

NJ FamilyCare maternal resources for Amerigroup Community Care members in New Jersey

To ensure healthy deliveries, Amerigroup Community Care members in New Jersey have access to several maternal resources such as family planning, childbirth education, doula services, breastfeeding and lactation services, and postpartum support just to name a few. Our Obstetric (OB) Care Management team manages high-risk medical conditions for expectant mothers. Providers can send referrals to **NJ1OBNICUCM@Amerigroup.com**.

Healthy Rewards

Healthy Rewards is a program that incentivizes expectant mothers to take control of their health during their pregnancy. Expectant mothers can earn rewards by completing healthy activities, including:

- Prenatal and postpartum visits.
- Screenings for diabetes management and lead.

Members can log in to the **Benefit Reward Hub** to redeem their Healthy Rewards. Members can also call the Healthy Rewards Customer Service line at **888-990-8681 (TTY 711)**, Monday through Friday, from 9 a.m. to 8 p.m. ET. **Redeem Healthy Rewards.**

Women, Infants, and Children (WIC)

WIC is a program that provides important resources to families with children. Expectant mothers can receive food vouchers, health education, and peer counseling for moral support in parenting. Visit **fns.usda.gov/wic** for more information. Members can apply for WIC by visiting **state.nj.us/health/fhs/wic** or by calling **800-328-3838**.

NJ FamilyCare

Enrolling in NJ FamilyCare is simple. Remind new mothers to select a primary care provider for their newborn and to visit the office within one to three weeks after delivery. New mothers have 60 days to select a primary care provider for their newborn and to reenroll in NJ FamilyCare to avoid interruption in healthcare benefits. New mothers can enroll in NJ FamilyCare by calling **800-701-0710 (TTY 800-701-0720)**.

My Advocate®

My Advocate* is a proactive, culturally appropriate, outreach and education program that provides personalized information, tips, resources, tools, and pregnancy support for expectant mothers. Eligible members receive regular phone calls with tailored content from a voice personality (Mary Beth), or they may choose to access the program via a smartphone application or website.

* Change Healthcare is an independent company managing the My Advocate program on behalf of Amerigroup Community Care. Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care.

What if I need assistance?

Availity* Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. Go to **Availity Essentials** and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the Contact Us section at the bottom of our provider website for the appropriate contact or call Health Care Networks at

800-454-3730. Members can call on of the following numbers for more information:

- Member Services line: **800-600-4441 (TTY 711)**
- 24/7 Nurse line: **800-600-4441 (TTY 711)**
- OB Care Management line: **800-452-7101**



Email is the quickest and most direct way to receive important information from Amerigroup Community Care.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3lKw9vg>).

