunice Kennedy Shriver National Institute of Child Health and Human Development, www.nichd.nih.gov/sts/about/Pages/tummytime.aspx.

"Pacifiers (Soothers): A User's Guide for Parents." *Paediatrics & Child Health*, October 2003, www.ncbi.nlm.nih.gov/pmc/articles/PMC2791560/.

Deciding or planning on your next addition?

If you are not using a birth control method, it is possible to get pregnant soon after having a baby. Using a birth control method in the weeks after you have a baby (the postpartum period) helps you avoid an unintended pregnancy and lets you plan your family. Many experts recommend waiting at least 18 months between pregnancies.

AmeriHealth Caritas Delaware covers your personal choice for birth control. Talk to your doctor about your plans to ensure you have the option of your choice available at your postpartum appointment. Any coverage questions can be answered by calling Member Services 24 hours a day, seven days a week at:

Diamond State Health Plan:
1-844-211-0966
(TTY 1-855-349-6281).

Diamond State Health Plan-Plus:
1-855-777-6617
(TTY 1-855-362-5769).

When choosing a birth control method to use after you have a baby, think about the following:

- **Timing** — some birth control methods can be started right after childbirth. With other methods, you need to wait a few weeks to start.
- **Breastfeeding** — all methods are safe to use while breastfeeding. Only a few methods are not recommended during the first weeks of breastfeeding because there is a very small risk that they can affect your milk supply.
- **Effectiveness** — the method you used before pregnancy may not be the best choice to use after pregnancy. For example, the sponge and cervical cap are much less effective in women who have given birth.

For more information on birth control, visit <https://www.acog.org/womens-health/faqs/postpartum-birth-control>.



Questions?

Call Bright Start at **1-833-669-7672**
(TTY 1-855-349-6281).
We're available from 8 a.m. to 5 p.m.,
Monday through Friday.

Transportation

Need a ride? We'll pick you up.

We understand there may be times when you need a ride to your doctor's office, to pick up a prescription, or for other covered medical services. AmeriHealth Caritas Delaware can help you get there. Call ModivCare at **1-866-412-3778** from 7a.m. - 4 p.m. Monday through Friday to schedule transportation to medical appointments.

Remember:

- Call at least three days in advance to schedule an appointment.
- You will need to have the address, including city and ZIP code, of the appointment.
- You will need to have your Medicaid member ID Number.

To check on the status of your scheduled ride, call Where's My Ride? Hotline: **1-866-896-7211**

If you have an emergency, you should call 911.

If you don't have an emergency, you can use our free ride service for:

- Ongoing or regular doctor visits.
- Sick visits and other medical care needs.
- Preventive services, such as physicals or mammograms.

To schedule a ride, you'll need:

- Your AmeriHealth Caritas Delaware member ID card.
- The date and time of your appointment.
- The address and phone number of your doctor's office.
- Please notify the call center representative of any special needs for transportation (any device used to assist with walking, wheelchair, which entrance to use, etc.) If a car seat is needed to transport a child, please notify the call center representative. The member must provide the car seat and be able to install and uninstall the car seat.

Once your reservation is made, save your reservation number and confirmation number.



Important numbers and resources

24/7 Nurse Call Line

1-844-897-5021 (TTY: 1-855-349-6281)

24 hours a day, seven days a week

Bright Start maternity program

1-833-669-7672 (TTY: 1-855-349-6281)

8 a.m. to 5 p.m., Monday through Friday

Member Services

24 hours a day, seven days a week

- Diamond State Health Plan:
1-844-211-0966 (TTY 1-855-349-6281).
- Diamond State Health Plan-Plus:
1-855-777-6617 (TTY 1-855-362-5769).

National Maternal Mental Health Hotline

1-833-9-HELP4MOMS (1-833-943-5746)

National Domestic Violence Hotline

1-800-799-SAFE (7233) (TTY 1-800-787-3224)

24 hours a day, seven days a week

Domestic violence — New Castle
302-762-6110

Domestic violence — Northern Kent
302-678-3886

Delaware Dept. of Justice victim service
1-800-870-1790

Delaware Victim Center **1-800-842-8461**

Non-emergency Transportation (ModivCare)

1-866-412-3778 (TTY 711)

7 a.m. to 4 p.m., Monday through Friday

Rapid Response and Outreach Team

1-844-623-7090 (TTY 1-855-349-6281)

7 a.m. to 4 p.m., Monday through Friday

Need assistance with getting a cell phone?
We can link you to SafeLink.

SafeLink
WIRELESS®

Tobacco Quit Program

1-800-784-8669 (TTY 1-888-229-2182)

Monday – Friday: 9 a.m. to 11 p.m.

Saturday and Sunday: 10:30 a.m. to 6:30 p.m.

Voicemail services are available 24/7.

AmeriHealth Caritas Delaware mobile app

Our mobile app gives you access to your health information anytime, anywhere. It's available for iPhone and Android smartphones. Visit the Google Play™ store or the Apple App Store®.* The app is free to download.

Your online account

Managing your health is as easy as going online. Visit **www.amerihhealthcaritasde.com** and log into your AmeriHealth Caritas Delaware online account, also known as the member portal. You can also access your health history and see a list of your current medicines.

*App Store is a service mark of Apple, Inc., registered in the U.S. and other countries. Google Play is a trademark of Google, LLC.



SafeLink Wireless® is a LifeLine supported service, a government benefit program. Only eligible consumers may enroll in LifeLine. LifeLine service is non-transferable and limited to one per household. Documentation of income or program participation may be required for enrollment. Offers vary by State and may not be available in all service areas.



DELAWARE HEALTH AND SOCIAL SERVICES

AmeriHealth Caritas Delaware complies with applicable federal civil rights laws and does not discriminate on the basis of race; ethnicity; color; sex; religion; national origin; creed; marital status; age; Vietnam era or disabled veteran status; income level; gender identity; the presence of any sensory, mental, or physical handicap; or any other status protected by federal or state law.

You can have this information in other languages and formats, such as large print, Braille, and audio at no charge to you. You can also have this interpreted over the phone in any language. To request language services or other formats, call Member Services 24 hours a day, 7 days a week, at **1-844-211-0966 (DSHP)** or **1-855-777-6617 (DSHP-Plus)**. For TTY, call **1-855-349-6281 (DSHP)** or **1-855-362-5769 (DSHP-Plus)**. For pharmacy services, call **1-877-759-6257 (DSHP)** or **1-855-294-7048 (DSHP-Plus)**. To speak to a nurse 24/7, call **1-844-897-5021**.

Puede solicitar esta información en otros idiomas y formatos, como letra grande, Braille y audio, sin costo alguno para usted. También se le puede interpretar esto por teléfono en cualquier idioma. Para solicitar servicios de idiomas u otros formatos, llame a Servicios al Miembro las 24 horas del día, los 7 días de la semana, al **1-844-211-0966 (DSHP)** o **1-855-777-6617 (DSHP-Plus)**. Para personas que usan TTY, llame al **1-855-349-6281 (DSHP)** o **1-855-362-5769 (DSHP-Plus)**. Para servicios de farmacia, llame al **1-877-759-6257 (DSHP)** o **1-855-294-7048 (DSHP-Plus)**. Para hablar con un enfermero las 24/7, llame al **1-844-897-5021**.

您可以免费索取这些信息的其他语言版本及大字印刷、盲文点字、音频等其他格式。您亦可以要求通过电话口译的方式将这些内容翻译为任何语言。如需语言服务或其他格式，请拨打会员服务部每周 7 天、每天 24 小时全天候提供服务的电话 **1-844-211-0966 (DSHP)** 或 **1-855-777-6617 (DSHP-Plus)**。TTY 使用者请拨打 **1-855-349-6281 (DSHP)** 或 **1-855-362-5769 (DSHP-Plus)**。如需药房服务，请拨打 **1-877-759-6257 (DSHP)** 或 **1-855-294-7048 (DSHP-Plus)**。如需每周 7 天、每天 24 小时随时与护士交谈，请拨打 **1-844-897-5021**。

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www.amerhealthcaritasde.com