

Dear Valued Provider:

CareFirst Community Health Plan DC (CHPDC) is happy to announce a partnership with ProgenyHealth, a company which specializes in Neonatal Care Management Services based on the CHPDC Program. This is an exciting opportunity. ProgenyHealth's care management program will enhance services to our members and support our mission to make a lasting difference in our members' lives by improving their health and well-being.

Under the agreement that begins October. 1, 2022. ProgenyHealth's Neonatologists, Pediatricians and Neonatal Nurse Care Managers will work closely with CHPDC members, as well as attending physicians and nurses, to promote healthy outcomes for CHPDC premature and medically complex newborns.

The benefits of this partnership to you:

- The support of a team who understands the complexity and stress of managing infants in the NICU and will work with you to achieve the best possible outcomes
- A collaborative and proactive approach to care management that supports timely and safe discharge to home
- A company that believes in sharing best practices and works with NICUs nationwide to improve the health outcomes of our next generation

Families will have a dedicated case manager who will give support and education to members in the program. Also, they will be able to access an extensive online library and an "on-call" staff member available 24/7. For our hospitals, ProgenyHealth will serve as a liaison for CHPDC providing inpatient review services and assisting with the discharge planning process to ensure a smooth transition to the home setting.

Your process for notifying CHPDC of infants admitted to a NICU or special care nursery will change on October. 1, 2022. Please notify ProgenyHealth directly of admissions via Sfax at 1-888-675-9664 and their clinical staff will contact your designated staff to perform utilization management and discharge planning throughout the inpatient stay.

If you wish to learn more about ProgenyHealth's programs and services, call 1-888-832-2006 or visit progenyhealth.com. Thank you for your partnership in caring for CHPDC members.

Sincerely,

Natasha Henderson, RN MS
Delegated Vendor Oversight Manager