
How to Order Your Breast Pump

Most insurance companies will authorize shipment of your breast pump at 30-60 days before your due date, so it is best to order your breast pump at around 28 weeks gestation so that you have plenty of time to get your pump in the mail and learn to use it prior to delivery. Waiting until the last minute creates undue stress for moms close to delivery times, especially when there is an early delivery.

The best way to order your breast pump is to look online for the durable medical supply company that takes your insurance. You may simply Google breast pump and search for the most common companies we receive requests from. Edgepark, Byram, McKesson, and AeroFlow are the most common medical supply companies we receive requests from, although there are other companies available as well. Most companies send the request to the office, even if the patient sends a prescription in first.

- Choose the company that accepts your insurance and offers the brand of pump you desire. It is easy to verify this online or to call the toll-free number listed on the website.
- The medical supply company will send a request to your doctor for authorization. The office will need 10-14 days to process the authorization and send it back to the company.
- The medical supply company you choose will verify your benefits and file your insurance. In most cases, the breast pump will be free of charge through the Affordable Care Act.
- Once the medical supply company receives the authorization and processes your order, they will send the breast pump to you.

CIGNA PATIENTS ONLY:

CareCentrix verifies benefits for breast pump orders for all CIGNA plans. CareCentrix has partnered with Medela to provide breast pumps. If you want a Medela Breast Pump, you may either log into the Medela site directly and order the pump yourself at www.medeladelivers.com or call Medela at 877-320-2301, so they can process your order. If you prefer another brand, CareCentrix offers HYGIA Enjoye or Spectra S2 double electric breast pumps. CareCentrix requires the patient or office to send a DME order for your breast pump. **Please call June, at 830-387-4790, ext. 2008 or send her a portal message to let her know which pump you want to order so that we may fax your order to CareCentrix at 800-700-2085.** You may call CareCentrix at 888-999-2422 if you have any questions or to follow up on your breast pump order. When calling, follow the prompts for breast pumps and DME (durable medical equipment) orders.

Please call June at 830-387-4790, ext. 2008 or send a portal message if you have any questions. Thank You.