



Patty Nguyen, On-Site Representative
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Dear Patty,

Q: My OB-GYN just confirmed I am pregnant. What kind of prenatal care is covered by my Florida Blue Plan?

A: Please click [here](#) to view the chart of the U.S. Preventive Services Task Force recommendations for Prenatal Care and Screenings. Included also are recommendations for Newborn Care and Screenings.

Q: My OB-GYN is referring me to the Florida Blue Healthy Additions Prenatal Care Program. What is this program?

A: This program offers individualized nurse consultation, guidance and prenatal education to all expectant mothers through out their pregnancy. For more information, please call 1-800-955-7635, Option 6 or email healthyaddition@floridablue.com.

Q: I am enrolled on the Basic HMO Plan. My due date is not until 6 months. The OB-GYN office is requesting that I pay \$334 a month for the next 6 months to cover my \$2,000 Deductible for the delivery. Can they charge me upfront before the delivery of the baby?

A: Yes, the OB-GYN can request payment upfront if you have not satisfied your Calendar Year Deductible. Under the HMO Basic Plan, the Inpatient Hospital Facility Services and Provider Services are subject to the \$2,000 Calendar Year



Patty's Points



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Deductible. I recommend that you ask for a paid receipt to show proof of payment and the amount applied to your deductible.

Q: Upon review of my Member Health Statement, I noticed my OB-GYN overcharged me for the delivery of my baby. What should I do?

A: I recommend that you notify your OB-GYN's office of the overpayment and inquire about your refund. The OB-GYN office will credit or refund you once they receive payment from Florida Blue. If you experience any issues, please contact me for assistance.

Q: I am nursing my newborn son. Are breast pumps covered under my plan?

A: Yes, your plan allows one breast pump, manual or electric per delivery following childbirth. Please call CareCentrix at 1-877-561-9910 and select prompt #2 to set up your order. (Please note: Hospital grade breast pumps are not covered.)

Q: I called Florida Blue Customer Service to add my newborn to my plan. I was advised to contact my employer? Who should I contact?

A: The District's Employee Benefits Department handles all eligibility requests, not Florida Blue. Please contact Hope Faris-Van Ommeren at 813-794-2376 or email her at hfarisva@pasco.k12.fl.us .