

Aetna/Innovation Health
AETNA MATERNITY PROGRAM
Call 1-800-CRADLE-1 (1-800-272-3531)

FCPS is partnering with Aetna/Innovation Health (A/IH) to offer the Aetna® Maternity Program, formerly known as Beginning Right. This free, confidential program is designed to provide you and your family with the personal support that is so important during this time. In addition, members who enroll in the Program (by completing a Pregnancy Risk Survey) and who also complete a Post-Partum Survey may be eligible for a Health Incentive Credit (HIC) of up to \$150. Please see the frequently asked questions listed below for more information.

Who is eligible to enroll in the Program?

Any pregnant member who is covered by the FCPS A/IH medical plan.

How does a member become eligible for the Health Incentive Credit (HIC)?

Eligible A/IH members who enroll in the Program can earn a HIC of up to \$150. The HIC will be applied to future deductible and/or coinsurance amounts. The total HIC of \$150 is available to those completing **both** components of the Program as described below.

- **Part 1:** Earn \$75 after completion of the **Pregnancy Risk Survey (PRS)**. The PRS responses help to determine the program materials and services that are right for you. If you have health issues or risks factors that need special attention, Program nurses, in conjunction with your private physician, can provide you a personal case manager to find ways to lower your risks.
Members must complete the PRS within the first 16 weeks of pregnancy to earn the \$75 incentive. The PRS may be completed after 16 weeks, but the member will not qualify for the incentive.

- **Part 2:** Earn \$75 after completion of the **Post-Partum Survey (PPS)**. The PPS is done via phone* by a nurse who will call you starting approximately four weeks after the birth of your child. If you are unable to be reached initially, the nurse will make multiple attempts to reach you, up to 4 times. If you miss the call, the nurse will leave a voicemail with call-back instructions.
Members have up until 8 weeks post-partum to complete the PPS and qualify for the \$75 HIC.

How do I enroll in the Program?

You will be enrolled in the Program once you complete the PRS. There are multiple ways you can complete the PRS:

- By calling **1-800-CRADLE-1 (1-800-272-3531)**. The phone line is staffed weekdays from 8 a.m. to 7 p.m.
- By logging into the A/IH secure member website (Navigator). Once logged in, go to the “Health Programs” drop down box, and click on “Maternity Program.”

You may also receive a phone call to enroll from a Aetna Maternity Program team member if your doctor refers you or you have a pregnancy related medical claim. Although we encourage early enrollment to take advantage of all the Program benefits, you can enroll during any trimester. **

When will I receive the HIC?

You will receive the HIC within 7-10 days of completion of the PRS and/or PPS. You can view the HIC by logging into the secure member website and looking under "Incentives." It will also be visible on future Explanation of Benefits (EOB) statements. You can also call Customer Service at **1-888- 236-6249**.

How do I use the HIC?

The HIC is automatically applied to any unmet deductibles and/or coinsurance for you or a covered family member, thereby reducing your out-of-pocket costs. The HIC is applied to future claims only, and it does not apply to claims that have already processed. You do not need to take any action to apply the credit.

Who is eligible to use the HIC?

The HIC can be used by any family member who is enrolled in the A/IH medical plan. Members who are enrolled only in the dental plan are not eligible to receive the HIC.

Can I receive the HIC in cash?

No, the incentive can only be applied to the deductible and/or coinsurance.

To which medical services will the HIC be applied?

Please refer to your Summary of Benefits to determine which services may have a deductible and/or coinsurance. The HIC may be applied to these charges. The HIC cannot be applied to copayments.

Will the HIC roll over from one plan year to the next plan year?

Yes, any unused credit will roll over to subsequent plan years. You will have access to the credit if you remain enrolled in the plan.

What happens if I terminate employment or dis-enroll from the plan before using the HIC?

If you leave the plan before exhausting the full amount of the HIC, you will forfeit any remaining credits.

Will my health information and program participation be shared with my employer?

No! The Program is strictly confidential. Information is not shared with your employer.

As needed, FCPS reserves the right to review and modify the Program design, incentives and eligibility as necessary. You can find additional Program information on the [FCPS microsite for A/IH](#) under "Wellness."

Last Updated: September 2018

**It is important to make sure that A/IH has your current phone number so they can reach you. To update your phone number, call Customer Service at 1-888-236-6249 or go to the [secure member website](#) to update your profile. Changes to your mailing address must be filed with FCPS, who will transmit your new address to A/IH.*

***Eligible members must complete the PRS within the first 16 weeks of pregnancy to be eligible for the \$75 HIC.*