



Memorandum

#15-106

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: October 9, 2015

SUBJECT: Has Medicaid denied your clients' breast pump requests?

If you have a client who reports that she was denied a pump through Medicaid, please take down her information and follow the steps below to report it to HHSC for follow-up.

Email HPM_Complaints@hhsc.state.tx.us, cc jessi.cano@dshs.texas.gov and inform them of the denial, including the specific type of breast pump requested and any background information that might be helpful. Include the name of the Managed Care Organization (MCO) in your report. They'll want to know the specific health plan, not just "Medicaid." A map of MCOs is included with this memo.

HHSC has requested that we **DO NOT send any personal health information** (PHI). Instead, their staff will call you to follow up on the issue and will ask for the PHI then.

Referrals to health plans should be made before a breastfeeding mother is in immediate need of a breast pump, typically during pregnancy. **If a client has already had her baby and is requesting a pump from WIC, she should not be denied a WIC pump.** WIC staff should assess her needs and issue a pump that will best help her reach her breastfeeding goals.

If you have any questions or need assistance with breast pump issuance or reporting denials, please contact Jessi Cano at 512-341-4584 or jessi.cano@dshs.texas.gov.

Managed Care Service Areas

(effective September 1, 2014)

CHIP RSA (Includes the same counties as MRSA West, MRSA Central, MRSA Northeast, and Hidalgo Service Areas)
 CHIP – Molina, Superior

Lubbock
 STAR – Amerigroup, FirstCare, Superior
 STAR+PLUS – Amerigroup, Superior
 CHIP – FirstCare, Superior

MRSA – West
 STAR – Amerigroup, FirstCare, Superior
 STAR+PLUS – Amerigroup, Superior

El Paso
 STAR – El Paso First, Molina, Superior
 STAR+PLUS – Amerigroup, Molina
 CHIP – El Paso First, Superior

Travis
 STAR – Blue Cross and Blue Shield of Texas, Sendero, Seton, Superior
 STAR+PLUS – Amerigroup, United
 CHIP – Blue Cross and Blue Shield of Texas, Sendero, Seton, Superior

Bexar
 STAR – Aetna, Amerigroup, Community First, Superior
 STAR+PLUS – Amerigroup, Molina, Superior
 CHIP – Aetna, Amerigroup, Community First, Superior

Hidalgo
 STAR – Driscoll, Molina, Superior, United
 STAR+PLUS – Cigna-HealthSpring, Molina, Superior

Nueces
 STAR – Christus, Driscoll, Superior
 STAR+PLUS – Superior, United
 CHIP – Christus, Driscoll, Superior

Tarrant
 STAR – Aetna, Amerigroup, Cook Children's
 STAR+PLUS – Amerigroup, Cigna-HealthSpring
 CHIP – Aetna, Amerigroup, Cook Children's

Dallas
 STAR – Amerigroup, Molina, Parkland
 STAR+PLUS – Molina, Superior
 CHIP – Amerigroup, Molina, Parkland

MRSA – Northeast
 STAR – Amerigroup, Superior
 STAR+PLUS – Cigna-HealthSpring, United

MRSA – Central
 STAR – Amerigroup, Scott & White, Superior
 STAR+PLUS – Superior, United

Jefferson
 STAR – Amerigroup, Community Health Choice, Molina, Texas Children's, United
 STAR+PLUS – Amerigroup, Molina, United
 CHIP – Amerigroup, Community Health Choice, Molina, Texas Children's, United

Harris
 STAR – Amerigroup, Community Health Choice, Molina, Texas Children's, United
 STAR+PLUS – Amerigroup, Molina, United
 CHIP – Amerigroup, Community Health Choice, Molina, Texas Children's, United

