

Care Management for High-Risk Pregnancies (CMHRP)

Resources & References

Agencies

NC Division of Public Health (DPH)

<https://www.dph.ncdhhs.gov/>

North Carolina Division of Public Health works to promote and contribute to the highest level of health for the people of North Carolina.

Women, Infant and Community Wellness Section (WICWS)

<https://wicws.dph.ncdhhs.gov/>

WICWS develops and promotes programs and services that protect the health and well-being of infants and of individuals during their child-bearing years. The goal is to improve the overall health of individuals, reduce infant sickness and death, and strengthen families and communities.

WICWS also offers guidance, consultation and training for professionals who provide health services to individuals who are pregnant. A five-member team comprised of four regional social work consultants and a program manager provide training, consultation, technical assistance and oversight for Care Management for High-Risk Pregnancies (CMHRP) services statewide, as well as developing policy and program guidance to improve birth outcomes in NC. A state clinical social work consultant is also available within the Section for training, consultation, technical assistance and oversight of health and behavior interventions, which are provided by some local health departments.

The **Care Management for High-Risk Pregnancies (CMHRP)** Program Toolkit is available on the WICWS website:

<https://wicws.dph.ncdhhs.gov/provpart/pubmanbro.htm>

NC Division of Health Benefits (DHB) (also known as Medicaid)

<https://medicaid.ncdhhs.gov/>

In 2015, the NC General Assembly enacted legislation directing the Division of Health and Human Services (DHHS) to transition Medicaid and NC Health Choice from fee-for-service to managed care. Under managed care, the state contracts with private insurance companies, which are paid a predetermined set rate per enrolled person to provide all services. In July 2020, legislation authorized NC Medicaid Managed Care to begin July 1, 2021. More information may be found here: <https://medicaid.ncdhhs.gov/transformation>

NC Medicaid Managed Care Health Plans

<https://medicaid.ncdhhs.gov/health-plans>

There are five health plan contracts to deliver Medicaid services to eligible North Carolina beneficiaries:

- <https://ncmedicaidplans.gov>
- <https://medicaid.ncdhhs.gov/transformation/health-plans/health-plan-contacts-and-resources>
- <https://ncmedicaidplans.gov/en/nc-medicaid-managed-care-health-plans>
- <https://ncmedicaidplans.gov/en/viewhealthplans>

Health Plan Contacts and Resources

<https://medicaid.ncdhhs.gov/health-plan-contacts-and-resources>

Care Management for High-Risk Pregnancies (CMHRP)

Resources & References

Tailored Plan Contacts and Resources

<https://medicaid.ncdhhs.gov/tailored-plans>

Each county is served by an organization to manage Tailored Plans. Tailored Plans are assigned based on the county that administers NC Medicaid.

The NC Division of Health Benefits (Medicaid) Clinical Coverage Policies

<https://medicaid.ncdhhs.gov/providers/program-specific-clinical-coverage-policies>

This site is for care managers, health plans and providers, helping to determine whether a particular medical service, treatment or procedure meets the required criteria for reimbursement or coverage. These policies outline specific guidelines and medical necessity standards based on current clinical evidence, guidelines from professional organizations, and sometimes even legal or regulatory requirements. NC Medicaid Clinical Coverage Policies can be found by visiting Section 3 of the CMHRP Toolkit.

NC Medicaid Ombudsman Program

Medicaid.ProviderOmbudsman@dhhs.nc.gov

This program helps North Carolina Medicaid and NC Health Choice beneficiaries understand the Medicaid programs and changes occurring as the State transitions to NC Medicaid Managed Care.

Care managers assist members in calling the Ombudsman when:

- Members are not getting care needed
- They have questions about a notice or bill received
- Members have talked with their provider and/or health plan and have not been able to solve the problem
- Member has questions about the complaint or appeals process
- You can call 877-201-3750 from 8 a.m. to 5 p.m., every Monday through Friday except for State holidays.

Pregnancy Management Program (PMP)

<https://medicaid.ncdhhs.gov/care-management>

Pregnant Medicaid recipients receive a coordinated set of high-quality, clinical maternity services through the Pregnancy Management Program (*previously known as Pregnancy Medical Home*).

Care Management for High-Risk Pregnancies (CMHRP)

Resources & References

Topic Areas

Behavioral and Mental Health

The Division of Mental Health, Developmental Disabilities, and Substance Use Services and the Division of Health Benefits at NCDHHS launched a campaign that will increase visibility of crisis services in the state:

- **Crisis Services webpage**, which is available in English and Spanish.
- The page includes a **searchable map** to find community crisis centers and a **zip code search** to find a mobile crisis team.
- If you or someone you love is feeling overwhelmed or are in crisis, NC Crisis Services are here to help: Call, text, or chat with **988** for immediate support, 24/7
- Postpartum Support International Helpline: 800-944-4773 (call)
- Text “help” to 800-944-4773 (English) • Text en Espanol: 971-203-7773
- National Maternal Mental Health Hotline Call or text 833-943-5746 (English and Spanish)

National Suicide Prevention Line

1-800-273-8255

NC Hopeline

<https://www.hopeline-nc.org/>

Hopeline’s mission is to support people and save lives during times of crisis through caring, confidential conversations. Our organizational goals for next year are to increase our service footprint, fundraising efforts, and visibility in the local and national community.

NC Matters

For care manager use only: NC MATTERS <https://www.med.unc.edu/ncmatters/> or call 919-681-2909 to receive assistance from a behavioral health coordinator for resources and referrals to assist members with mental health or substance use concerns.

North Carolina LME/MCO Directory: (800) 849-6127

<https://www.ncdhhs.gov/providers/lme-mco-directory>

Policy Center for Maternal Mental Health

<https://policycentermmh.org/>

A nonprofit organization advancing policies that support a health care system that routinely detects and treats maternal mental health disorders for every mother, every time.

Post Partum Support International

www.postpartum.net

This site provides information on perinatal mood and anxiety disorders. It also provides phone support to those who are pregnant and postpartum as well as their family members.

Care Management for High-Risk Pregnancies (CMHRP)

Resources & References

Family Planning

Bedsider.org

www.bedsider.org

This site contains easy to understand information about available birth control methods. It also allows an individual to set up reminders for their family planning appointments and to take their birth control as scheduled.

CDC Reproductive Health

<http://www.cdc.gov/reproductivehealth/>

This site provides links to a variety of reproductive health topics such as reproductive life planning, family planning methods, infertility, teen pregnancy and unintended pregnancies.

NC Family Planning Medicaid Program

<https://medicaid.ncdhhs.gov/providers/programs-and-services/family-planning-and-maternity/family-planning-medicaid>

The NC Family Planning Medicaid Program is designed to reduce unintended pregnancies and improve the well-being of children and families in North Carolina. It provides family planning and birth control services for free to those who qualify. For more information, contact your local Department of Social Services or Local Health Department.

Healthy Pregnancy

Babycenter.com

<http://babycenter.com>

This site contains a short video on the stages of labor. Individuals who are pregnant can sign up to receive e-mail newsletters that contain specific information on the stage of their baby's fetal development. The site also contains various trackers, suggestions for baby names, as well as a variety of other useful information.

Healthy Pregnancy – CDC Gateway

<https://www.cdc.gov/pregnancy/index.html>

Multiple webpages with information for before, during, and after pregnancy.

March of Dimes – North Carolina Chapter

<https://www.marchofdimes.org/>

This site supports research, education and advocacy, and provides programs and services so that every family can get the best possible start.

March of Dimes Prematurity Campaign

<https://www.marchofdimes.org/mission/march-of-dimes-prematurity-campaign.aspx>

In 2003, the March of Dimes launched the Prematurity Campaign to address the crisis and help families have full-term, healthy babies. They fund lifesaving research and speaking out for legislation that improves care for parents and babies.

Care Management for High-Risk Pregnancies (CMHRP)

Resources & References

MothersMatterNC

<http://www.facebook.com/mothersmatternc>

A Facebook page sponsored by the Mothers Matter Advisory Group for new parents.

NCDHHS Breastfeeding

<https://www.ncdhhs.gov/ncbreastfeeding>

Breastfeeding promotion and support initiatives in North Carolina that help families receive the information and support they need to help meet their infant feeding goals.

North Carolina Breastfeeding Coalition (NCBC)

<https://www.ncbfc.org/>

The mission of the NCBC is to promote, protect and support breastfeeding through a cooperative network of individuals, coalitions, agencies, and organizations.

NC Making It Work Tool Kit

<https://breastfeednc.com/nc-making-it-work-tool-kit/>

The Making It Work Tool Kit is a resource to help breastfeeding mothers return to work. It is designed to aid breastfeeding mothers, their employers and their families.

Organization of Teratology Information Specialists (OTIS) Fact Sheets

<https://mothertobaby.org/benefits-otis/>

This site provides fact sheets on various exposures of concern. These fact sheets answer frequently asked questions.

UNC Center for Maternal and Infant Health

www.mombaby.org

The goal of the UNC Center for Maternal and Infant Health is to improve the health of North Carolina's infants and individuals who are pregnant. This site provides information on a variety of health topics such as safe sleep, folic acid, prevention of preterm birth, etc., with portals for patients & families as well as health care professionals.

Interpersonal Violence

North Carolina Coalition Against Domestic Violence (NCCADV)

<https://nccadv.org/>

This site provides information and resources regarding interpersonal violence prevention.

North Carolina Injury Prevention and Control Branch

<http://www.injuryfreenc.ncdhhs.gov/preventionResources/SexViolence.htm>

This site has several links and resources regarding sexual assault and abuse.

Care Management for High-Risk Pregnancies (CMHRP)

Resources & References

Preconception/Interconceptional Health

Every Woman NC (NC March of Dimes Preconception Health Campaign)

<http://everywomannc.com/>

The March of Dimes Ready for Life Program is an initiative that champions preconception health interventions for healthier moms and stronger babies. This program has a narrowed focus on the highest risk populations and geographic locations in North Carolina.

Substance Use

Alcohol/Drug Council of North Carolina (ADCNC)

<https://www.alcoholdrughelp.org/>

This agency provides information regarding alcohol and drug treatment as well as educational programs and materials to businesses, community groups, families, and individuals. 1-800-688- 4232.

Alcoholic Anonymous (AA)

<https://aa-intergroup.org/>

An international fellowship of individuals who are in recovery from issues related to alcohol. It is nonprofessional, self-supporting, nondenominational, multiracial, apolitical, and almost omnipresent. Membership is open to anyone who wants to address their alcohol use.

Membership is free. For in person groups/meetings go to the website or call Alcohol/Drug Council (1-800- 688- 4232).

Fetal Alcohol and Drug Program

<https://www.proofalliancenc.org/>

Provides direct and indirect prevention, education, and support services to youth, adults, educators, and helping professionals relative to prenatal exposure to alcohol, tobacco, and other drugs. 1-800-532-6302.

Methadone in Pregnancy

<https://www.samhsa.gov/substance-use/treatment/options/methadone>

<https://www.cdc.gov/opioid-use-during-pregnancy/about/index.html>

<https://ncpoep.org/guidance-document/north-carolina-guidelines-medication-assisted-treatment-mat-in-pregnancy/methadone-opioid-treatment-program-otp/>

Perinatal Substance Use

<https://www.alcoholdrughelp.org/perinatal>

The NC Division of Public Health's Perinatal Substance Use Specialist can provide consultation regarding member substance use concerns and can assist professionals in linking their clients with perinatal substance use services. Contact the specialist at the Alcohol and Drug Council of NC directly at 1-800-688-4232.

Care Management for High-Risk Pregnancies (CMHRP)

Resources & References

Narcotics Anonymous (NA)

<https://www.na.org/meetingsearch/>

An international fellowship of individuals who are in recovery from the effects of addiction through working a twelve-step program, including regular attendance at group meetings. Narcotics Anonymous, is not meant to imply a focus on any specific drug; NA's approach makes no distinction between drugs including alcohol. Membership is free. For in person groups/meeting call NA (818-773- 9999) or visit the website.

North Carolina Pregnancy and Opioid Exposure Project

<https://ncpoep.org/>

This site provides information on the Perinatal Substance Use Treatment programs across North Carolina.

Substance Abuse and Mental Health Services Administration (SAMHSA)

<https://www.samhsa.gov/find-help/disorders>

A site that provides written information, posters and research on alcohol and drug use in English and Spanish.

Tobacco/Cannabis Use

QuitlineNC

<https://quitlinenc.dph.ncdhhs.gov/>

1-800-QUIT-NOW (1-800-784-8669), Spanish 1-855-Dejelo-Ya (1-855-335-3569) 24 hours, 7 days a week. English, Spanish, and other languages available. QuitlineNC provides free cessation services to any North Carolina resident who needs help quitting commercial tobacco use, which includes all tobacco products offered for sale, not tobacco used for sacred and traditional ceremonies by many American Indian tribes and communities. Quit Coaching is available in different forms, which can be used separately or together, to help any tobacco user give up tobacco. The line is staffed by professionally trained expert tobacco cessation coaches. The staff use a specialized protocol for individuals who are pregnant.

You Quit Two Quit

<https://youquittwoquit.org/>

The You Quit Two Quit Program supports comprehensive tobacco use screening and cessation counseling for women of reproductive age, before, between and beyond pregnancy. The website also includes resources about e-cigarettes, vaping and cannabis use.

Tobacco Cessation Resources

Centers for Disease Control Smoking and Tobacco Use

www.cdc.gov/tobacco

The site provides a variety of information and downloadable publications on smoking and tobacco use, as well as links to other health related sites. The Surgeon General's Report on Eliminating Tobacco-Related Disease and Death: Addressing Disparities. The report outlines tobacco prevention and control strategies that have the potential to reduce tobacco-related disparities. It also offers a vision for a future where zero lives are harmed by or lost to commercial tobacco, and a call to action for all sectors of society to realize that vision.

Care Management for High-Risk Pregnancies (CMHRP)

Resources & References

Division of Public Health, Tobacco Prevention and Control Branch

<https://tobaccopreventionandcontrol.dph.ncdhhs.gov/>

The branch provides evidence-based ways to reduce tobacco and to promote tobacco-free living.

<https://tobaccopreventionandcontrol.dph.ncdhhs.gov/about/resources.htm>

This website contains a list of tobacco cessation resources.

Pregnancy and Motherhood

<https://women.smokefree.gov/pregnancy-motherhood>

A website with guides, tools and links to help quit tobacco and prevent relapses during pregnancy and beyond.

Smokefreemom Text:

<https://women.smokefree.gov/tools-tips-women/text-programs/smokefreemom>

A mobile text messaging service designed for individuals who are pregnant across the US to help them top tobacco usage. The program provides 24/7 encouragement, advice and tips to quitting tobacco and preventing relapse.

Teen Pregnancy

UNC School of Government Adolescent Pregnancy Project

<https://www.sog.unc.edu/resource-series/adolescent-pregnancy-project-legal-guides>

The Adolescent Pregnancy Project offers information on North Carolina law and resources to pregnant and parenting adolescents and those who care for them. It consists of legal guides accompanied by resource lists, one each for health providers, social services employees, school employees, pregnant and parenting adolescents and their parent/guardian.

This is a collection of guides provided by the Adolescent Pregnancy Project.

- 1) "Health Care for Pregnant Adolescents"
- 2) "Social Services for Pregnant and Parenting Adolescents"
- 3) "Public Schools and Pregnant and Parenting Adolescents"
- 4) "Pregnancy and Parenting - A Legal Guide for Adolescents" – available in English & Spanish

Additional Helpful Links

4th Trimester Project

<https://newmomhealth.com/>

This website is designed to provide the latest medical evidence and offer real, honest stories to inform postpartum planning.

Center for Women's Health Research

<https://www.med.unc.edu/cwhr/>

This site contains the NC Women's Health Report Card which can be downloaded.

Care Management for High-Risk Pregnancies (CMHRP)

Resources & References

Family Support Network of North Carolina

<https://fsnnc.org/>

This site provides free information, and referral assistance for professionals and families seeking support services for children with special needs. 1-800-852-0042, M-F 8:00 a.m. to 5:00 p.m. in English and Spanish.

First Candle

<http://www.firstcandle.org/>

This site provides information on SIDS, miscarriages, and fetal loss. It has educational information and links to other helpful sites.

Hear Her

<https://www.cdc.gov/hearher/index.html>

Hear Her® supports CDC's efforts to prevent pregnancy-related deaths by sharing potentially life-saving messages about urgent maternal warning signs. Information for pregnant and postpartum women, health care professionals, and partners, friends, and family of recently pregnant women.

The Immigrant Legal Resource Center

www.ilrc.org

This site provides a variety of information and free publications on immigration issues including the publication, "A Guide for Immigrant Youth".

NC Child

www.ncchild.org

This site provides a link to the NC Child Health Report Card (found under data, NC data) and includes several reports on child health and safety issues. It also provides county specific reports regarding child health and economic indicators. Sign up to receive their advocacy alerts.

NC DHHS Customer Service Line

<https://www.ncdhhs.gov/contact>

The customer service line is an automated line which links callers to a variety of NC DHHS programs and agencies (i.e., Supplemental Nutrition Assistance Program (SNAP), Medicaid, Veteran's Services, etc.) 1-800-662-7030 – M-F 8 AM to 5 PM (except state holidays)

NC Justice Center

<http://www.ncjustice.org/>

This site provides information on public policy issues impacting North Carolina's most vulnerable citizens. Sign up to receive their e-mails and advocacy alerts.

The NC State Center for Health Care Statistics

<https://schs.dph.ncdhhs.gov/>

This site provides a wealth of public health statistics on both the state and county levels. Birth certificate and Behavioral Risk Factor Surveillance Survey (BRFSS) data are also available at this site.

Care Management for High-Risk Pregnancies (CMHRP)

Resources & References

North Carolina Cooperative Extension - Just in Time Parenting

www.parentinginfo.org

This site provides parenting information, e-newsletters and advice.

North Carolina Early Education Coalition

<https://ncearlyeducationcoalition.org/>

This site provides information and educational resources for families pertaining to the period before, during, and after pregnancy and infant care. The site also includes information on how to obtain free or low-cost insurance for children and teens who qualify.

North Carolina Institute of Medicine

www.nciom.org

This site lists a variety of publications it has produced, and the task forces the institute is currently involved with. The NC Child Health Report Card can be downloaded and printed from this site. You can sign up to receive their e-mail newsletter.

North Carolina Sickle Cell Syndrome Program

<https://ncsicklecellprogram.dph.ncdhhs.gov/>

This site provides information and educational resources on Sickle Cell Syndrome.

Period of Purple Crying

<https://www.dontshake.org/purple-crying>

This site provides information on the period of purple crying, including parenting tips, video clips, research articles and more. You can sign up to receive their electronic newsletter.

Preeclampsia Foundation

<https://www.preeclampsia.org/>

The purpose of this foundation is to improve the outcomes of hypertensive disorders of pregnancy by educating, supporting and engaging in the community, improving healthcare practices and finding a cure.

Safe to Sleep Campaign

<https://safetosleep.nichd.nih.gov/>

This site provides information on safe sleep.

Safe Surrender Program:

<https://www.ncdhhs.gov/safesurrender>

This site provides information on North Carolina's Safe Surrender Law.

Women's Health

www.womenshealth.gov

www.girlshealth.gov

These sites provide information on a variety of topics concerning the health of women and girls.