



Memorandum

#14-095

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Lindsay Rodgers, Manager
Nutrition Services Section

DATE: August 20, 2014

SUBJECT: Changes to the Texas WIC Breast Pump Program Effective September 1, 2014

The Texas WIC Breast Pump Program will be changing effective September 1, 2014. Please discuss the following changes at your next staff meeting and share this memo with appropriate staff.

Most health plans and all Medicaid, CHIP, and CHIP Perinatal managed care health plans **cover breast pumps** and some plans offer additional breastfeeding support services such as breastfeeding consultations. Breast pumps are a covered benefit through Medicaid and CHIP and may be issued to both mothers and babies. Some plans may require a prior authorization for a breast pump. If a mother's Medicaid eligibility has expired, the pump may be issued under the baby's coverage.

In an effort to reduce the burden on the WIC Program, beginning September 1, 2014, all Local Agencies (LAs) will encourage all pregnant participants to contact their health plans about the process for obtaining a breast pump and other breastfeeding support services.

Exception: WIC participants who are enrolled in a Tricare Health Plan or those without health insurance will continue to receive breast pumps through WIC. Tricare, the health plan for the U.S. military service, is the only major health plan that does not cover breastfeeding services.

Because this process is new, breast pump specifications and issuance recommendations and guidelines may differ among the health plans. LAs are expected to bridge the gaps in service by providing pumps to participants:

- Who are unable to get pumps from their health plans,
- Who are uninsured,
- Who did not attempt to get a pump from their plan because they were unaware of this benefit, and/or
- Who received a pump from their health plan that does not meet their needs.

If a participant who is visiting a clinic needs a breast pump and has not received one from another source, a WIC breast pump should be issued. Breastfeeding support and education that participants may need to successfully breastfeed should continue to be provided. Texas WIC is committed to maintaining the integrity of breastfeeding support throughout this gradual shift to the health plans processing requests for breast pumps.

In early September, all LAs will receive the following materials related to assisting participants with this transition:

1. *Ask About Breastfeeding Help Offered by Your Health-Care Plan*, Stock #13-06-14212
This handout should be given to every pregnant participant to help them get assistance from their health plans (Medicaid, CHIP and private insurance) with breastfeeding services and in obtaining breast pumps. It encourages participants to call their health plans while pregnant to get information about breastfeeding services and supplies offered by their health plans, if they should need them. The handout is available in English, Spanish, and Vietnamese.
2. *So Your Client Needs a Breast Pump*, Stock # 13-06-14424
This flow chart, designed for clinic staff, provides guidance on how to direct participants to their health plans to learn about breastfeeding services. It also helps staff screen postpartum participants to issue breast pumps appropriately and provides a systematic flow of questions to ask when screening moms for breast pump eligibility or when directing them to their health plans.

An initial shipment of these materials will be sent automatically to all LAs after which, these materials will be available from the WIC catalog for all subsequent orders.

Please help participants take advantage of their health plan's breastfeeding services and provide recommendations on the best breast pump options offered by their plans, should they need one. Encourage them to call their health plan's member services line to find out how to obtain a breast pump, a phone number typically found on the health plan member's card.

The attached reference sheet includes the member services phone numbers by plan and program. WIC staff should have the contact list available in case WIC participants need to contact their MCO and they do not have their health plan card. However, WIC staff should refrain from calling the member service number provided on the participant's health care plan card unless the participant is present. The health care plan representative may ask for a participant's identifying information before a call can proceed and additional questions may need to be answered by the participant.

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Additional changes to be implemented soon include the revision of breastfeeding policies BF: 05.0 and BF: 06.0. These changes will require WIC staff to determine if a participant has received a pump previously from another source and to assess the adequacy of that pump before issuing a WIC breast pump. In addition, the existing Breast Pump Loan contract and release agreement forms, *WIC-50 Multi-User Breast Pump Loan Contract* and *WIC-51 Single-User Electric Breast Pump Release Agreement*, will be revised. The revision will require WIC participants to initial a statement that says “*I have not received a breast pump from another source that works well for me,*” prior to receiving a WIC pump.

A memo will be issued when these policy and forms revisions have been finalized and are to be implemented.

Please contact Faith Njoroge at (512) 341-4575 or faith.njoroge@dshs.state.tx.us if you have questions or need additional information.

**CONTACT INFORMATION FOR
MEDICAID AND CHIP MANAGED CARE ORGANIZATIONS**

AETNA

Programs	CHIP and STAR
Member Services	
CHIP (Bexar)	1-866-818-0959
CHIP (Tarrant)	1-800-245-5380
STAR (Bexar)	1-800-248-7767
STAR(Tarrant)	1-800-306-8612
Website	http://www.aetnabetterhealth.com/texas

Amerigroup

Programs	CHIP, STAR, and STAR+PLUS
Member Services	1-800-600-4441
Website	https://www.myamerigroup.com/tx/pages/welcome.aspx

Blue Cross Blue Shield

Programs	CHIP, STAR
Member Services:	1-888-292-4480
Website	http://www.bcbstx.com/medicaid/programs.html

CHRISTUS

Programs	CHIP and STAR
Member Services	
CHIP	1-800-359-5613
STAR	1-877-428-3057
Website	http://www.christushealthplan.org/

Community First

Programs:	CHIP and STAR
Member Services	
STAR	1-800-434-2347 or 210-358-6060
CHIP	1-800-434-2347 or 210-358-6300
Websites	
CHIP	http://www.cfhp.com/Members/CHIP/CHIP_About.asp
STAR	http://www.cfhp.com/Members/STAR/STAR_About.asp

Community Health Choice

Programs	CHIP and STAR
Member Services	1-888-760-2600 or 1-713-295-2294
Website	https://www.chchealth.org/Default_Medicaid.aspx

Cook Children's Health Plan

Programs	CHIP and STAR
Member Services	1-800-964-2247
Website	http://www.cookchp.org/English/Pages/default.aspx

**CONTACT INFORMATION FOR
MEDICAID AND CHIP MANAGED CARE ORGANIZATIONS**

Driscoll Children's Health Plan

Programs CHIP and STAR
Member Services
 STAR (Hidalgo) 1-8555-425-3247
 STAR (Nueces) 1-877-220-6376
Website <http://www.dchpkids.com/>

El Paso First

Programs CHIP and STAR
Member Services 1-877-532-3778 or 915-532-3778
Website <http://www.epfirst.com/>

First Care

Programs CHIP and STAR
Member Services: 1-877-639-2447
Websites
 STAR <http://www.firstcare.com/en/Individuals-and-Families/STAR-Medicaid>
 CHIP <http://www.firstcare.com/en/Individuals-and-Families/CHIP>

HealthSpring

Program STAR+PLUS
Member Services 1-877-653-0327
Website <http://starplus.mycignahealthspring.com/>

Molina

Programs CHIP, STAR, and STAR+PLUS
Member Services 1-877-319-6826
Websites
 CHIP
<http://www.molinahealthcare.com/members/tx/en-US/mem/chip/Pages/chip.aspx>
 STAR and STAR+PLUS
<http://www.molinahealthcare.com/members/tx/en-US/mem/medicaid/Pages/medicaid.aspx>

Parkland

Programs CHIP and STAR
Member Services
 CHIP 1-888-814-2352
 STAR 1-888-672-2277
Website <http://parklandhmo.com/>

Sendero

Programs CHIP and STAR
Member Services 1-855-526-7388 or 1-800-855-2880
Website <http://senderohealth.com/en/?mainsite=1>

Seton

Programs CHIP and STAR
Member Services 1-877-451-5601

**CONTACT INFORMATION FOR
MEDICAID AND CHIP MANAGED CARE ORGANIZATIONS**

Website <http://www.setonhealthplan.com/members/chip/>

Superior

Programs CHIP, STAR, STAR Health, and STAR+PLUS

Member Services

CHIP 1- 800-783- 5386

CHIP RSA 1-800-820-5685

Medicaid RSA 1-877-644-4494

STAR 1-800-783-5386

STAR Health 1-866-912-6283

STAR+PLUS 1-866-516-4501

Website <http://www.superiorhealthplan.com/for-members/programs/>

Texas Children's Health Plan

Program CHIP and STAR

Member Services

CHIP 1-866-959-6555

STAR 1-866-959-2555

Website <http://www.texaschildrenshealthplan.org/>

United Healthcare

Programs CHIP, STAR, and STAR+PLUS

Member Services 1-888-887-9003

Website <http://www.uhccommunityplan.com/tx.html>