

FACILITATING INSURANCE REIMBURSEMENT

Nashville Birth And Babies IBCLC Lactation Consultants do not file bills with your insurance company. You will pay at the time of the visit to the IBCLC. We will give you the forms necessary to submit to your insurance provider for possible reimbursement of the cost of the consult; reimbursement is not guaranteed.

ORDER

We do not need an order to see you, though you will want one to file with your insurance to facilitate reimbursement. Usually, the order is obtained from baby's care provider or your OB/Midwife and the bill is submitted under ***mother's*** insurance. The order is for the ***mother***. The provider does not need to refer to a specific IBCLC, it can simply say "Lactation Consult Required".

GET THE IBCLC TO BE IN NETWORK

Most insurance companies make it very difficult for IBCLCs to be "in network". But you can often times get an IBCLC to be "in-network" by calling your insurance company and asking for the IBCLC to be granted a "Gap Exception". Some companies use a different term for this, ask them what it is called if they say they do not offer a gap exception. Explain that you want a provider to be considered "in network" because no IBCLC who is in your area is either 1) in network already and 2) does not offer the services you are seeking.

You need the name and NPI number for that IBCLC (see below). Usually then you are granted full coverage for visits with that IBCLC for up to 6 months (may vary by insurer). Simply call your insurance company the day before, or even a few hours before, you see the IBCLC to get that process started.

If you do not ask for a Gap Exception, you may still be reimbursed at a lower rate. There is always the possibility they will not reimburse lactation services.

CODES

If the insurance company asks for the "procedure and diagnosis codes" we commonly use, give them these numbers listed below. If they say they will not pay out for these codes, ask them which ones they will use. We will then need that information to write up your bill properly.

If insurance will cover a consult as a "preventative visit": 99404

If insurance will cover a consult as a "problem visit": 99204

If insurance will cover a consult as "education" : s9443

Diagnosis is always : z39.1 Care of the Lactating Patient

Estimated number of visits: 4 (four)

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