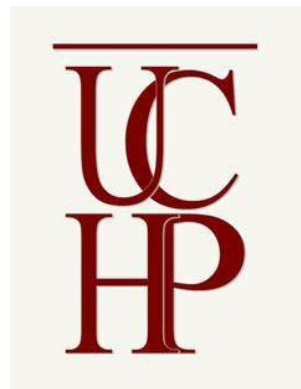


Requesting a Network Deficiency for a Lactation Consultant



Step 1: Identify access issue: As the University of Chicago Medical Center does not have an International Board-Certified Lactation Consultant on staff and there are a limited number of lactation consultants in the Aetna network, the UCM lactation team should reach out to Aetna via email on behalf of the member to request a network deficiency for a lactation consultant.

Step 2: Obtain the following information:

- a. Member name
- b. Out of Network Lactation Consultant name & NPI or TIN number
- c. ICD Code
- d. Procedure Code
- e. Dates of Service

Lactation Consulting Service	ICD Code(s)	Procedure Code(s)
Home Visit for an established patient	092.3, 092.4, 092.5, 092.79, Z39.1	99347-99349
Home visit for new patient	092.3, 092.4, 092.5, 092.79, Z39.1	99341-99345
Lactation classes, non-physician, per session	Any	S9443
Office or outpatient established patient	092.3, 092.4, 092.5, 092.79, Z39.1	99201-99203
Preventive medicine group counseling	009.00, 009.93, 010.011-026.93, 029.011-0030.019, 030.031-035.6XX9, 035.8XX0 - 036.73X9, 036.80X0 - 036.80X9, 036.8120 - 036.8199, 036.8910 - 044.13, 045.8X1 - 046.93, 047.1 - 060.14X9, 061.0 - 066.9, 068 - 099.824, 099.830 - 099.89, Z33.1, Z34.00 - Z34.93, Z36 - Z37.9, Z39.0 - Z39.2	99411-99412
Preventive medicine, individual counseling	009.00 - 009.93, 010.011 - 026.93, 029.011 - 030.019, 030.031 - 035.6XX9, 035.8XX0 - 036.73X9, 036.80X0 - 036.80X9, 036.8120 - 036.8199, 036.8910 - 044.13, 045.8X1 - 046.93, 047.1 - 060.14X9, 061.0 - 066.9, 068 - 099.824, 099.830 - 099.89, Z33.1, Z34.00 - Z34.93, Z36 - Z37.9, Z39.0 - Z39.2	99401-99404

Step 3: Once all the necessary information has been obtained, send to the below Aetna contacts to handle the network deficiency authorization:

Julie Caroselli-Sander: Caroselli-SanderJ@aetna.com

Samantha Salerno: SalernoS1@aetna.com

Step 4: If the member would like more information on lactation consultants and/or lactation consulting, provide the member's contact information to Julie and Samantha and Aetna will work to have customer service coordinate with the member.