

*Aeroflow*  *Breastpumps*

Motherhood Through Insurance

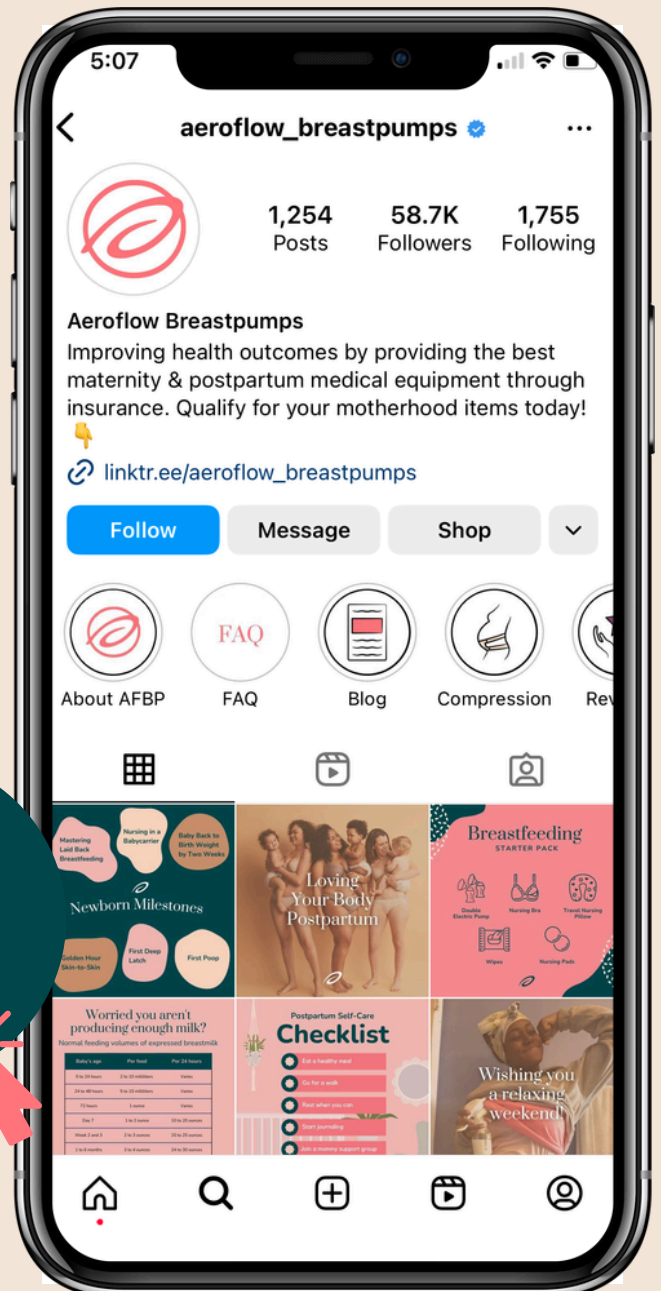
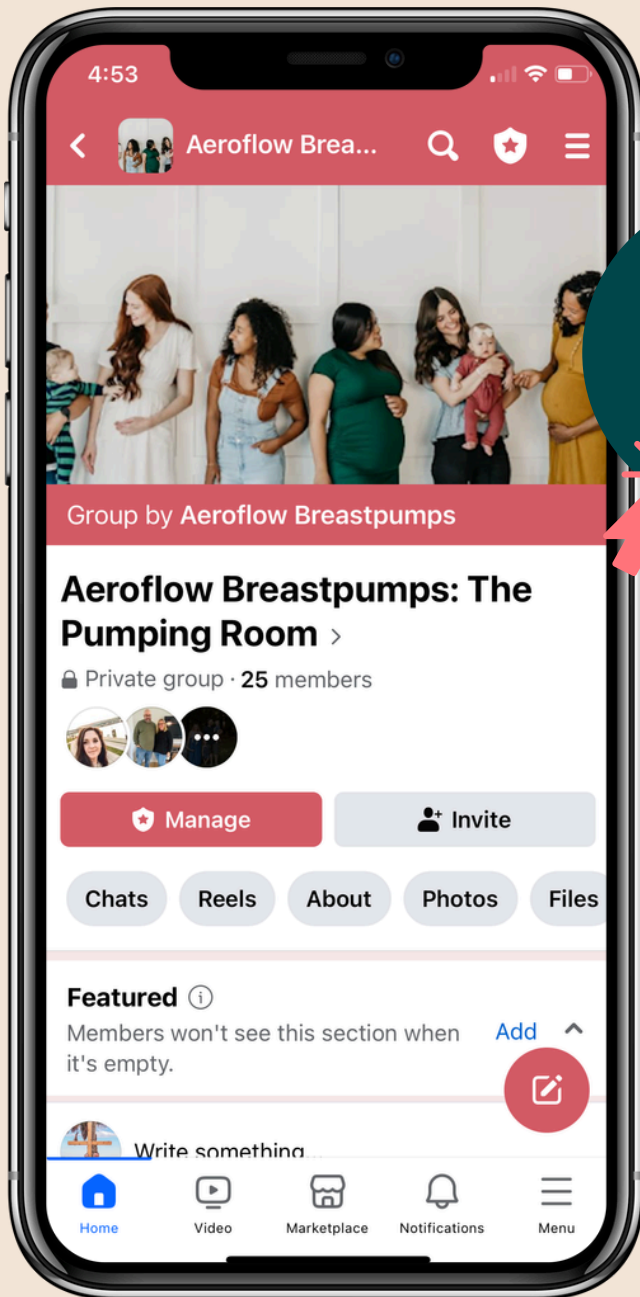
# HOW TO FIND A PUMP YOU LOVE

## Resource Guide

Did you enjoy class?

Click here to send your feedback: [Aeroflow Class Survey](#).

# Join Our Aeroflow Online Community



# From Aeroflow Mom & Baby...

## Online Live Classes

All classes are covered by insurance

Classes for everyone...

- Ultimate Breastfeeding Prep
- Navigating Maternity Leave
- How to Find a Pump You LOVE
- How to Fit Your Flange
- Pumping 101
- Birth & Breastfeeding (2-part series)
- Babycare for the Breastfed Baby
- Sleep for the Breastfed Baby
- Sleep Q&A
- The Brain-Boob Connection
- Babywearing & Breastfeeding
- Solid Foods for the Breastfed Baby
- Lactation Q&A
- It Takes a Village
- Obstacles in Breastfeeding

Specialty Classes...

- Ultimate Multiples Prep
- What is a Tongue Tie?

Sign Up for More Classes



## Support Groups

- Free Weekly Moms Circle
- Mondays at 3PM - 4PM EST
- For prenatal & postpartum moms
- Drop-in, no registration needed
- [Zoom Link](#)

## Mental Health App

- From Canopie Mental Health, the experts in perinatal wellness
- [www.canopie.app](http://www.canopie.app) or search "Canopie App" on the app store
- Free download access code for Aeroflow patients: **AERO22**

## Breast Pumps & More

- Your insurance may cover:
  - breast pumps
  - milk storage bags
  - resupply products
  - compression socks for pregnancy swelling
- Sign up [here](#) for breastfeeding products!

## Recorded Webinars

- [Lactation Link webinars](#) include
  - Breastfeeding Basics
  - Breastfeeding Hurdles and How To's
  - Pumping & Storing Breastmilk
- Watch recorded webinars anytime
- Cash pay (no insurance coverage)

## Lactation & Birth Prep Appointments

Help is on the way!

Virtual and home visits: Click [HERE](#).

Click for  
Provider  
Directory

# Helpful Links

## How to Find A Pump You LOVE

- [Purchase Your Pump](#)
- [Aeroflow Breastpump Comparison Chart](#)
- [Flange Fitting Guide](#)
- [Nipple Ruler](#)
- [Aeroflow Pump Breakdown](#)
- [Flange Size and Purchasing Guide](#)

# Insurance Billing Information

Online live classes and appointments with Aeroflow consultants are billed to your insurance under your insurance policy's preventive benefit.

Claims to your insurance may be under the following names:

- Aeroflow Inc
- Aeroflow Connect LLC
- Lactation Link
- HerSource Health
- Your provider's / teacher's name

Coverage

Costs should be covered at 100% through the Affordable Care Act (ACA) which mandates that preventive women's health services including lactation and nutrition services are paid for by insurance companies without cost-sharing to the patient. This means no copay or other charges should be passed on to you.

The Billing Process

Most of our claims to your insurance will pay on the first submission. Occasionally, there is a denial on the claim. You don't need to do anything when you notice that this happens. Our billing experts will work to get the claim processed and paid correctly.

Statements from Your Insurance Company

You may receive a statement from your insurance company through the mail or in your insurance portal. The statements from insurance are not bills. The insurance company cannot bill you on behalf of Aeroflow.

Bills from Aeroflow

It is unlikely that Aeroflow would invoice you for healthcare services, but there are specific reasons why this might happen.

Here are reasons you might get a bill from Aeroflow:

- **Your insurance company could send you a payment instead of sending it to us.** If you received a check from your insurance company, make a payment to "Aeroflow" in the amount of the check you received. Mail to Aeroflow Healthcare, 3165 Sweeten Creek Road, Asheville NC 28803 and enclose, your name, phone and email address in the envelop.
- **Your insurance coverage was not active** on the date you attended a class or an individual appointment, so your insurance didn't pay us and now there is a balance due on your account.
- **Your insurance company believes it is not your primary medical policy.** If you get an insurance denial but the policy is your primary policy, call the number on the back of your insurance card to request a "coordination of benefits" (COB) update. When doing a COB update with insurance, you will explain that the policy is primary and the rep will ask you specific questions. If they agree that it is primary, contact our billing department so we can rebill your claim.
- **You were not in attendance for a scheduled individual appointment and did not cancel at least 24 hours prior to your appointment time.**

If you disagree with with an invoice you receive from Aeroflow, call the number on your Aeroflow bill so that we can help you.

Lactation Billing Team Contact Information

Email: [lactationbilling@aeroflowbreastpumps.com](mailto:lactationbilling@aeroflowbreastpumps.com)

Phone: 866.565.0956

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[AeroflowBreastpumps.com](https://www.aeroflowbreastpumps.com)