

Maternity Program for Blue Cross Community CentennialSM members



BlueCross BlueShield of New Mexico



Blue Cross Community CentennialSM

Enroll Today

To join Special Beginnings, or to ask questions, please call **1-888-421-7781** (TTY: **711**). This call is toll-free. The information you get from the Special Beginnings program does not replace the care you get from your obstetric (OB) provider*. It is important to see your OB provider to get the medical care you need.

If you have Blue Cross Community Centennial and you're pregnant, you can receive a car seat and portable crib at no cost from Blue Cross and Blue Shield of New Mexico (BCBSNM). Contact BCBSNM Health Services at **1-877-232-5518** (TTY: **711**). This call is toll-free.

*An OB provider is your maternity provider.

Special Beginnings is a maternity program that's there for you whenever you need it. This program can help you to better understand and manage your pregnancy. To help achieve good health for you and your baby, we encourage you to enroll in Special Beginnings. It is best if you can join during your first trimester. We keep all of your information confidential. When you enroll, you will get:

- **Two pregnancy risk interviews.** These may help us to find out if your pregnancy is high-risk.
- **Information and materials** about nutrition and healthy life choices before and after your baby is born. You will also receive information on how your unborn baby is growing, newborn care, and well-child information that's helpful for new parents.
- **Personal phone calls** from a Special Beginnings care coordinator to talk to you about how you and your baby are doing. The Special Beginnings care coordinator will continue to call you for six weeks after your baby is born.
- **24-hour, toll-free access** to a telephone hotline staffed by experienced registered nurses and maternity nurses (**1-877-213-2567**). 24/7 Nurseline includes access to an audio library with health information.
- **Access to a website** with a pregnancy calendar, articles, and videos about pregnancy, childbirth, and newborn care. To find this website, go to bcbsnm.com/medicaid. Log in to Blue Access for MembersSM. (Or register, if you haven't already.) Click on the *My Health* tab, then click on the button under *Special Beginnings*.

Personal, Confidential Help

Your personal Special Beginnings care coordinator will call you regularly to ask you questions about your health and activities. He or she will also help you find more pregnancy-related resources if you need them. Through your entire pregnancy, our Special Beginnings care coordinators will:

- Assess your health, lifestyle, and possible pregnancy problems
- Check in on you regularly to talk to you about how you and your baby are doing
- Teach you about prenatal, postpartum, and newborn care
- Encourage you to make healthy changes
- Teach you to avoid problems that can happen when you are pregnant
- Talk to you about your OB provider's treatment plans
- Help you if you develop diabetes or high blood pressure while you are pregnant

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

Such services are funded in part with the State of New Mexico.

The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, provider network, and/or copayments/coinsurance are subject to change.

Blue Cross and Blue Shield of New Mexico complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

Díj baa akó nínizín: Díj saad bee yáñí'ti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éi ná hóló, kóji' hódíílnih 1-855-710-6984 (TTY: 711).

bcbsnm.com/medicaid