

New collaboration with Medline Industries, Inc. for breast pump supply management

Summary: Amerigroup Community Care is pleased to introduce Medline Industries, Inc. (Medline), a national manufacturer and distributor of medical supplies, which will be providing quality breast pumps to TennCare members.

What this means

Providers can now refer TennCare members to Medline for breast pumps. Order fulfillment with Medline will also enroll the member into Ameda Direct's Continuum of Care program, which supports new moms in having a successful breast-feeding experience.

About Medline

Medline is a participating provider with Amerigroup and is the largest privately held manufacturer and distributor of incontinence products in the United States. Medline's collaboration with Ameda Direct offers TennCare members a breast pump specifically designed for them as well as access to the following benefits at no additional cost:

- Online library of breast-feeding tips and videos (Visit <https://insured.amedadirect.com> for more information.)
- Online and phone lactation support provided by Ameda Direct
- Lactation-trained specialists, available through Ameda Direct's dedicated Support Center, who can assist members before, during and after their breast pump purchase

Referrals to Medline

Medline ships supplies directly to members' home via FedEx. Most orders are processed within 24-48 hours with direct home delivery available Monday-Saturday.

To place a breast pump order for a member, contact Ameda Direct Powered by Medline via one of the methods below:

- Phone: 1-877-791-0064
- Fax: 337-628-2240
- Online: <https://insured.amedadirect.com>
- Email: orders@amedadirect.com

To place an order for consumable supplies, contact Medline Customer Service by phone (1-866-356-4997, option 5) or fax (1-866-202-1563), Monday-Friday from 7 a.m.-6 p.m. CT.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.