Requesting a Network Deficiency for a Lactation Consultant

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The University of Chicago Health Plan Policy for Lactation Consulting:
Breastfeeding interventions to support and promote breastfeeding after delivery, including up to six visits with a lactation consultant within 12 months of delivery.

Step 1: Identify access issue: As the University of Chicago Medical Center does not have an outpatient International Board Certified Lactation Consultant on staff and there are also a limited number of lactation consultants in the Aetna network, the UCHP member should call customer service at 1-855-824-3632 with the name of a lactation consultant that they would like to see for prior approval.

Step 2: If the member would like more information on lactation consultants and/or lactation consulting, the member can go to the Northern Illinois Lactation Consultant Association (NILCA) Lactation Consultant Directory or call customer service at 1-855-824-3632.