

April 2023

Breast Pump Ordering Process

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

An order form 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.

Orders may be 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 (healthybluenc.com)** <https://findcare.healthybluenc.com/search-providers>:

- 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.

Mail orders are through one of the two online contracted DME providers, **Medline and Edgepark**:

- For **Medline** orders:
 - Online orders: **Breast Pumps & Replacement Parts (medline.com)**.
 - Orders via email: motherandbaby@medline.com:
 - Please copy Heatherhweir@medline.com so she can track the order.
 - Orders via telephone: call **833-718-2229**, Monday through Friday, 8 a.m. to 7 p.m. ET to Medline's Mom and Baby Team.
 - If the Healthy Blue member calls Medline directly, they will be asked to:
 - Select a breast pump.
 - Provide their address, contact information, and their provider's name and contact information. The team at Medline will outreach the provider for additional information. The pump will be mailed directly to the member.
- For **Edgepark** orders, the breast pump will be shipped directly to the member. Members can initiate online orders by visiting <https://www.edgeparkbreastpumps.com/order/?rc=BPHERO>:
 - 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.

Notes: Medline is an independent company providing breast pump rental services for Healthy Blue members on behalf of Blue Cross and Blue Shield of North Carolina. 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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Healthy Blue
Breast pump ordering process for Healthy Blue members

- Orders via email: www.edgepark.com.
- Orders by phone (made by either Healthy Blue member or provider): **855-504-2099**, Monday through Friday, 8 a.m. to 9 p.m. ET. (Note that if the member initiates an order, Edgepark will reach out to the provider to obtain confirmation of their due date, contact information, and health insurance information, as described above.)

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



Email is the quickest and most direct way to receive important Healthy Blue information from Blue Cross and Blue Shield of North Carolina.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (healthyblue.ly/NCmp).

