

NICU Aftercare Program

The NICU Aftercare program is a free service that addresses the needs of, and provides regular monitoring for, compromised newborns through one year of age. Care Management will work with the attending neonatologist and EmblemHealth Medical Director to coordinate and facilitate a discharge plan to meet the needs of the baby and family.

Care Management will follow up with the mother, post-discharge, to facilitate any lactation consultation needs, provide education on breastfeeding, and obtain a breast pump and other community resources.



Who is eligible for the program?

All members of EmblemHealth.*

How do members enroll?

Care Management outreaches to members who have had their baby admitted to the newborn intensive care unit (NICU) after birth. Members can also call **888-447-0337** (TTY **711**), to see if they are eligible for the program.

How does the program benefit the member?

- Provides help in recognizing newborn weight and measurement milestones and learning how to take their baby's temperature.
- Answers questions about their baby: what crying means, bathing, breastfeeding, how to cope with sibling rivalry, etc.
- Answers questions about their health: bleeding, pain, baby blues, etc.
- Helps to make sure the baby stays healthy before your next doctor visit.
- Helps in identifying and obtaining needed services such as WIC, lactation consultation, behavioral health services, medical care, and community assistance.

- Provides reassurance and support for moms with babies in the NICU.

How can you support members/your patients in the program?

The NICU program is designed to help supplement the great care and support you already provide our members. By referring members to this program, you are supporting our members in finding access to care, helping to reinforce your patient care plans, and providing supplemental education in caring for their newborns at home.

Are there additional considerations?

The NICU program is a support service offered to EmblemHealth members. It works in conjunction with the care you provide; it does not replace it.

How long is the program?

The program lasts one year with opt out anytime.

How do I find out more?

For more information and/or for your referrals, call our Care Management department at **800-447-0768 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m.

* Some managing entities (delegates) offer their own care management programs for EmblemHealth members under their care. For more information about their care management programs, go to emblemhealth.com/providers/manual/health-promotion-and-care-management, under the "Care Management Programs" drop-down, at the bottom.

