

January 21, 2021

### **Changes to the Bright Start Breast Pump Program**

We are announcing changes to the process for requesting and receiving breast pumps for Keystone First members. Effective February 23, 2021 the following steps are to be followed:

#### **Write a prescription (after delivery) that includes the following information:**

- ✓ Member's full name, birth date, address, and phone number.
- ✓ Member's Keystone First member ID number.
- ✓ Ordering physician's name and contact number.
- ✓ Indicate the type of pump with kit\*:
  - Manual
  - Basic Electric

**For ease and process simplicity, fax your prescription to one of the in-network Keystone First DME providers.**

The pump generally takes 48 hours to one week to be received by the member. The pump will not be delivered by the DME provider to the member prior to the birth of the baby.

**\*Important note: Members are eligible for one manual pump every 365 days and one electric pump per lifetime. Exceptions to this require medical necessity documentation and prior authorization.**

Thank you for your participation in our network and your continued commitment to the care of our members. If you have any questions regarding this notice, please contact the Bright Start staff at 1-800-521-6867.