

Guidelines and resources for UnitedHealthcare lactation health care professionals

Quick reference guide

Overview

TennCare is a part of UnitedHealthcare Community Plan of Tennessee, which provides **health care** to primarily low-income pregnant women, children and individuals who are elderly or have a disability. This quick reference guide outlines our lactation benefits and how to properly bill these covered services.

Lactation scheduling guidelines

- Develop standard operating procedures for when and how you offer lactation services. For instance, consider providing a lactation consultation automatically during glucose screening appointment, postpartum visits or well-baby checks.
- Coordinate care between health care professionals to ensure that lactation support is a routine part of prenatal, postpartum and pediatric follow-ups. Use flags or reminders in the electronic health record to prompt health care professionals to refer patients to lactation services.

Eligible health care professionals

- Physicians, nurse practitioners, physician assistants or certified nurse midwives for whom lactation counseling, education or consultation is within their scope of practice
- International Board-Certified Lactation Consultants/Registered Lactation Counselors (IBCLCs/RLCs) with a Medicaid ID in network with a TennCare managed care organization (MCO)
- Certified Lactation Specialists (CLSs), Certified Breastfeeding Specialists (CBSs), Certified Lactation Counselors (CLCs) and Certified Lactation Educators (CLEs)
 - Services provided by a CLS, CBS, CLC and CLE must be supervised and billed by a contracted, in-network health care professional



Questions?

Connect with us through chat 24/7 in the **UnitedHealthcare Provider Portal**.

Covered services

Eligible patients may receive medically appropriate outpatient services during pregnancy and through the extended postpartum period. There's no limit on the number of visits allowed. Patients can receive services in the following ways:

- In a 1-on-1 or small-group setting
- In-person or telehealth using the appropriate place of service code

CPT® codes and modifiers

Visit type: When billing for lactation services, use the following codes below plus the modifier:

- 98960 – U8
- 98961 – U8
- 98962 – U8

Visit length: You'll also need to note the following number of units to signify the length of the visit:

- 1 unit: Visit of 16–45 minutes
- 2 units: Visit of 46–75 minutes
- 3 units: Visit of 76–105 minutes

Visit setting: Indicate the setting for the visit, office, telehealth, home visit, etc., using the place of service code on your claim.

Resources

- [Lactation provider site](#)
- [UnitedHealthcare Provider Portal resources](#)

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