

Thank you for your interest in the WakeMed Donor Milk Program. Please take note of the following important information regarding participation in this program.

- 1.) Participation needs to fall under one of these two categories: medical necessity or elective. Both categories require a physician's order or prescription indicating diagnosis to participate.

The WakeMed Donor Milk Program is a self-pay/patient responsibility program, regardless of which category the participation falls into, except in those cases where the recipient (**the baby, not the parent**) is North Carolina Medicaid eligible. However, if we are unsuccessful in filing or collecting from Medicaid, the account will become the patient's responsibility. If an institution is ordering, it is responsible for all charges as well.

If you have commercial insurance and wish to file with them directly, a UB92 claim form will be made available to you upon request. Medicaid and some insurance companies will reimburse for the milk-processing fee, but it does require prior approval.

- 2.) There is a \$2.90 per ounce processing fee on all milk orders. Shipping and handling is billed separately for overnight delivery and return of coolers with empty bottles. Payment in full is expected within 30 days of each shipment. Milk is dispensed to institutions by using a purchase order number.
- 3.) When you anticipate the need for milk, please contact the Milk Bank to make sure we have sufficient supply to send you. A 24-hour notice is required when ordering. Milk is dispensed in 7 oz. jars unless arrangements are made prior to pasteurization for smaller or larger quantities. Please note that if you decide you no longer need milk, but it has already been disbursed, the milk cannot be returned for credit.
- 4.) To begin participation in the Donor Milk Program, please review, print, sign and fax this agreement page along with the physician's order, a WakeMed Consent/Authorization form, and a copy of the recipient's Medicaid card (if applicable) to the WakeMed Donor Milk Program at (919) 350-8923. A copy of this information can also be hand-delivered to the hospital by the parents, or mailed if the need is not immediate. Please understand that milk cannot be dispensed until all the required documents have been received.
- 5.) If you have additional questions regarding program participation or pricing, please contact the WakeMed Mother's Milk Bank at (919) 350-8359.

I acknowledge by my signature below, my understanding of the WakeMed Donor Milk Program, and I agree to accept financial responsibility for the milk I receive. I also understand that failure to comply with this agreement could result in the cancellation of my participation in this program, as well as placement of my account with an outside agency for further collection of any balance due.

_____ Signature _____ Date