

The Milk Spot Financial Agreement for Lactation Consultations

Thank you for choosing The Milk Spot for lactation consultation services for your family! We hope to help you with the highest standard of care, professionalism and expertise. The following is an explanation of our services, fees and insurance billing options.

Definition of clients: Both mother and baby are our clients. Breastfeeding is a dynamic relationship between two people, the mother/baby dyad. Regardless how well breastfeeding is going, the mother's milk production and the baby's suckle are interdependent. Therefore, both mom and baby are clients of the IBCLC, and fees are charged for assessment and treatment of both individuals. We quote fees for a total amount due, but we bill each individual's policy for separate portions. Two charges will be sent to insurance for each visit, one for mother and one for baby.

Explanation of fees: Lactation consultation fees are charged based on the type of professional services rendered, rather than time spent per visit. Lactation consultations may last from 60-120 minutes depending on the complexity of your case and are billed at flat rates. Fees will not be pro-rated by time or duration of the visit. A missed appointment fee of \$50 will be charged for no-shows (\$25 for mom, \$25 for baby).

Booking deposit: Prior to each visit, a \$50 deposit will be collected by phone or secure online payment. This initial payment will be applied to the clients' account towards their patient responsibility portion, which may be co-pay, co-insurance or deductible. If clients miss their appointment without prior notice/rescheduling, this deposit applies to the missed appointment fee.

Self-pay option: Clients may choose to pay for lactation services out-of-pocket at a rate of \$200 for initial visits and \$100 for each follow-up visit. Fees are collected prior to the start of service. Installment plans are available upon request. Missed installment payments void the plan option and future visits will be payable in full before the consultation.

Insurance billing option: We offer insurance billing services - however, coverage and reimbursement rates vary by company, plan and employer benefits. Under the Affordable Care Act, insurance companies are required by law to cover breastfeeding supplies and support. Check with your employer and/or insurance company to find out what coverage your policy provides. We do not guarantee coverage or reimbursement.

In-network benefits - for insurance companies contracted with The Milk Spot, we will bill your insurance plan. You will receive an Explanation of Benefits from your insurance company and a statement from us if there is a balance due after insurance reimbursement at in-network rates. This balance is due within thirty (30) days.

Out-of-network benefits - for insurance companies that are not contracted with The Milk Spot, we will bill your insurance plan for services rendered. Reimbursement will be made at out-of-network rates. Following receipt of your Explanation of Benefits, you will receive a billing statement with the amount of your patient responsibility (less the prepaid \$50 deposit). This balance is due within thirty (30) days.

Lactation package: A comprehensive package of services is available when purchased and paid in full prior to birth. The lactation package includes a 3-hour prenatal breastfeeding class, a 90-minute lactation consultation, and a 30-minute breastfeeding checkup or back to work planning session. Please ask for pricing and availability.

Authorizations: some insurance plans may require a prescription, prior authorization or gap exception before treatment. Contact your insurance company, your OB/midwife and baby's pediatrician for these approvals.

Your success with breastfeeding is important to us! We strive to help you in the best way possible. Good communication is vital to our relationship – if you have questions or concerns about our services, fees, billing, payment or scheduling, please bring them to our attention.

I have read and agree to these terms of the Financial Agreement for Lactation Services

Client's Signature

Printed Name

Date