

Provider Notice

To: OBGYNs & NICU Hospitals
Subject: ProgenyHealth Neonatal Care Management Services
Notice Date: August 15, 2025

Dear Provider,

Community Care Plan is happy to announce a partnership with **ProgenyHealth**, a company which specializes in Neonatal Care Management Services. 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 15, 2025 ProgenyHealth's Neonatologists, Pediatricians and Neonatal Nurse Care Managers will work closely with Community Care Plan members, as well as attending physicians and nurses, to promote healthy outcomes for Community Care Plan 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, and access to an "on-call" staff member available 24/7.

For our hospitals, ProgenyHealth will serve as a liaison for Community Care Plan providing inpatient review services and assisting with the discharge planning process to ensure a smooth transition to the home setting.



For NICU Hospitals: your process for notifying Community Care Plan of infants admitted to a NICU or special care nursery will change on October 15, 2025.

Please notify ProgenyHealth directly of admissions via Sfax at 1-855-710-6553 and their clinical staff will contact your designated staff to perform utilization management and discharge planning throughout the inpatient stay.

For OBGYN Providers: This notice for intended informational purposes.

If you wish to learn more about ProgenyHealth's programs and services visit progenyhealth.com.

Thank you for your partnership in caring for Community Care Plan members.

Sincerely,

Community Care Plan