



Neonatal Resource Services

Get the care you may need with neonatal nurse support.

Our Neonatal Resource Services (NRS) is a program that is designed to bring hope and comfort to families. During the program, neonatal nurses (registered nurses) can help answer your questions and give you one-on-one compassionate care after your delivery. NRS is completely voluntary and provided at no additional cost, as part of your benefits plan. To sign up, call **1-866-534-7209**, TTY **771**, 8 a.m.–5 p.m. CT, Monday–Friday.

During the program, your neonatal nurse can help you:

- Work with NICU hospitals to make sure your baby gets the right care.
- Get you ready for life at home with baby — and offer support with breastfeeding and postpartum emotions.
- Arrange for home care services and equipment.
- Answer questions about health benefits and help coordinate preauthorization.

Get started.



To take part in the NRS program, call a neonatal nurse toll-free at **1-866-534-7209**, TTY **771**, from 8 a.m.–5 p.m. CT, Monday–Friday, excluding holidays.

For general benefit information, call the toll-free number on your health plan ID card.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through the nurse support service is for informational purposes only and provided as part of your health plan. The nurse cannot diagnose problems or recommend treatment and is not a substitute for your doctor's care. Please discuss with your doctor how the information provided is right for you. Your health information is kept confidential in accordance with the law. This nurse support service is not an insurance program and may be discontinued at any time.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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