

# Dear Parents of NICU Babies, Something Special Just for *You*



CareSource® knows that having a baby in the NICU is hard on new parents. You may not be able to see, hold or visit your baby as much as you would like. We want to help parents stay close to their baby and be at the hospital as much as they want.

CareSource has unlimited **FREE** rides for parents to and from the NICU. This service is for Healthy Indiana Plan (HIP) / Hoosier Healthwise (HHW) members.

## Spending Time With Your Baby Can:

- Help with bonding
- Make your baby feel warm, safe and secure
- Help with your baby's development

## Scheduling a Ride Is EASY

- If you have questions or want to schedule a ride, contact CareSource Member Services Monday through Friday 8 a.m. to 8 p.m. Eastern Time at **1-844-607-2829** (TTY: 1-800-743-3333 or 711).
- Parents may also call for a ride at **1-800-508-7230**. Please call at least 2 days before you need the ride.
- Rides over 50 miles may need prior approval.

## Did You Know?

To help during this hard time, CareSource has **Nurse Transitions Coordinators** who can help parents find rides. They can also help with needs such as equipment and clothing for when you bring your new baby home. To talk to a nurse, contact our NICU Care Team at 1-833-230-2036.

## **All Hoosier Healthwise (HHW) and Healthy Indiana Plan (HIP) members get FREE rides to:**

- ✓ Any covered doctor visit
- ✓ To the drug store after a doctor's appointment
- ✓ Local Women, Infants and Children (WIC) offices
- ✓ Medicaid redetermination appointments
- ✓ CareSource events, such as CareSource's Bumps and Babies Family Resource Fairs

