

# Frequently Asked Questions

## Program Overview

Medela Hospital-to-Home powered by Valere Health is a unique program that eliminates insurance paperwork and authorizations, placing the breast pump in mom's hands within minutes. In contrast, other mail order suppliers typically take 5-10 days to deliver a breast pump, during which time many mothers give up on breast-feeding. Moms are not insurance experts, but Medela Hospital-to-Home and its Network of providers are. We spare moms frustration and wasted time by eliminating her involvement in an unfamiliar, inefficient insurance process.



## Begin Here with the FAQs

### How much does it cost?

There is no cost to your facility or patient. Insurance and Medicaid cover breast pumps at 100% with no deductible or copays, so there is no patient share.

### Does having a Medela Hospital-to-Home program at our hospital constitute an endorsement of Medela?

No. Patients can choose how & from whom they purchase their breast pump. Medela Hospital-to-Home is an option the patient can choose or decline.

### Q: How do we make sure our patients know they have a choice when it comes to getting a breast pump?

Patient choice is an important consideration. Our suggested protocol for ensuring patients know they have a choice is to communicate this clearly when introducing the Medela Hospital-to-Home program to patients. Appropriate patient choice protocol language for a hospital to adopt is as follows:

“You can choose where you get your breast pump, but we have a program

that helps moms that qualify get breast pumps very quickly and easily at no out-of-pocket cost. Would that help you?”

Some facilities have patients sign a form documenting their choice to use Medela Hospital-to-Home. Upon request, we are happy to provide an example of this form.

### Is a contract required?

Yes. Upon request, we can provide an Equipment Placement Agreement template as a starting point.

### Does our having a Medela Hospital-to-Home program create a conflict of interest?

Your hospital has no financial stake in the provision of breast pumps through Medela Hospital-to-Home, so there is no financial conflict of interest. If a patient chooses to obtain equipment from someone other than Medela Hospital-to-Home, their choice will be honored. It is our goal to provide appropriate equipment in a timely fashion in the most convenient way possible for the patient. We believe this is consistent with your hospitals' care goals for patients. Most hospitals already promote breast-feeding through various procedural and educational

initiatives (10 Steps, Baby Friendly). The Medela Hospital-to-Home program reinforces and is consistent with these efforts, and is aligned with the interests of your hospital.

### Is there a financial benefit to our hospital?

Medela Hospital-to-Home cannot compensate your hospital. However, timely access to a breast pump through the program supports early milk expression, which may lead to increased volumes of a mother's own milk. This can reduce reliance on donor milk—an unreimbursed expense—helping your hospital achieve both clinical and financial efficiency.

### Is Medela Hospital-to-Home HIPAA compliant?

Yes. Medela Hospital-to-Home is a Covered Entity (“CE”) as defined by HIPAA and has a responsibility to comply with HIPAA just like your hospital. The purpose of HIPAA is to secure Protected Health Information (“PHI”) without impeding care. A HIPAA CE is allowed to use PHI in accordance with the HIPAA regulations. Medela Hospital-to-Home has an active HIPAA Compliance Plan in place and is compliant with the requirements of HIPAA.

## **Is a Business Associate Agreement (“BAA”) needed?**

Medela Hospital-to-Home will readily execute a BAA if your hospital deems it necessary.

## **Can access to breast pumps increase the number of moms that breastfeed and the length of their breastfeeding duration?**

Yes. The provision of Breast Pumps at your facility will increase convenience for your patients. Greater convenience in obtaining needed medical equipment is generally associated with an increase in use of the equipment and more compliant use of the equipment. In this case, the convenience of obtaining the Breast Pump is likely to result in increased breast-feeding rates at your facility. Studies show that access to breast pumps has a positive effect on breast-feeding rates and duration. Copies of such studies are available for your reference upon request.

## **What if a patient needs service or repairs for a breast pump from Medela Hospital-to-Home?**

We accept all service and repair requests for your patients receiving a breast pump from Medela Hospital-to-Home. There is no involvement by your staff needed in the repair process. Each breast pump from Medela Hospital-to-Home includes instructions to call Medela Hospital-to-Home directly for repairs or service. Moms needing service or repairs can call us at **800-435-8316**.

## **To request a breast pump for our patient, what forms are required?**

A valid prescription is all that is needed.

## **How do I contact Medela Hospital-to-Home?**

Call **800-435-8316** to connect with our support team.

## **Once our Medela Hospital-to-Home program is operational, how is a breast pump requested?**

Your requests are submitted using our HIPAA compliant Flex Plus app installed on MedelaPhones we provide. Enter patient name, DOB, cell phone number, then take snapshots of the Rx and Patient Facesheet. Typically, we will authorize the breast pump within two hours, depending on the payor. After receiving the authorization notification in your Flex Plus app, you may dispense the breast pump to your patient.

## **Can you handle after-hours and weekend requests?**

Medela Hospital-to-Home can accept your breast pump requests at any time, 24 hours a day, 7 days a week.

## **What if I have a patient that needs a breast pump and is immediately discharging?**

Your request will typically be processed, and authorized in as little as 30 minutes, but generally within two hours. If you have a time sensitive request, you may submit your order as “Ship to Home”, and we will coordinate delivery of the breast pump(s) directly to your patient’s home.

## **What if a mom wants to self-pay for her breast pump?**

We can work directly with mom in a private pay scenario. No involvement by hospital staff is needed. However, since most moms have coverage through Medicaid or private insurance, very few have to self pay for their breast pump. If a mom has no insurance coverage and cannot private pay, your facility will have the option to pay if you desire.



Reach out to your Medela rep to schedule a demo.

[medela.com](https://www.medela.com)