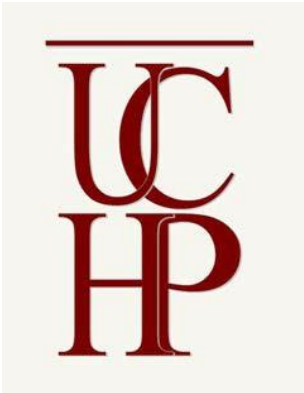


Requesting a Network Deficiency for a Hospital Grade Breast Pump



Step 1: Identify access issue: Primary source of hospital grade breast pumps (HGP) is the 17 HGP supply with the UCM lactation team. When all UCM HGP are on lease to UCHP members or if member delivered at Ingalls, the member should utilize the [Directory of UCHP Healthcare Professionals](#) link to view the following Aetna Breast Pump Suppliers:

Aetna Breast Pump Supplier	Zip Code	Telephone Number
Pumping Essentials, LLC	94556	(866) 688-4203
A Breastpump and More DBA Hygeia II Medical Group, Inc.	92011	(714) 515-7571
Genadyne Biotechnologies, Inc.	11801	(516) 487-8787
Yummy Mummy, LLC	10128	(855) 879-8669

Step 2: When searching for this provider type, please use the zip code associated with the corresponding facility (see above chart). Please see the following search example for *Pumping Essentials, LLC*:

- a. Click the following [Directory of UCHP Healthcare Professionals](#) link:

Directory of UCHP Healthcare Professionals

Welcome to the **University of Chicago Health Plan (UCHP)** administered by Aetna, an innovative approach to health care benefits for eligible employees of the University of Chicago and University of Chicago Medical Center. This program covers medically necessary care provided by the University of Chicago physicians, specialists and other health care providers.

The UCHP is a self-insured employee benefit plan designed around the University of Chicago Hospitals and the University of Chicago Physicians Group as the healthcare providers. Each member is required to choose a Primary Care Physician (PCP) from the UCHP staff. Through this portal you will be able to identify a Primary Care Physician (PCP) to select from the UCHP network administered by Aetna. Each family member can elect a different Primary Care Physician (PCP) within the UCHP network.

UCHP Aetna Member Service Representatives are ready to help you. Our Member Service Representatives are here to answer any questions about UCHP coverage Monday through Friday from 8:00 am to 5:00pm cst. You can contact a Customer Service Representative by calling (855)824-3632.

Already a member?

Not registered with Aetna yet?

[Login to Secure Site](#) [Register Now](#)

Why Register?

You will be able to find all your coverage information online when you need it.

Searching as a member is better

You Can:

- Get results for your plan
- View cost estimates
- Select a primary care doctor

Start Your Search Here

Please enter your **home** location (zip, city, county or state) to access providers specific to your plan benefits.

94556 (Moraga, CA)

Traveling? You can change your location after you select your plan

Look within

25 Miles

0 Miles 100 Miles

[Search](#)

- b. Enter the corresponding zip code for the chosen Aetna Breast Pump Supplier (*Pumping Essentials, LLC*) in the **Start Your Search Here** box:

Start Your Search Here

Please enter your **home** location (zip, city, county or state) to access providers specific to your plan benefits.

94556 (Moraga, CA)

Traveling? You can change your location after you select your plan

Look within

25 Miles

0 Miles 100 Miles

[Search](#)

- c. Select **Search** and a box to select your plan will appear. Select **University of Chicago Faculty and Staff**:

- d. Select **Continue** and type **“Pumping Essentials, LLC”** in the search box:

- e. Click **Pumping Essentials, LLC – MORAGA, CA** to see additional facility information:

Provider/Facility Information	Distance	Plan Information	Ratings
<p>Pumping Essentials, LLC »</p> <p> In Network</p> <p> 1660 SCHOOL ST STE 105A MORAGA, CA 94556</p> <p> (866) 688-4203</p> <p>Specialties: Independent Durable Med Equipment</p> <p>Report Incorrect Information »</p>	1.58 miles	See Accepted Plans	

Step 3: UCHP member should call customer service at 1-855-824-3632 with the name of the Aetna Network Breast Pump Supplier the member wishes to obtain a HPG rental through.

Step 4: If the member would like more information on the breast pump, such as how long the typical time is from initiation to delivery or what the coordination process will be, the member should call customer service at 1-855-824-3632.