

Important information

An addendum has been made to your Member Handbook for the following sections:

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Healthy First Steps®

Healthy First Steps is a free online wellness program for pregnant women and moms who have given birth within the last 15 months. This program offers rewards for obtaining your prenatal, postpartum and child's well-baby care (up to 15 months of age). This program can help keep track of your appointments. You can also earn as many as 8 rewards of your choosing. Rewards include a diaper bag or Old Navy gift card, a nursing cover or teething rattle, a first aid kit or tabletop toy, a childproofing kit or puzzles and books among other rewards to support your well-being and your child/children's development. Sign up for Healthy First Steps at UHCHealthyFirstSteps.com and start earning rewards.

Please note: Rewards options may be subject to change and we will notify you in the future through various methods (i.e., Member Handbook, website, HealthTalk (member newsletter) or written communication by mail or postcard).

Incentive	Completed Action	Option 1	Option 2	Value
1	Baby Blocks enrollment	Diaper bag	Old Navy gift card	\$10
2	24-week prenatal visit	Nursing cover	Teething rattle with mirror	\$10
3	32-week prenatal visit	First-aid kit	Tabletop toy	\$10
4	Birth	Digital thermometer	Rubber duck bath thermometer	\$10
5	Postpartum visit	Car seat cover	Old Navy gift card	\$10
6	6-month well-child visit	Dental care kit	Baby feeding kit	\$10
7	Lead screening	Childproofing kit	Children's book	\$10
8	15-month well-child visit	Puzzle	Bath accessories for mother	\$10

What is the Hawai'i Ombudsman Program?

The State of Hawai'i, Department of Human Services (DHS) oversees the Medicaid Ombudsman Program. Koan is contracted with DHS to independently review concerns and complaints against Medicaid Health Plans as another resource for members. You can call the Medicaid Ombudsman on your island or visit their website at <http://www.koanrisksolutions.com>.

Koan contact information:

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Neighbor Islands	1-888-488-7988
TTY	711
Email address	hiombudsman@koanrisksolutions.com