



# BAYOU CITY BREASTFEEDING

Lactation Consultants and Infant Feeding Specialists

Thank you for scheduling your Lactation Consultation with us, we look forward to meeting and helping you. Please take a minute to read through the following information about working with our practice.

## 1. Communicating with us

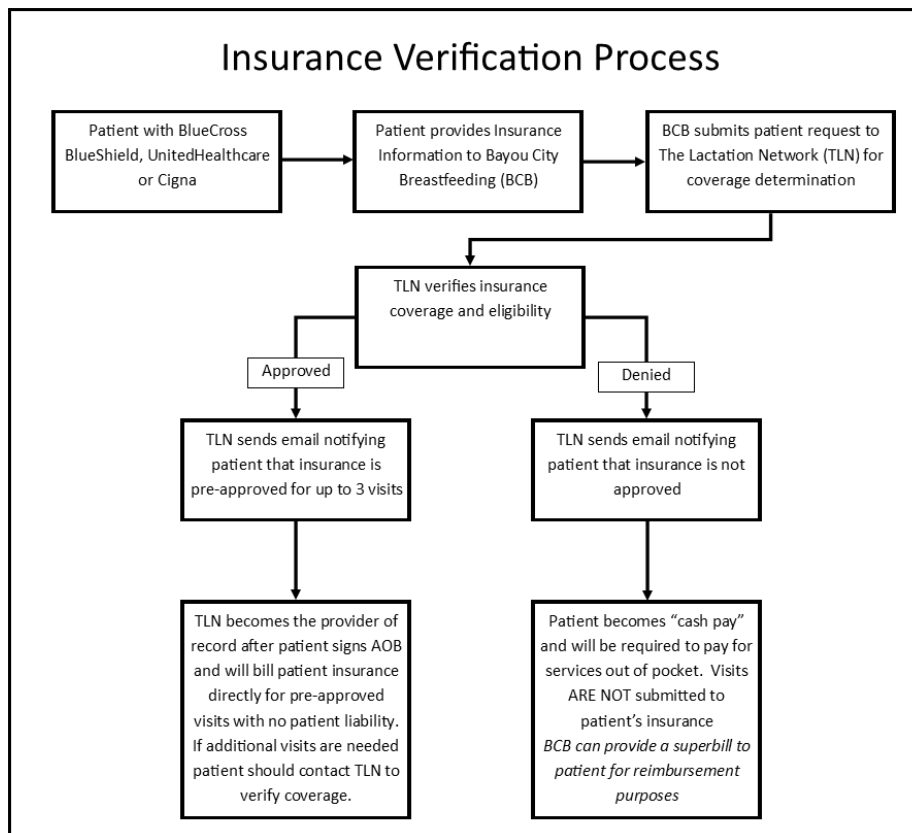
We use [Spruce Health \(http://app.sprucehealth.com\)](http://app.sprucehealth.com), a HIPAA compliant application, to communicate securely with our patients. We will be sending you an invitation to download the Spruce Health Application on your phone. We find that patients prefer to communicate using the application, as it lets you know who you are talking with and keeps our communications separate from your personal messages. The application allows us and you to send pictures, videos and files securely, and you will have a history of our conversation in one place.

## 2. Join our community

Join our Facebook support group [Bayou City Breastfeeding Parents](#) where you can post questions, share your experience and get support from our IBCLCs and other parents. We also want to invite you to "like" our [Facebook page](#), where we post lots of good information about breastfeeding. You can find our Facebook page at <https://www.facebook.com/bcbreastfeeding>

## 3. The Lactation Network/Ashland Health

Bayou City Breastfeeding partners with The Lactation Network/Ashland Health (TLN) to allow direct billing of services for *selected* BlueCross BlueShield, UnitedHealthcare and Cigna plans. We will submit your insurance information to be verified by TLN. If your insurance is approved, TLN is the provider of record for your insurance company and is solely responsible for all billing of visit fees to your insurance company. *If your insurance is not approved by TLN, you will be considered a cash-pay patient, and will be responsible for paying for all services out of pocket.*



Phone: 281-305-0411

[www.BayouCityBreastfeeding.com](http://www.BayouCityBreastfeeding.com)



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## 4. **Required forms and paperwork**

The insurance verification must be completed prior to your visit in order to allow time for The Lactation Network (TLN) to process your request and respond. If they approve your insurance, you will be required to sign an AOB (Assignment of Benefits) form with The Lactation Network to allow billing of your visit. **If you do not complete the insurance verification process and have not submitted an AOB to TLN prior to your visit, you will be responsible for paying for the visit out of pocket.**

All intake forms must be completed at least 24 hours PRIOR to your scheduled appointment. Failure to complete the intake forms may result in your appointment being rescheduled or delayed. Please let us know if you do not receive your forms via email within the next hour.

## 5. **Pre-Approval of Visits with The Lactation Network and Out of Pocket Costs**

The Lactation Network (TLN) will send you an email indicating if your request for insurance coverage is approved or not. The email will indicate how many visits have been pre-approved (usually between one to three visits). If your visits are approved at 100%, there will be no out of pocket costs for the pre-approved visits regardless of what your insurance company does or does not pay. *Please note that you will receive an EOB from your insurance provide for these visits. This is not a bill, and you will NOT receive a bill or have any charges from the provider (TLN) for any pre-approved visits.*

After the pre-approved visits have been used, you will be required to provide a credit card for future visits. **After the pre-approved visits, if additional visits are not covered by your insurance company, the provider (TLN) will bill you for the visit.** *Historically, patient liability has been capped at a maximum of \$175, regardless of the amounts listed on the insurance EOB. This amount is subject to change by TLN.*

*Bayou City Breastfeeding is subcontracted by TLN to provide your Lactation Services, but we are not involved with your insurance verification or billing. If you have questions regarding insurance billing or verification, please email [info@thelactationnetwork.com](mailto:info@thelactationnetwork.com).*

## 6. **Trip / Convenience fee for home visits**

If approved by The Lactation Network, your visit fee will be billed by TLN to your insurance; however, if you have chosen to have a home visit, the trip fee/convenience surcharge is not billed to insurance and will be charged to your credit card after your visit. Our standard trip fee/convenience surcharge is \$60 per visit.

## 7. **Cancellation fees**

If you need to cancel your appointment, 24-hour notice must be given to avoid being charged a cancellation fee. Late cancels or no-shows will be charged a \$50 fee.

## 8. **Credit Card Information**

We require that all patients provide a credit card prior to the initial visit. We will not schedule your appointment without having a credit card on file.