


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	January 11, 2024
	Purpose:	Update Providers on the Impact of ProgenyHealth's Maternity Care Management Program
	Subject:	ProgenyHealth's Maternity Care Management Program
	Products:	OB/GYN, Certified Nurse Midwives, Licensed Midwives, and Doulas
	From:	<u>Provider Relations</u>

Aetna Better Health® of Florida ProgenyHealth's Maternity Case Management Program

Dear Providers,

After more than three months, our members – *your patients* – are experiencing happier, healthier pregnancies. Aetna Better Health of Florida has contracted with ProgenyHealth®, a leader in Maternity & NICU Care Management, to deliver a comprehensive, evidence-based program that helps your patients while easing your practice workload.

The program is offered by Aetna Better Health® of Florida for their members.

How does it work?

The Maternity Case Management program supports patients before, during and after their pregnancy (up to 12 months postpartum) with the help of Maternity Case Managers... at no additional cost to you or your patients. The program includes a personalized focus on clinical, behavioral, and social support, as well as a digital app.

Could you give an example of the program's impact?

Challenge

At age 31 and pregnant with her third baby, Maya had a history of postpartum depression after her previous deliveries. She also reported recent income challenges related to changing employment and falling behind on expenses. Maya was particularly struggling with food insecurity. Maya's OB provider also reported a significant history of anemia.



Case Management

The Case Manager (CM) educated Maya on the importance of iron supplements plus dietary options to assist with anemia. The CM connected her with WIC and local food pantries to secure healthy food options.

Results

On a follow-up call with her ProgenyHealth Case Manager, Maya indicated that she had received food from the pantries and that her Hemoglobin level had increased from 10.7 to 11.2

To learn more about ProgenyHealth's programs and services or refer a patient, call **1-855-231-4730** Monday-Friday between 8:30AM-5:00PM. Please visit our [ABHFL website under our provider site, resources, maternity flyers.](#)

- Member maternity flyer(s) - [English \(PDF\)](#) | [Spanish \(PDF\)](#)

We appreciate the excellent care you provide to our members. As always, please don't hesitate to contact our ABHFL Provider Services line if you have any questions at:

Phone: MMA: [1-800-441-5501](tel:1-800-441-5501) TTY ([711](tel:711))

LTC: [1-844-645-7371](tel:1-844-645-7371) TTY ([711](tel:711))

FHK: [1-844-528-5815](tel:1-844-528-5815) TTY ([711](tel:711))

Email: FLMedicaidProviderRelations@aetna.com

Thank you,

Aetna Better Health of Florida

www.aetnabetterhealth.com/florida

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