



Doula and Lactation Support for You and Your Baby



Have the birth experience you want with a skilled person by your side.

What is a doula?

Doulas are not doctors. They are trained professionals who:

- Help during pregnancy, birth and after your baby arrives
- Educate so you can decide the safest birth plan
- Give emotional support and physical comfort
- Work with your provider and nurses

What is a lactation consultant?

Lactation or breastfeeding consultants are not doctors. They are trained professionals who:

- Teach about breastfeeding
- Give hands-on help with latching, feeding and using a breast pump
- Offer solutions for sore nipples, milk supply and returning to work
- Work with your providers and nurses

Get maternal and infant health support for free.

Blue Cross and Blue Shield of Illinois has trained more than 850 doulas across the state. Pregnant members can sign up for free doula and lactation consultants for up to 16 prenatal visits and 16 postpartum visits. They help in person or virtually.

Ready to get started?

Visit our Maternal and Infant Health Maternity Programs and Services webpage at bcbsil.com/bcchp/resources/maternal-and-infant-health or call **1-888-421-7781** for the **Special Beginnings®** helpline to speak with a nurse to get started.

Illinois Client Enrollment Services will send you information about your health plan choices when it is time for you to make a health plan choice and during your Open Enrollment period.

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Blue Cross Community Health Plans is provided by Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association.



New moms should not feel alone.

Our Behavioral Health Care Coordination team will connect you to what you need.

- Call **1-888-421-7781** to talk with a care coordinator.
- For a behavioral health crisis, call **911**.
- To talk with a nurse, call the 24/7 Nurseline: **1-800-345-9049**.
- You can also contact the National Maternal Mental Health Hotline by phone **1-833-9-HELP4MOMS (1-833-943-5746)** or online at <https://mchb.hrsa.gov/national-maternal-mental-health-hotline>.
- Enroll in Special Beginnings® for more support, education and incentive items. Click the link to get started: <https://www.bcbsil.com/bcchp/benefits-and-coverage/mih-bcchp>



Scan for a short video on how to care for yourself when struggling with postpartum depression.

To ask for supportive aids and services, or materials in other formats and languages for free, please call, 1-877-860-2837 TTY/TDD: 711.

Blue Cross and Blue Shield of Illinois complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-860-2837 (TTY/TDD: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-860-2837 (TTY/TDD: 711).