

United Healthcare Reimbursement for Lactation Consultants (IBCLC) in MA

After a complaint that a colleague had filed with the Commonwealth of Massachusetts Division of Insurance about clients not being reimbursed for Lactation Services by their insurance provider UnitedHealthcare,

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looked into the issue. He spoke at length with a UnitedHealthcare representative and after much trying to figure out what is going on, they assured him getting a doctor's referral to a specific IBCLC will get the client reimbursement for lactation services:

In order for UHC insurance to reimburse you, you'll need to get a referral from your OB or your baby's doctor BEFORE you see me/an IBCLC.

The referral can be quite informal, like as follows:

'I refer (name of Mother, date of birth, name of infant, date of birth)

to Jeanette Mesite Frem, IBCLC, NPI # 1306275771 to assess their breastfeeding difficulties.

Z39.1 -Encounter-exam-care lactation/supervision of lactation

Physician's Signature: _____

The doctor's office should be able to mail the referral to you or you can pick it up at your next visit, but it has to be dated before or the same day as the lactation visit. They then can submit a copy of the referral together with the superbill (which I will provide to you after our consultation) to United Health Care. Be sure that your provider's name is noted on the receipt (also called a "superbill") that I give you (or write it in).

Very Important: In case you do not get reimbursement despite doing all this (and William York was very aware of it that United HealthCare gives out conflicting information), please **file a complaint**. It is easy to do, takes only a few minutes and is the only way to move this forward in direction of reliable reimbursement:

<http://www.babiesincommon.com/breastfeeding/sample-letters-re-insurance-reimbursement-for-ibclc-consultations>

Please report back to me after a couple weeks of submitting your request for reimbursement and let me know if United reimburses you.

Jeanette Mesite Frem jeanetteibclc@babiesincommon.com or 617-686-0052

Big thanks to one of my IBCLC colleagues, Christine Fischer Rothman, for the communication with the state and UnitedHealthcare to figure this out as well as for drafting the above guidelines!