

ProgenyHealth: Maternity & NICU Care Management — Accessible Transcript

[00:00–00:06]

Narration: *[No narration]*

On-screen Text: “Maternity & NICU Care Management: Our Integrated Solution.”

Visual Description: Title screen with image of a case manager talking to a pregnant woman.

[00:14–00:18]

Narration: “We partner with health plans to support their members and collaborate with providers to ensure consistent care.”

On-screen Text:

“How We Work with You”

- “We partner with Health Plans to support their members.”
- “We collaborate with you and your staff.”

Visual Description: Provider consulting a pregnant woman in an exam room; team in corporate setting.

[00:18–00:25]

Narration: “Let’s explore our maternity case management program.”

On-screen Text: “Understand Our Maternity Case Management Program.”

Visual Description: Same provider speaking with patient, reviewing documents.

[00:25–00:30]

Narration: “We’ll also show you how to refer patients into our program.”

On-screen Text: “Learn to Refer Patients.”

Visual Description: Provider handing patient a brochure.

[00:26–00:32]

Narration: “Every pregnancy is unique, filled with milestones and moments that matter.”

On-screen Text: “Pregnancy Milestones.”

Visual Description: Sequence of four images showing steps of a pregnancy journey.

[00:30–00:40]

Narration: “Our founder and executive chairwoman, Dr. Ellie Stang, is a trained pediatrician who previously served as a health plan medical director.”

On-screen Text:

“Ellie Stang, MD

Founder & Executive Chairwoman”

- “Trained Pediatrician”
- “Served as a Health Plan’s Medical Director.”

Visual Description: Professional headshot of Dr. Ellie Stang.

[00:40–00:46]

Narration: “Across the health care continuum, care can often be disconnected.”

On-screen Text: “Disconnected Care – Across the Health Care Continuum.”

Visual Description: Baby in NICU with medical equipment.

[00:43–00:50]

Narration: “This impacts infants, mothers, families, clinicians, and health plans alike.”

On-screen Text: “Its Widespread Impact on infants, mothers, families, clinicians, & health plans.”

Visual Description: Concerned mother looking at baby in NICU.

[00:50–00:56]

Narration: “ProgenyHealth addresses these challenges by standardizing consistent, high-quality care.”

On-screen Text: “Addressing the Challenges – Standardizing Consistent Care.”

Visual Description: NICU nurse caring for an infant.

[01:01–01:10]

Narration: “Our program spans both maternal and infant health.”

On-screen Text:

“ProgenyHealth’s Program”

- “Maternal Health”
- “Infant Health.”

Visual Description: Chart showing “Pregnancy,” “Birth,” and “+12 Months.”

[01:10–01:18]

Narration: “Through our mobile app and dedicated case managers, members receive continuous support.”

On-screen Text: “Mobile App / Case Management.”

Visual Description: Images of a pregnant couple using the app and a case manager speaking by phone.

[01:18–01:26]

Narration: “Our case managers monitor clinical and behavioral risk factors, lifestyle, and social determinants of health.”

On-screen Text:

“Case Managers”

- “Monitor clinical risk factors.”
- “Behavioral health issues.”
- “Lifestyle.”
- “Social Determinants of Health.”

Visual Description: Case manager wearing headset on call.

[01:24–01:30]

Narration: *[No narration]*

On-screen Text: *None.*

Visual Description: Baby in NICU and case manager on call.

[01:34–01:42]

Narration: “Designated NICU case managers build trusted relationships and improve health outcomes.”

On-screen Text:

“NICU Case Managers”

- “Designated Case Managers.”
- “Builds trusted relationships.”
- “Improves health outcomes.”

Visual Description: Same case manager at workstation.

[01:38–01:45]

Narration: “Members can self-enroll or contact ProgenyHealth directly.”

On-screen Text: “Self-Enroll on Our App / Call ProgenyHealth.”

Visual Description: Pregnant woman using phone app.

[01:49–01:56]

Narration: “Enrollment takes just a few steps.”

On-screen Text:

“To Enroll via the App”

- “First & Last Name.”
- “Date of Birth.”
- “Member ID.”

Visual Description: Woman entering information into the app’s eligibility form.

[01:56–02:03]

Narration: “Physicians can also refer members by phone or secure fax.”

On-screen Text: “Physician Referral via Phone or Secure Fax.”

Visual Description: Provider on phone reviewing screen.

[01:59–02:06]

Narration: “Our program includes bilingual engagement materials in English and Spanish.”

On-screen Text: “Member Engagement Materials – English & Spanish Launch Flyers.”

Visual Description: Thumbnails of bilingual flyers.

[02:30–02:46]

Narration: “We take a whole-person approach—identifying needs early, creating personalized care plans, and addressing both clinical and social factors.”

On-screen Text:

“Our Whole-Person Approach”

- “Early identification & enrollment.”
- “Prenatal & postpartum support.”
- “Behavioral health support.”
- “Personalized care plans.”
- “Solutions for Social Determinants of Health.”

Visual Description: Pregnant woman meeting with her doctor.

[02:38–02:48]

Narration: “We simplify the patient experience by collaborating with physicians, community partners, and your team.”

On-screen Text:

“Simplifying the Patient Experience”

- “Physicians and their teams.”
- “Community Partners.”
- “ProgenyHealth Team.”

Visual Description: Images representing each collaborator group.

[02:44–02:50]

Narration: *[No narration]*

On-screen Text: *None.*

Visual Description: Case manager talking to pregnant woman on phone.

[02:48–02:55]

Narration: *[No narration]*

On-screen Text: *None.*

Visual Description: Different provider talking with pregnant patient.

[02:57–03:03]

Narration: “Our high-touch, high-tech model combines compassionate care with innovative technology.”

On-screen Text: “High-Touch / High-Tech.”

Visual Description: Case manager speaking on phone with pregnant woman.

[03:02–03:09]

Narration: “Our app provides direct access to information and resources.”

On-screen Text: “High-Tech Experience – Provides direct access to information and resources.”

Visual Description: Pregnant woman using the app on her phone.

[03:16–03:26]

Narration: “Our case managers check progress, triage issues, relieve anxiety, and identify early symptoms.”

On-screen Text:

“High-Touch Case Management”

- “Check progress.”
- “Triage problems.”
- “Relieve anxiety.”
- “Identify symptoms.”

Visual Description: Case manager on headset, calm and reassuring.

[03:22–03:30]

Narration: “We individualize resources, communication modalities, and contact frequency for every member.”

On-screen Text:

“Individualizing Resources.”

“Modalities.”

“Contact Frequency.”

Visual Description: Couple smiling during ultrasound appointment.

[03:34–03:37]

Narration: “Here’s Sarah’s maternity journey.”

On-screen Text:

“Sarah’s Maternity Journey”

- “Program Enrollment.”
- “Case Manager Intervention.”
- “Continued Engagement.”
- “Delivery.”
- “Postpartum Support.”

Visual Description: Collage showing five stages of Sarah’s journey.

[03:37–03:42]

Narration: “Sarah enrolls into the program via the app.”

On-screen Text: “Step 1 – Sarah enrolls into the program via the app.”

Visual Description: Sarah smiling, using app on couch.

[03:51–03:58]

Narration: “We assess health, behavioral, and social risk factors.”

On-screen Text:

“Risk Assessment”

- “Health-related pregnancy risk.”
- “Behavioral health issues.”
- “Substance use.”
- “Nutrition and exercise.”
- “Social Determinants of Health.”

Visual Description: Same visual of Sarah reviewing app with category icons.

[03:55–04:00]

Narration: “Sarah is identified as high-risk.”

On-screen Text: “Sarah is identified as high-risk.”

Visual Description: App screen shows “High-Risk” indicator.

[04:09–04:18]

Narration: “Her case manager intervenes, arranges a pressure cuff, provides nutrition guidance, and connects her to WIC.”

On-screen Text:

“Case Manager Intervenes”

- “Begins interventions.”
- “Arranges for a pressure cuff.”
- “Guides Sarah to a healthy diet.”
- “Connects Sarah to WIC.”

Visual Description: Case manager typing and speaking with Sarah on call.

[04:19–04:25]

Narration: “Sarah’s OB visits become more frequent.”

On-screen Text: “Sarah’s OB visits become more frequent.”

Visual Description: Sarah at ultrasound appointment.

[04:28–04:36]

Narration: “Her case manager coordinates baby items, a breast pump, and breastfeeding education.”

On-screen Text:

“Sarah’s Case Manager Coordinates”

- “Baby Items.”
- “Breast Pump.”
- “Breastfeeding Education.”

Visual Description: Sarah at home using the app with baby items nearby.

[04:33–04:40]

Narration: “ProgenyHealth and Sarah’s OB work together to provide follow-up care.”

On-screen Text:

“ProgenyHealth & OB Provide Follow-Up Care.”

Visual Description: Sarah at OB appointment with doctor.

[04:41–04:47]

Narration: *[No narration]*

On-screen Text: “Sarah’s Maternity Journey.”

Visual Description: Journey summary graphic reappears.

[04:47–04:48]

Narration: *[No narration]*

On-screen Text: “Pregnancy” | “Delivery” | “Postpartum.”

Visual Description: Tryptic showing Sarah pregnant, delivering, and recovering postpartum.

[04:49–04:58]

Narration: “Together, we improve outcomes, lower cost of care, and ease your workload.”

On-screen Text:

“Improve Outcomes.”

“Lower Cost of Care.”

“Ease Your Workload.”

Visual Description: Sarah, her husband, and baby smiling at home.

[04:55–05:05]

Narration: “Thank you for learning about our program. For questions or suggestions, call 1-855-231-4730 or email maternity@progenyhealth.com.”

On-screen Text:

“Thank You for Learning About Our Program.”

“Questions or suggestions? Call 1-855-231-4730 or email maternity@progenyhealth.com.”

Visual Description: Sarah and her doctor smiling with healthy baby in exam room.