

June 2024

Breast Pump Ordering Process

The following processes are recommended for providers who are assisting Healthy Blue members when ordering a breast pump during and/or after a member's pregnancy.

Provider-initiated orders

An order can be submitted by the provider for an electric, non-hospital grade breast pump (E0603) or a manual breast pump (E0602) at any time during the member's pregnancy. No prior authorization (PA) is required.

A physician order may be sent or taken to a locally contracted durable medical equipment (DME) provider, or they can be submitted online using a contracted online provider. For a list of DME providers, visit [Find Care Criteria](#):

- Enter the city, county, or ZIP code of desired area plus *DME* into search section. This will identify and display the contracted DME providers for that specific area.

Healthy Blue providers may also order by calling Edgepark at **855-504-2099**, Monday through Friday, 8 a.m. to 9 p.m. Eastern time and Saturday, 9 a.m. to 3 p.m. Eastern time.

Member-initiated orders

Healthy Blue members may initiate an order for a breast pump. Mail orders are through Edgepark:

- For Edgepark orders, the breast pump will be shipped directly to the member. Members can initiate online orders by visiting edgeparkbreastpumps.com:
 - Select a breast pump.
 - Provide their due date, contact information, health insurance information (with healthcare provider name and contact information).
 - Edgepark will reach out to the provider for additional information.
 - The pump will be mailed directly to the member.

Members may also order by phone by calling Edgepark at **855-504-2099**, Monday through Friday, 8 a.m. to 9 p.m. Eastern time and Saturday, 9 a.m. to 3 p.m. Eastern time:

- If the member initiates an order by phone, Edgepark will reach out to the provider to obtain confirmation of their due date, contact information, and health insurance information, as described above.

Additional breastfeeding support

Healthy Blue members are also eligible to receive a breastfeeding support kit as part of the Baby Essentials Value Added Service. This includes an infant support nursing pillow, washable

Note: Edgepark is an independent company providing breast pump rental services for Healthy Blue members on behalf of Blue Cross and Blue Shield of North Carolina.

<https://provider.healthybluenc.com>

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nursing pads, privacy nursing cover, and educational brochures. Members can access this breastfeeding support kit through the Benefits Rewards Hub. To join:

- Log in to the [Benefit Reward Hub](#) and visit the Healthy Rewards website.
- Healthy Blue members can also enroll in the program or learn more by calling Healthy Rewards at **888-990-8681 (TTY 711)**, Monday through Friday, 9 a.m. to 8 p.m. Eastern time.

If you have any questions about this notice, please contact Healthy Blue Provider Services at **844-594-5072**, via email at NC_Provider@healthybluenc.com, or your dedicated Healthy Blue provider relationship management representative.