



# Community Care Plan

The **Health Plan** with a Heart



## Provider Guide to **Breast Pump Access and Maternal Health Services**

**Community Care Plan is dedicated to the health and well-being of our members.** The information enclosed is to ensure our providers have up-to-date guidelines for prescribing and documenting the need for breast pumps.

### **AHCA's DME Policy**

#### Overview

AHCA (Agency for Health Care Administration) provides guidelines for Medicaid coverage of DME (Durable Medical Equipment), including breast pumps.

Electric breast pumps are available for all pregnant members. Members may qualify for an electric breast pump depending on medical necessity or through expanded benefits

# Accessing Breast Pumps Through Caret Health (No Medical Necessity Required)

CCP has partnered with Caret Health to offer breast pumps and baby scales directly to members without a medical necessity requirement.

**Who qualifies?** All MMA members during pregnancy (starting in the third trimester) or postpartum.

## How to access:

- Members can call CCP Member Services at [1-866-899-4828](tel:1-866-899-4828) to request a pump.
- The representative will submit a request on behalf of the member.
- No prescription required
- Equipment is shipped directly to the member's home
- Ideal for members who would like the pump before delivery for instruction during hospital stay

# Accessing Breast Pumps Through Coastal Care Services (Medical Necessity Required)

For members who require hospital-grade or specialized pumps, CCP covers medically necessary breast pumps through Coastal Care Services.

## Medical Necessity Examples Include:

- Separation of mother and baby for extended periods of time due to work, school etc.
- Breastfeeding infant has a medical or congenital condition interfering with breast feeding
- Cleft palate, Respiratory, cardiac, or genetic condition
- Congenital malformations requiring surgery
- Respiratory, Cardiac, GI, CNS
- Genetic abnormalities
- Anatomic and mechanical malformations
- Inverted nipples
- Premature birth
- Oral defects
- Breast infections
- Inadequate milk supply
- Baby's prolonged stay in NICU or inability to latch properly

## Referral Process:

The provider must order breast pumps and the referral request must be submitted to Coastal. Along with the Pre-Authorization/Referral form, a Plan of Care or clinical documentation supporting medical necessity should be submitted.

- Send Referrals directly to Coastal Services to begin the PA Process
  - Fax requests to 1-855-481-0606
- Coastal will contact the member once the PA has been completed
- Members will be registered online or via phone
- If eligibility criteria are met, the member will receive an e-mail confirmation
- Post delivery, member will call DME supply and notify about the event
- The equipment will be sent out for delivery ASAP (typically less than a week)

# Pregnancy Notification and Referral

## Member Pregnancy Notification

To comply with Florida Medicaid requirements, please complete and submit the Pregnancy Notification Form as soon as pregnancy is confirmed. This notification supports eligibility updates and access to enhanced services for pregnant members.

Pregnancy Notification Form: [Download the Form \(PDF\)](#)

**Submission Instructions:** Submit completed forms directly to Community Care Plan:

Fax: 954-417-7155

Email: [ccp.pregnancy.notification@ccpcare.org](mailto:ccp.pregnancy.notification@ccpcare.org)

## Before Baby and Beyond

CCP's "Before Baby and Beyond" Care Management program provides personalized care, support and linkage to vital services from prenatal stages up to one year postpartum.

To refer a member, contact our Member Services department at [1-866-899-4828](tel:1-866-899-4828).

To learn more, visit our [B3 website](#)

# Additional Resources

## For Providers

- [Interventions to Promote Breastfeeding](#)
- [Barriers to Breastfeeding: Supporting Initiation and Continuation of Breastfeeding](#)
- [Do Medicaid and WIC Cover Breast Pumps? \(aeroflowbreastpumps.com\)](#)

## For Parents

### **Healthy Start Resource for Parents on Breastfeeding**

- [Breastfeeding - Broward Healthy Start Coalition \(browardhsc.org\)](#)

### **HEART Community Resource Center**

- [Home Page - HEART Community Resource Center \(ourheart.org\)](#)
- In-Person Breastfeeding Classes
  - Every Wednesday from 10 AM – 11:30 AM
- Online Breastfeeding Classes
  - Every 1st Saturday of the month from 10:30 AM – 11:30 AM via ZOOM
- Breastfeeding Support Group
  - Every 1st Wednesday of the month from 6:30 PM – 7:30 PM via ZOOM