



# 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 can send you an invitation to download the Spruce Health Application on your phone.

## 2. **Required forms and paperwork**

Depending on your visit type, you will receive several forms via email from Bayou City Breastfeeding. These 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.**

## 3. **Credit Cards and Deposits**

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. We require a \$50 deposit for office and virtual visits and a \$60 deposit to schedule an in-home visit.

## 4. **Cancellations and Missed Appointments**

Because lactation visits last several hours, late cancellations cause significant problems and often a late cancellation means that another family was not helped. Our company policy is to require at least 1 business day (minimum 24 hour) notice to cancel an appointment without charge. Appointments that are cancelled with less than 24 hour notice will be charged a \$50 cancellation fee. If you miss your appointment and did not contact us to cancel your appointment ahead of time, you will be charged the full visit fee.

## 5. **Travel Fees for Home visits**

Aetna does not cover the trip fee/convenience charge for having the Lactation Consultant come to your home. If you have chosen to have a home visit, our standard trip fee/convenience surcharge of \$60 will be charged to your credit card.

## 6. **Aetna Insurance Billing Information**

### Network Participation

Patients are responsible for verifying that we are an *in-network* provider with your specific Aetna plan. We have IBCLCs who are **in-network** providers for *most* Aetna plans.

To verify that we are in-network with your specific Aetna plan, please login to your Aetna account and search for “**Lactation Consultants**” in the “**Find A Doc**” section of the website. *Please be aware that you may need to expand the mileage to a 50 mile radius. to find us.*

We will submit a claim for your lactation services with Aetna, but we do not pre-verify your benefits. To find out your specific benefits, please contact Aetna directly.



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## **Aetna Insurance Billing continued**

### **Billing**

Due to insurance reimbursement rates, we must bill Aetna for both the lactation parent and baby(ies) at each visit. **If the lactating parent or baby(ies) does not have coverage through Aetna, we will bill \$40 for each non-covered patient per visit.** A superbill can be provided for submission to the other insurance company for reimbursement purposes.

### **Co-pay, Co-insurance, and Deductibles**

Usually, services are covered at 100% under the lactating parent, but sometimes there is a deductible, co-pay or co-insurance. **If your policy applies a co-pay, co-insurance or deductible, you will be responsible for paying for these charges.** These charges most commonly apply to baby; however, they may occur on mom in some plans. **Please contact Aetna to find out if your services will be subject to a deductible, copay or coinsurance.** When speaking with them, you can reference the codes we use for our services.

Home visit codes: 99344/99349, s9443 and 99404.

Office visit codes : 99205/99203/99213, s9443 and 99404.\*

<https://www.aetna.com/individuals-families/using-your-aetna-benefits/network-out-of-network-care.html>

<https://www.aetna.com/health-guide/explaining-premiums-deductibles-coinsurance-and-copays.html.html>

### **Coverage Restrictions**

Some Aetna plans restrict coverage for lactation services. Examples of these plans include self-funded plans (such as Boon-Chapman and Rice University), grandfathered plans (such as Exxon-Mobile) and restricted access plans (such as Kelsey-Seybold and Hermann Memorial ACO). If you are in one of these plans, your lactation visit *may not be covered* by Aetna or you may be subject to a copay/co-insurance or deductible. **If we determine that a copay will apply to your visit, the copay will be charged to your card on file on the day of your visit. If our services are not covered by Aetna, you will be responsible for paying for the services out of pocket, but we can offer a timely payment discount for payment within 2 business days.**

### **Referrals and precertification**

Some Aetna plans require a referral or precertification, and we recommend checking with Aetna to see if this applies to your plan. Currently, we are aware that HMO plans, self-funded plans, grandfathered plans, restricted access plans, selected Meritan plans, Rice University, ExxonMobile, BoonChapman and the Aexcel Plus Aetna Select plan require referrals. You will need to get a referral from your PCP and the baby's PCP prior to your first visit or the services may not be covered. **If our services are not covered by Aetna, you will be responsible for paying for these services out of pocket, but we can offer a timely payment discount for payment within 2 business days.**