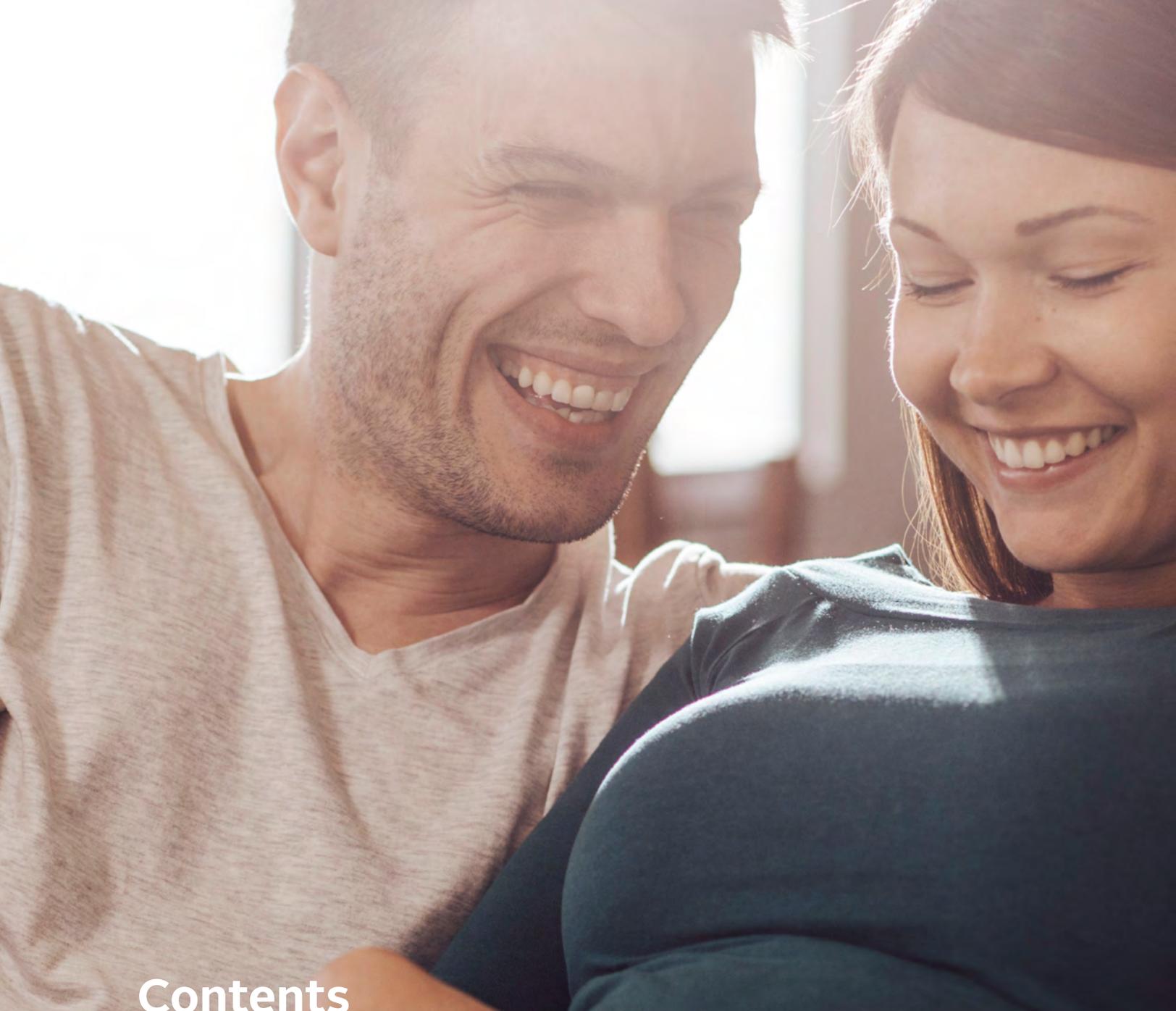


# Bright Start<sup>®</sup>

## Welcome Booklet





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## Welcome to Bright Start

The AmeriHealth Caritas Ohio 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 **1-833-606-2727**. We're available from 8 a.m. to 5 p.m., Monday through Friday. TTY users should call **1-833-889-6446**.

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 Ohio will add \$50 CARE Card rewards dollars to your card if you complete your postpartum visit within one to 12 weeks (seven to 84 days) after the delivery date.

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

- **Postpartum visit:** New moms will receive \$50 in CARE Card rewards when you complete your postpartum follow-up. This visit must occur one to 12 weeks (seven to 84 days) after the delivery date.
- **Well visits for children 0 to 15 months:** Receive \$100 in CARE Card rewards when you complete all six well visits before your child is 15 months old.
- **Prenatal visit:** Expecting moms can earn reward dollars for attending prenatal visits. Receive \$15 for each completed prenatal visit (up to seven visits).

## Keeping mental health in mind for new moms

Did you know that AmeriHealth Caritas Ohio 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.

- 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 at **1-833-764-7700**, 24 hours a day, seven days a week. TTY users should call **1-833-889-6446**.
- You can also call the National Maternal Health Hotline at **1-833-9-HELP4MOMS**.

## Keys to Your Care® text messaging program

Keys to Your Care is a texting program for pregnant AmeriHealth Caritas Ohio 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 **OHMOM** to **85886**.  
Or, call a member of our Bright Start team at **1-833-606-2727**. TTY users should call **1-833-889-6446**.

### Home-delivered meals

Nutrition is an important part of having a healthy pregnancy. AmeriHealth Caritas Ohio offers healthy meals delivered to your home during pregnancy and for up to two weeks after you give birth. You can choose from multiple meal plans. Please contact the Bright Start maternity program at **1-833-606-2727 (TTY 1-833-889-6446)** 8 a.m. to 5 p.m., Monday through Friday, to see if you are eligible for this program.



### Questions?

Call Bright Start at **1-833-606-2727**.  
We're available from 8 a.m. to 5 p.m.,  
Monday through Friday. TTY users  
should call **1-833-889-6446**.

## Medicine safety

AmeriHealth Caritas Ohio 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 low-birth-weight baby.
- 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 sudden infant death syndrome (SIDS).
- 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 Ohio Tobacco Quitline **1-800-QUIT NOW (1-800-784-8669)** TTY at **1-866-228-4327**, 24 hours a day, 7 days a week.

## 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 so 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.<sup>1</sup>

### 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).<sup>1</sup>

### Safe pregnancy tips

Use these tips to help you stay healthy during your pregnancy:<sup>1</sup>

- 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.<sup>2</sup>

Symptoms of NAS may include:<sup>2</sup>

- 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

Get help if you have a substance use disorder. Visit the website **FindTreatment.gov** or call **1-800-662-HELP (4357)**.

### 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:

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

<sup>2</sup> "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 Ohio 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 after 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 Ohio if you're pregnant.



# 20 – 30 weeks

## Kick counts

Most people 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.

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The Ohio Department of Health and Count the Kicks offer a free kick-counting app. Scan here to download.



# 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 very 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 very 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

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## 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.

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# 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.

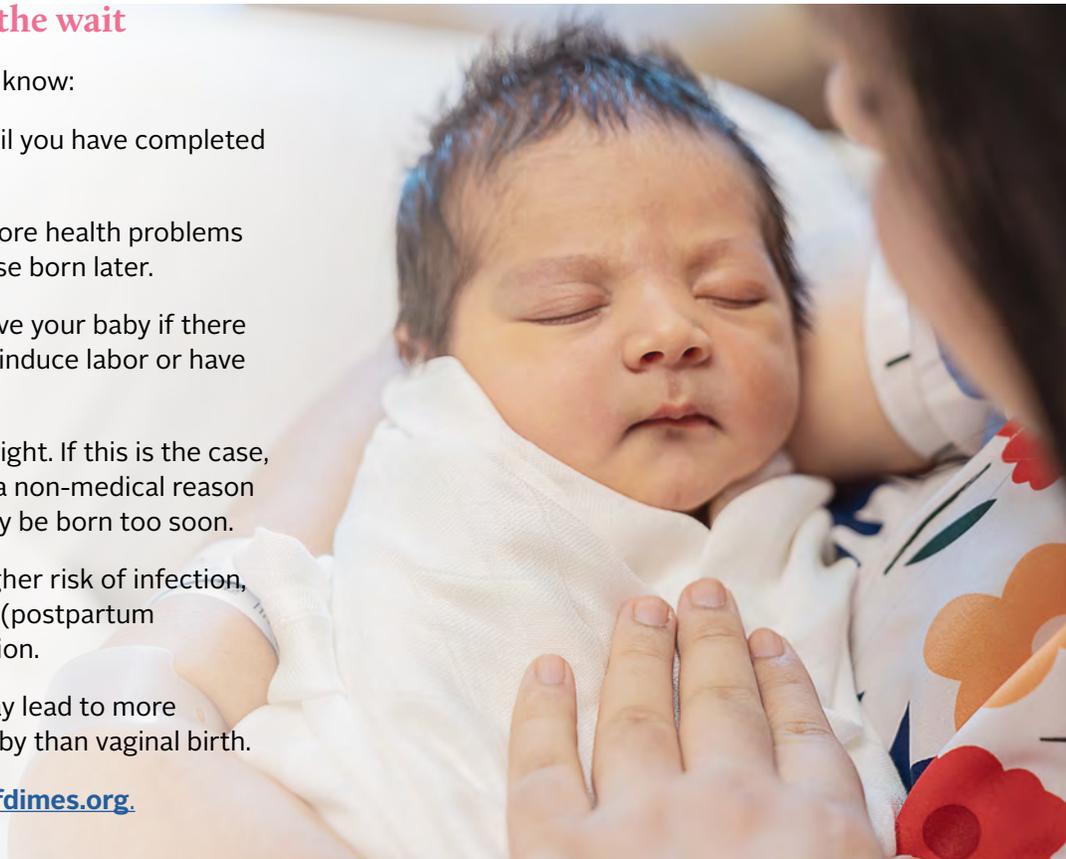
Vaginal birth is the best way to have your baby if there are no medical reasons for you to induce labor or have a cesarean section (C-section).

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](http://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.

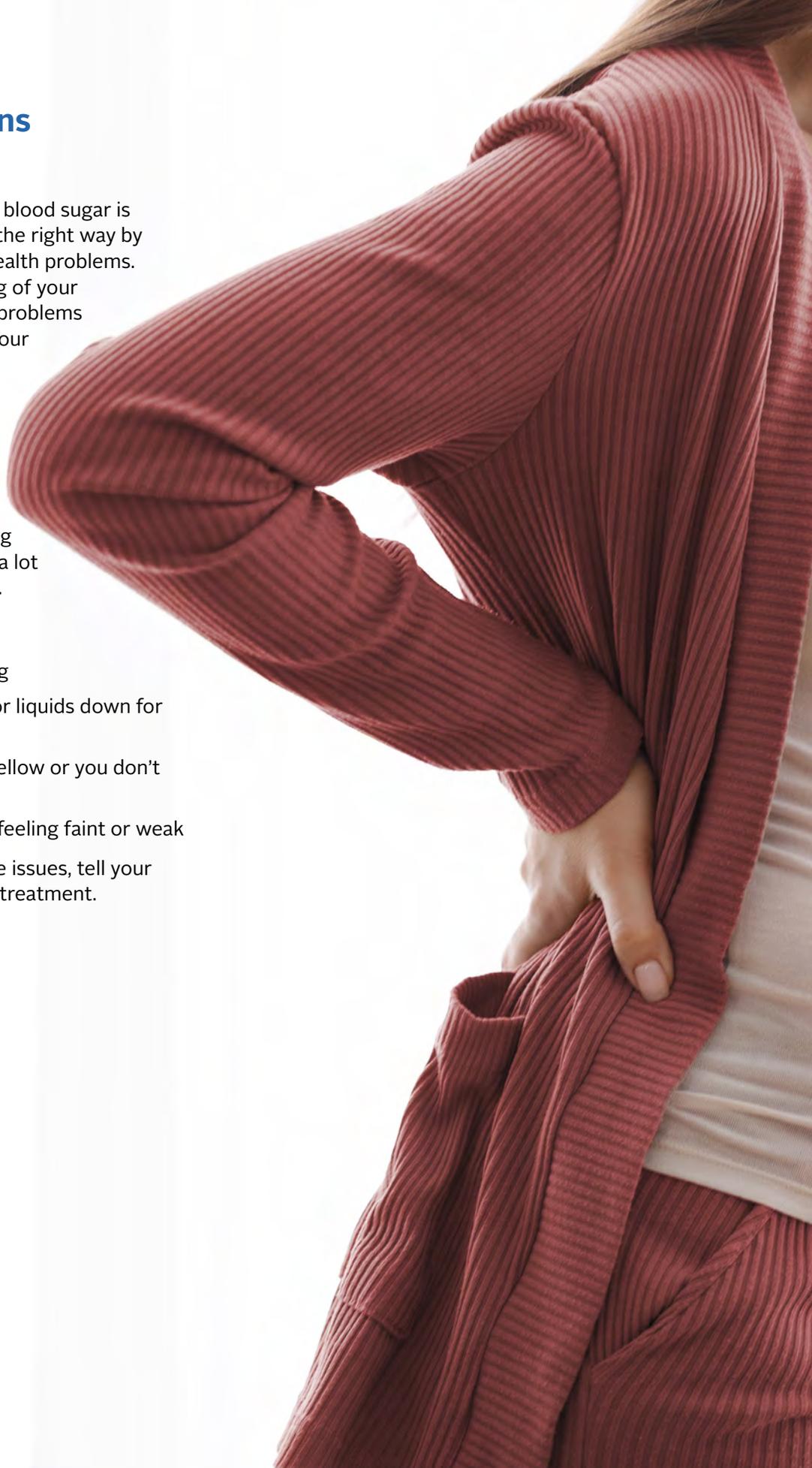
### Hyperemesis

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 or a fever, or feeling faint or weak

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





## 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.

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## Questions?

Call Bright Start at **1-833-606-2727**.  
We're available from 8 a.m. to 5 p.m.,  
Monday through Friday. TTY users  
should call **1-833-889-6446**.

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## 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 Ohio members have dental coverage as long as they're enrolled with AmeriHealth Caritas Ohio.

It's important that you notify your case worker at the Ohio Department of Medicaid 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:

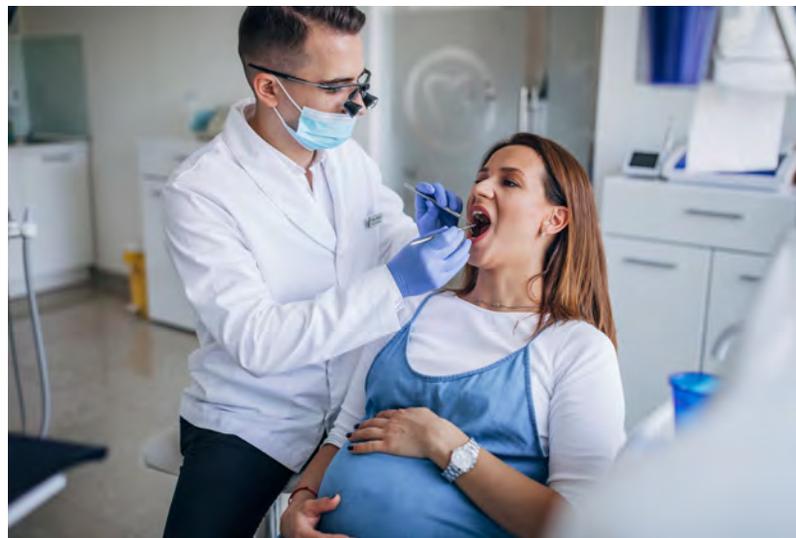
- You have pain in your gums
- You have bad breath that doesn't go away
- You lose a tooth
- You have a lump or growth in your mouth
- You have a toothache

### Find a dentist

For help with finding a network dentist in your area, visit [www.amerhealthcaritasoh.com](http://www.amerhealthcaritasoh.com) or call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)** 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 Ohio can help you get there. Call our transportation service at **1-833-664-6368** 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 people, breastfeeding is a healthy choice. But some people 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 WIC. They can help you find formula if you bottle feed, or supplements if you breastfeed.

Call **1-800-942-9467** to contact the WIC program or go to **www.signupwic.com**.

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

**1-833-606-2727 (TTY 1-833-889-6446)**

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:

- 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 your hospital to learn about 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 Ohio 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 5 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 doctor 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 Suicide & Crisis Lifeline at **988**.
- Call the Ohio Careline at **1-800-720-9616**, a toll free, 24/7 emotional support call service. It offers confidential support in times of personal or family crisis, when people may be struggling to cope with challenges in their lives.

### 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, please call our Member Services department at **1-833-764-7700**, 24 hours a day, seven days a week. TTY users should call **1-833-889-6446**.



## 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.**



## Ohio car seat law says:

Children are required to use belt-positioning booster seats once they outgrow their child safety seats until they are 8 years old, unless they are at least 4 feet, 9 inches (57 inches) tall.

### Ohio's child passenger safety law requires the following:

- Children younger than age 4 or less than 40 pounds must use a child safety seat meeting federal motor vehicle safety standards.
- Children younger than age 8 must use a booster seat, unless they are at least 4 feet, 9 inches tall.
- Children ages 8 – 15 must use a child safety seat or safety belt.

Source: <https://ohio.gov/residents/resources/car-seat-law>



## 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 2 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 8 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.

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](http://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/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2791560/).



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



## Deciding or planning on your next addition?

If you are not using a birth control method, it is possible to get pregnant very 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 Ohio covers your personal choice for birth control. Talk to your doctor today 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 at **1-833-764-7700 (TTY 1-833-889-6446)** 24 hours a day, seven days a week.

### 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>.

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### Questions?

Call Bright Start at **1-833-606-2727**. We're available from 8 a.m. to 5 p.m., Monday through Friday. TTY users should call **1-833-889-6446**.

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## 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 Ohio can help you get there. Call Transportation Services at **1-833-664-6368** from 7 a.m. to 8 p.m., Monday through Friday.

If you must travel 30 miles or more from your home to receive covered health care services, AmeriHealth Caritas Ohio will provide transportation to and from the provider's office. Please call at least 48 hours in advance of the trip. Exceptions for advance notice include urgent member needs (e.g., same or next-day urgent appointments) and hospital discharges. You may also call our Member Services line to speak with someone who can assist with scheduling transportation by calling **1-833-664-6368**.

If traveling less than 30 miles from your home, you can get transportation for certain services through the local county department of job and family services (CDJFS) Non-Emergency Transportation (NET) program. You may contact your county department of job and family services for questions or assistance with NET services.

AmeriHealth Caritas Ohio provides a supplemental transportation benefit that covers up to 30 round trips or 60 one-way trips per member per year for provider visits less than 30 miles away.

### If you have an emergency, 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
- Picking up your prescriptions at pharmacies
- Unlimited trips for prenatal and postpartum appointments

### To schedule a ride, you'll need:

- Your AmeriHealth Caritas Ohio 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 both your reservation number and your confirmation number.



## Important numbers and resources

### 24/7 Nurse Call Line

**1-833-625-6446 (TTY 1-833-889-6446)**

24 hours a day, seven days a week

### Bright Start maternity program

**1-833-606-2727 (TTY 1-833-889-6446)**

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

### Member Services

**1-833-764-7700 (TTY 1-833-889-6446)**

24 hours a day, seven days a week

### National Maternal Mental Health Hotline

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

### Rapid Response and Outreach Team

**1-833-464-7768 (TTY 1-833-889-6446)**

8 a.m. to 5:30 p.m., Monday through Friday

### Transportation

**1-833-664-6368**

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

### 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.

### National Domestic Violence Hotline

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

24 hours a day, seven days a week

## AmeriHealth Caritas Ohio 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.amerihhealthcaritasoh.com** and log into your AmeriHealth Caritas Ohio 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.

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

**SafeLink**  
WIRELESS®



## English:

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-833-764-7700 (TTY 1-833-889-6446)**.

If you have any problem reading or understanding this or any other AmeriHealth Caritas Ohio information, please contact Member Services at **1-833-764-7700 (TTY 1-833-889-6446)** for help at no cost to you. We can explain this information in English or in your primary language. The information in other languages is at no cost to you. You can also get this information for free in other formats, such as large print, braille, or audio.

## Spanish:

ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística sin cargo. Llame al **1-833-764-7700 (TTY 1-833-889-6446)**.

Si tiene algún problema para leer o comprender esta o cualquier otra información de AmeriHealth Caritas Ohio, comuníquese con Servicios al Miembro al **1-833-764-7700 (TTY 1-833-889-6446)** para recibir ayuda sin costo alguno para usted. Podemos explicarle esta información en inglés o en su idioma principal. La información en otros idiomas no tiene costo para usted. Además, puede obtener esta información sin cargo en otros formatos, como impresión en letra grande, braille o audio.

## Ukrainian:

УВАГА: Якщо ви говорите українською мовою, ви маєте право на безкоштовні мовні послуги. Телефонуйте за номером **1-833-764-7700 (TTY 1-833-889-6446)**.

Якщо вам важко прочитати або зрозуміти цю або іншу інформацію, надану AmeriHealth Caritas Ohio, будь ласка зв'яжіться зі службою підтримки та обслуговування клієнтів за номером **1-833-764-7700 (TTY 1-833-889-6446)**, щоб отримати безкоштовну допомогу. Ми можемо пояснити цю інформацію англійською або вашою рідною мовою. Інформація іншими мовами надається вам безкоштовно. Ви також можете отримати цю інформацію безкоштовно в інших форматах, наприклад, великим шрифтом, шрифтом Брайля, або у вигляді аудіо.

## Haitian Creole:

ATANSYON: Si w pale kreyòl ayisyen, genyen sèvis pou ede w nan lang pa w ki disponib gratis pou ou. Rele nan **1-833-764-7700 (TTY 1-833-889-6446)**.

Si w gen lòt difikilte pou li oswa pou konprann enfòmasyon sa yo oswa nenpòt lòt enfòmasyon ki soti nan AmeriHealth Caritas Ohio, tanpri rele ekip sèvis pou manm yo nan **1-833-764-7700 (TTY 1-833-889-6446)** pou jwenn èd san sa pa koute w anyen. Nou ka esplike enfòmasyon sa yo ann anglè oswa nan lang manman w. Ou ka jwenn enfòmasyon sa yo nan lòt lang san sa pa koute w anyen. Epitou, ou ka jwenn enfòmasyon sa yo gratis nan lòt fòm, tankou gwo karaktè, karaktè bray oswa fòm odyo.

## Nepali:

ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका निम्ति भाषासम्बन्धी सहयोग सेवाहरू नि:शुल्क रूपमा उपलब्ध हुन्छन् । **1-833-764-7700 (TTY 1-833-889-6446)** मा फोन गर्नुहोस् ।

यदि तपाईंलाई यो वा AmeriHealth Caritas Ohio को अन्य कुनै पनि जानकारी पढ्न वा बुझ्न कुनै पनि समस्या हुन्छ भने कृपया तपाईंलाई कुनै पनि शुल्क नलाग्ने गरी मद्दतका लागि सदस्य सेवालार्इ **1-833-764-7700 (TTY 1-833-889-6446)** मा सम्पर्क गर्नुहोस् । हामीले यस जानकारीलाई अंग्रेजी वा तपाईंको प्राथमिक भाषामा वर्णन गर्न सक्छौं । जानकारी अन्य भाषाहरूमा नि:शुल्क उपलब्ध हुन्छ । तपाईंले यो जानकारी अन्य स्वरूपहरूमा नि:शुल्क पनि प्राप्त गर्न सक्नुहुन्छ, जस्तै कि ठूलो छापा, ब्रेल वा अडियो ।

## Arabic:

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية لك مجاناً. اتصل بالرقم **1-833-764-7700 (TTY 1-833-889-6446)**. إذا كانت لديك أي مشكلة في قراءة أو فهم هذه المعلومات أو أي معلومات أخرى عن AmeriHealth Caritas Ohio فيرجى الاتصال بخدمات الأعضاء على الرقم **1-833-764-7700 (TTY 1-833-889-6446)** للحصول على المساعدة بدون أي تكلفة عليك. يمكننا شرح هذه المعلومات باللغة الإنجليزية أو بلغتك الرئيسية. المعلومات باللغات الأخرى بدون أي تكلفة عليك. كما يمكنك الحصول على هذه المعلومات مجاناً بصيغ أخرى مثل مطبوعة كبيرة، أو بطريقة برايل أو بصيغة صوتية.



### Russian:

**ВНИМАНИЕ:** если вы говорите по-русски, в вашем распоряжении бесплатные услуги переводчика. Позвоните по тел. **1-833-764-7700 (TTY 1-833-889-6446)**.

Если у вас возникли проблемы с чтением или пониманием этой или любой иной информации об AmeriHealth Caritas Ohio, вы можете бесплатно обратиться за помощью в отдел обслуживания участников по тел. **1-833-764-7700 (TTY 1-833-889-6446)**. Мы объясним вам эту информацию либо по-английски, либо на вашем родном языке. Информация на других языках предоставляется вам бесплатно. Также данную информацию можно бесплатно получить в других форматах, например, крупным шрифтом, шрифтом Брайля или в аудиоформате.

### Somali:

**FIIRO GAAR AH:** Haddii aad ku hadasho af-Soomaali, adeegyada caawimaada luqadda oo bilaash ah, ayaa diyaar kuu ah. Wac **1-833-764-7700 (TTY 1-833-889-6446)**.

Haddii aad wax dhibaato ah ku qabto akhrinta ama fahmitaanka tan ama macluumaadka kale ee AmeriHealth Caritas Ohio, fadlan kala xiriiir Adeegyada Xubinta **1-833-764-7700 (TTY 1-833-889-6446)** si aad u hesho caawimaad aan wax kharash ah kugu fadhiyin. Waxaan ku sharxi karnaa macluumaadkan Af-Ingiriis ama afkaaga hooyo. Macluumaadka luqadaha kale ku qoran wax kharash ah kuguma fadhiyaan. Waxad sidoo kale macluumaadkan ku heli kartaa qaabab kale oo bilaash ah, sida far waaweyn, farta indhoolaha, ama maqal.

### French:

**ATTENTION :** Si vous parlez français, des services d'aide linguistique sont mis à votre disposition gratuitement. Appelez-nous au **1-833-764-7700 (TTY 1-833-889-6446)**.

Si vous avez du mal à lire ou que vous ne compreniez pas ce message ou d'autres informations fournies par AmeriHealth Caritas Ohio, veuillez contacter l'équipe de service aux adhérents au **1-833-764-7700 (TTY 1-833-889-6446)** pour recevoir une aide gratuitement. Nous vous expliquerons ces informations en anglais ou dans votre langue maternelle. Vous pouvez recevoir ces informations gratuitement dans d'autres langues. Vous pouvez également obtenir ces informations gratuitement dans d'autres formats, notamment en gros caractères, en braille ou sur format audio.

### Burundi:

**MENYA NEZA:** Nimba uvuga Ikirundi (Burundi), ama seruvise afasha mu vy'indimi, atangwa ku buntu, arahari ku bwanyu. Hamagara kuri **1-833-764-7700 (TTY 1-833-889-6446)**.

Nimba hariho ingorane iyo ariyo yose ituma utoroherwa gusoma canke gutahura ibi canke amakuru ayo ariyo yose ya AmeriHealth Caritas Ohio, usabwe kwitura Member Services (Igisata Citaho Abanywanyi) uciye kuri numero **1-833-764-7700 (TTY 1-833-889-6446)** kugira uronke ubufasha ku buntu. Turashobora kugusigurira aya makuru mu Congereza canke mu rurimi rwawe kavukire. Ayo makuru atanzwe mu zindi ndimi nta mahera uyangira. Urashobora kandi kuronka aya makuru ku buntu mu bundi buryo, nko mu nyandiko nini, mu nyandiko zikoreshwa n'impumyi, canke mu buryo bw'amajwi.

### Swahili:

**TAHADHARI:** Ikiwa unazungumza Kiswahili, utapokea huduma za usaidizi wa lugha, bila malipo. Piga simu kupitia **1-833-764-7700 (TTY 1-833-889-6446)**.

Ikiwa una tatizo lolote la kusoma au kuelewa taarifa hii au nyingine yoyote ya AmeriHealth Caritas Ohio, tafadhali wasiliana na Huduma za Wanachama kupitia **1-833-764-7700 (TTY 1-833-889-6446)** ili upate msaada bila gharama yoyote. Tunaweza kukueleza habari hii kwa Kiingereza au katika lugha yako ya msingi. Taarifa katika lugha zingine haitakuwa na gharama kwako. Pia unaweza kupata taarifa hii bila malipo katika miundo mingine kama vile, maandishi makubwa, breli, au sauti.

### Uzbek:

**DIQQAT:** Agar siz o'zbek tilini bilsangiz, til bo'yicha yordam xizmati siz uchun bepul. **1-833-764-7700 (TTY 1-833-889-6446)** raqamiga qo'ng'iroq qiling.

Agar sizda ushbu ma'lumotni yoki boshqa AmeriHealth Caritas Ohio ma'lumotlarini o'qish yoki tushunishda muammo bo'lsa, iltimos, bepul yordam olish uchun **1-833-764-7700 (TTY 1-833-889-6446)** raqami orqali Xizmat ko'rsatish bo'limi bilan bog'laning. Biz bu ma'lumotni ingliz tilida yoki ona tilingizda tushuntirishimiz mumkin. Mazkur ma'lumotlar boshqa tillarda ham siz uchun bepul taqdim etiladi. Shuningdek, siz ushbu ma'lumotni katta hajmda, brayl alifbosida yoki audio kabi boshqa formatlarda bepul olishingiz mumkin.

## Pashto:

توجه: که تاسې په پښتو ژبه غږېږئ، د ژبې د مرستې وړیا خدمتونه ستاسې لپاره موجود دي. دې **1-833-764-7700 (TTY 1-833-889-6446)** شمېرې ته زنگ ووهئ.

که تاسې د دې معلوماتو یا هم د AmeriHealth Caritas Ohio د نورو معلوماتو لوستلو یا پوهېدلو کې مشکل لرئ، مهرباني وکړئ په وړیا ډول د مرستې لپاره د غږو خدمتونو سره په **1-833-764-7700 (TTY 1-833-889-6446)** شمېره اړیکه ونیسئ. مور کولی شو په انگلېسي ژبه کې یې ستاسې لومړنۍ ژبه کې دا معلومات تاسې ته تشریح کړو. په نورو ژبو کې معلومات تاسې ته د کوم لګښت پرته درکول کېږي. همدارنګه تاسې کولی شئ په وړیا ډول دا معلومات په نورو بڼو او فارمېټونو کې هم ترلاسه کړئ، لکه غټ چاپ، برېډل، یا غږیز.

## Turkish:

**DİKKAT:** Türkçe konuşuyorsanız, sizin için ücretsiz dil yardım hizmetleri mevcuttur. **1-833-764-7700 (TTY 1-833-889-6446)** numaralı telefonu arayın.

Bu notu veya başka herhangi bir AmeriHealth Caritas Ohio bilgi notunu okumada veya anlamada sorun yaşıyorsanız lütfen ücretsiz yardım için **1-833-764-7700 (TTY 1-833-889-6446)** no lu telefondan Üyelik Hizmetleri ile iletişime geçin. Bu bilgileri size İngilizce veya ana dilinizde açıklayabiliriz. Diğer dillerde size verilecek bilgiler için ücret talep edilmez. Bu bilgileri, büyük baskı, Braille alfabesi veya audio gibi diğer formatlarda da ücretsiz olarak alabilirsiniz.

## Afghani:

توجه: اگر به لسان افغانی گپ میزنید، خدمات مساعدت لسانی به صورت رایگان به شما ارائه میشود. با نمبر **1-833-764-7700 (TTY 1-833-889-6446)** به تماس شوید.

اگر در خواندن یا درک این مطلب یا کدام معلومات سائری از AmeriHealth Caritas Ohio مشکل دارید، لطفاً برای دریافت کمک رایگان با خدمات اعضا به نمبر **1-833-764-7700 (TTY 1-833-889-6446)** به تماس شوید. ما میتوانیم این معلومات را به لسان انگلیسی یا به لسان اصلی شما توضیح دهیم. معلومات به لسان های سائر به صورت رایگان به شما ارائه میشود. همچنان میتوانید این معلومات را به صورت رایگان در فارمت های سائر مانند چاپ بزرگ، خط بریلی یا صوتی دریافت کنید.

## Vietnamese:

**CHÚ Ý:** Nếu quý vị nói Tiếng Việt, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi **1-833-764-7700 (TTY 1-833-889-6446)**.

Nếu quý vị gặp khó khăn trong quá trình đọc hoặc hiểu thông tin này hoặc bất kỳ thông tin nào khác của AmeriHealth Caritas Ohio, vui lòng liên hệ Ban Dịch Vụ Khách Hàng theo số **1-833-764-7700 (TTY 1-833-889-6446)** để được hỗ trợ miễn phí. Chúng tôi có thể giải thích thông tin này bằng Tiếng Anh hoặc bằng ngôn ngữ mẹ đẻ của quý vị. Thông tin ở ngôn ngữ khác được cung cấp miễn phí cho quý vị. Quý vị cũng có thể nhận thông tin này miễn phí ở các định dạng khác, chẳng hạn như định dạng chữ in khổ lớn, chữ nổi hoặc âm thanh.





This is to help you learn about caring for yourself after having a baby and caring for your newborn. It does not take the place of the care you get with your obstetric (OB) care provider or your baby's doctor (pediatrician). Always follow the care that your or your baby's health provider has put in place for you. If you have questions about anything you read in this information, talk to your or your baby's health care provider before you change anything the provider has told you to do.

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