

## Medicaid Tips for during and after pregnancy

Your Medicaid health plan offers extra support during pregnancy and after birth. Take these steps to make it easier to receive supplies and financial support for you and your baby.

### 1. Sign up for enhanced NC ePass account

ePass is a secure, self-service web site for North Carolina benefits. With an enhanced ePass account, you can update your address, renew your benefits, and apply for services without waiting on hold or going to your local DSS office. Medicaid needs your current address to send you supplies and support

Learn More: <https://medicaid.ncdhhs.gov/blog/2022/12/15/enhanced-epass-accounts-nc-medicaid-beneficiaries>

### 2. Register for an online account with your Medicaid plan

You can use your online account to request supplies and support.

To create an online account, have this information ready:

- Your Medicaid ID number
- Your current mailing address
- Your phone number
- An email address

### 3. Sign up for Non-Emergency Medical Transportation

Medicaid plans reimburse for gas mileage driving to and from appointments. You may be able to get money to help with gas costs if you have a car, or if you have a caregiver, family member, friend or neighbor who can drive you. Download your plan's transportation app to schedule visits and get reimbursed

- **ModivCare** (AmeriHealth, Carolina Complete, Healthy Blue )  
<https://www.mymodivcare.com/modivcare-app/>
- **MTM** (United Healthcare and Wellcare)  
<https://www.mtm-inc.net/mtm-link/>

## AmeriHealth Caritas: Support for You and Your Baby

Your Medicaid health plan offers extra support during pregnancy and after birth. With a few phone calls, you can receive supplies and financial support for you and your baby.

### Start here

- Have your Medicaid Member ID number with you
- Call Member Services: [1-855-375-8811](tel:1-855-375-8811), 24 hours a day, seven days a week  
Say, "I'm pregnant, and I want to ask about my pregnancy and baby benefits."

### Ask Member Services about these benefits

- Meals delivered to your home
- Community baby showers
- Sign up for [CARE Card rewards](#)
  - \$75 for prenatal and postpartum visits
  - Up to \$1250 for supplies in baby's first year

### Take these steps for more support

- **Register for an online account:** To set up your account, visit the member portal, <https://memberportal.amerihhealthcaritasnc.com>
- **Bright Start pregnancy support:** Call Bright Start at [1-833-475-2262](tel:1-833-475-2262). You can sign up for pregnancy and postpartum nurse support, and you may be able to receive doula services at no cost. Bright Start also offers a texting program with helpful information during your pregnancy and your baby's first year.
- **Breast pumps and supplies:** Call Aeroflow at [1-844-867-9890](tel:1-844-867-9890) or visit [aeroflowbreastpumps.com](http://aeroflowbreastpumps.com) to get a breast pump and milk storage bags.
- **Ask your OB provider to request a car seat:** Ask your OB provider to complete a [Let Us Know: Member Intervention Request form \(PDF\)](#) at your next prenatal care visit
- **Book a ride, or get paid for driving to appointments:** You may be able to get money to help with gas costs if you have a car, or a caregiver, family member, friend or neighbor who can drive you. Call ModivCare at [1-833-498-2262](tel:1-833-498-2262) to sign up. You can download the ModivCare app at <https://www.mymodivcare.com/modivcare-app/>
- **Support for urgent mental health needs:** If you are experiencing a behavioral health crisis, call the AmeriHealth Caritas North Carolina Behavioral Health Crisis Line at [1-833-712-2262](tel:1-833-712-2262) (TTY 1-866-209-6421). The line is available 24 hours a day, seven days a week.

### Find more benefits for you and your family

- <https://www.amerihhealthcaritasnc.com/member/benefits/extra-benefits>
- Watch the AmeriHealth Caritas video on Benefits for Moms on YouTube @AmeriHealthCaritasNC

### If you have trouble getting help

Call Member Services again at [1-855-375-8811](tel:1-855-375-8811). If that doesn't work, contact the NC Medicaid Ombudsman at [877-201-3750](tel:877-201-3750) or [ncmedicaidombudsman.org](http://ncmedicaidombudsman.org).

### You deserve support

You are not asking for a favor. These benefits are part of your health plan. You can ask questions more than once.

## Carolina Complete Health: Support for You and Your Baby

Your Medicaid health plan offers extra support during pregnancy and after birth. With a few phone calls, you can receive supplies and financial support for you and your baby.

### Start here

- Call Member Services: [1-833-552-3876](tel:1-833-552-3876), Monday-Saturday 7 a.m. - 6 pm. EST
- Have your Medicaid Member ID with you.
- You can say: "I'm pregnant and want to ask about my pregnancy and baby benefits."

### Ask Member Services about these benefits

- Complete my notification of pregnancy
- New Parents' Package , including choice of a car seat, portable crib or stroller
- Online virtual doula and/or breastfeeding services
- Sign up for Community Baby Showers

### Take these steps for more support

- **Register for an online account:** To set up your account, visit the member portal, <http://my.carolinacompletehealth.com/>
- **Breast pumps:** Ask your maternity provider for a prescription for a breast pump, Then, call Aeroflow at 1-844-867-9890, 8am - 5:30pm Monday-Friday, or visit <https://aeroflowbreastpumps.com> to get a breast pump. Have your Medicaid Member ID ready when you call.
- **\$120 a year for diapers, wipes, pads, and other supplies:** Purchase items at CVS, order online, or download the OTCHS app. Learn more at <https://www.carolinacompletehealth.com/members/medicaid/vas/otc-catalog.html>
- **Receive \$25 for completing a Care Needs screening:** Eligible members who complete their Care Needs Screening can earn a \$25 My Health Pays® Visa Reward. <https://www.carolinacompletehealth.com/members/medicaid/welcome-members.html>
- **Book a ride, or get paid for driving to appointments:** You may be able to get money to help with gas costs if you have a car, or a caregiver, family member, friend or neighbor who can drive you. Call MTM at 1-844-784-8931 8 AM – 6 PM EST, Monday through Saturday, to sign up. You can download the MTM app at <https://www.mtm-inc.net/mtm-link/>. Learn more on the Carolina Complete web site here: <https://www.carolinacompletehealth.com/members/medicaid/benefits-services/transportation.html>

### Find more benefits for you and your family

- <https://www.carolinacompletehealth.com/members/medicaid/resources/vas.html>

### If you have trouble getting help

Call Member Services again at : [1-833-552-3876](tel:1-833-552-3876). If that doesn't work, contact the NC Medicaid Ombudsman at [877-201-3750](tel:877-201-3750) or [ncmedicaidombudsman.org](http://ncmedicaidombudsman.org).

### You deserve support

You are not asking for a favor. These benefits are part of your health plan. You can ask questions more than once.

## Healthy Blue: Support for You and Your Baby

Your Medicaid health plan offers extra support during pregnancy and after birth. With a few phone calls, you can receive supplies and financial support for you and your baby.

### Start here

- Call Member Services: [1-844-594-5070](tel:1-844-594-5070) (TTY 711), Monday through Saturday, 7 a.m. to 6 p.m. Eastern time
- Have your Medicaid Member ID with you.
- You can say: "I'm pregnant and want to ask about my pregnancy and baby benefits."

### Ask Member Services about these benefits:

- The New Baby, New Life<sup>SM</sup> program
- Diapers and baby supplies
- Car seat, stroller, or portable crib
- Breast pump
- Doula support
- Pregnancy and postpartum programs
- Rewards for going to doctor visits

### Take these steps for more support

- **Register for an online account:** To set up your account, visit the member portal, <https://member.healthybluenc.com/public/login>
- **Sign up for the Concierge Care app:** Chat with a nurse any time, track kick counts, and more <https://healthhub.myhealthplanaccount.com/mcs/concierge-care/mcd/hb/nc/mb>
- **Book a ride, or get paid for driving to appointments:** You may be able to get money to help with gas costs if you have a car, or a caregiver, family member, friend or neighbor who can drive you. Call ModivCare at [855-397-3602](tel:855-397-3602) to sign up. You can download the ModivCare app at <https://www.mymodivcare.com/modivcare-app/>
- **Support for urgent mental health needs:** Call the Behavioral Health Crisis Line at [844-594-5076](tel:844-594-5076). If you are in danger or need immediate medical attention, call 911.

### Find more benefits for you and your family

- <https://www.healthybluenc.com/medicaid/extras>

### If you have trouble getting help

Call Member Services again at : [1-844-594-5070](tel:1-844-594-5070). If that doesn't work, contact the NC Medicaid Ombudsman at [877-201-3750](tel:877-201-3750) or [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org).

### You deserve support

You are not asking for a favor. These benefits are part of your health plan. You can ask questions more than once.

## UnitedHealthcare Community Plan: Support for You and Your Baby

Your Medicaid health plan offers extra support during pregnancy and after birth. With a few phone calls, you can receive supplies and financial support for you and your baby.

### Start here

- Call Member Services: [1-800-349-1855](tel:1-800-349-1855)
- Have your Medicaid Member ID with you.
- You can say: "I'm pregnant and want to ask about my pregnancy and baby benefits."

### Ask Member Services about these benefits

- Choice of baby products (car seat, pack n play, diapers, and wipes)
- Baby Scripts, extra support and rewards to keep you and your baby healthy.
- Community-Based Doula Programs (up to \$1,200 value)
- Baby Scripts support – you can earn \$20 just for signing up.
- Community baby showers with gifts, resources, and education
- YMCA Family Membership

### Take these steps for more support

- **Register for an online account:** To set up your account, visit the member portal, <https://member.uhc.com/communityplan>
- **Breastfeeding support:** Sign up for free virtual support for feeding your baby from SimpliFed. For more information or to book an appointment, text UHCNC4MILK to 888-458-1364, visit [www.simplified.com/united-nc](http://www.simplified.com/united-nc), or call [844-799-0538](tel:844-799-0538).
- **Breast pumps:** Call Aeroflow at [1-844-867-9890](tel:1-844-867-9890) or visit [aeroflowbreastpumps.com](http://aeroflowbreastpumps.com) to get a breast pump. Have your Medicaid Member ID ready when you call.
- **Book a ride, or get paid for driving to appointments:** You may be able to get money to help with gas costs if you have a car, or a caregiver, family member, friend or neighbor who can drive you. Call Member services, [1-800-349-1855](tel:1-800-349-1855), to sign up. You can download the MTM app at <https://www.mtm-inc.net/mtm-link/>
- **Support for urgent mental health needs:** Call the Behavioral Health Crisis Line at [1-877-334-1141](tel:1-877-334-1141), at any time, 24 hours a day, 7 days a week. If you are in danger or need immediate medical attention, call 911.

### Find more benefits for you and your family

- <https://www.uhc.com/communityplan/north-carolina/plans/medicaid/medicaid-uhc-community-plan>

### If you have trouble getting help

Call Member Services again at : [1-800-349-1855](tel:1-800-349-1855). If that doesn't work, contact the NC Medicaid Ombudsman at [877-201-3750](tel:877-201-3750) or [ncmedicaidombudsman.org](http://ncmedicaidombudsman.org).

### You deserve support

You are not asking for a favor. These benefits are part of your health plan. You can ask questions more than once.