



Frequently Asked Questions

Each frequently asked question is outlined below and will update this document periodically.

1. What do your DPA, IBCLC, CLC, ALC, CBS, PCD(DONA), PMH-C credentials mean and why are you qualified to offer lactation counseling?
 - I am a Doctor of Public Administration (DPA), International Board Certified Lactation Consultant (IBCLC), Certified Lactation Counselor (CLC), Advanced Lactation Consultant (ALC), Certified Breastfeeding Specialist (CBS), Postpartum Certified Doula (PCD(DONA)), Perinatal Mental Health Certified (PMHC) with over 95 hours of specific lactation education, health sciences college courses, and over 1,000 hours of clinical lactation support. I also have to re-certify with continuing education hours every 2, 3, or 5 years.
2. What is the best way to book a Premier Pumping Consult online?
 - The best way to secure a session is booking online through our website at www.pumpwithpurpose.com then book an consult link will take you to my secure online client portal.
 - You can book directly on our secure client portal at <https://pumpwithpurpose.clientsecure.me/>.
3. When should I book a Premier Pumping Consult online?
 - When you are ready and would like personalized and customized advice based on your goals, preferences, and lifestyle whether you are prenatal, postpartum, exclusively pumping, adding pumping to your nursing journey, combo feeding, weaning, relactating, and more.
4. How do I know when I should book a virtual session online?

- If you need assistance with your pumping journey at any time, Pump with Purpose is always available to help you to reach your pumping goals. We can assist you with increasing your milk supply with the right, pump, flange, products, and schedule, and then effectively and efficiently draining your breast of available milk that is ready to come out, as well as bringing in your doctor to check for any underlying concerns.
5. What is telehealth or telelactation?
 - We do offer telehealth or telelactation which is live two - way audio and video electronic communications that allows lactation professionals and clients to meet outside of a physical office setting.
 6. What forms of insurance or payment do you accept?
 - Pump with Purpose currently accepts Aetna, Anthem, Blue Cross Blue Shield, Cigna, United Healthcare, First Health, Sentara, Kaiser Permanent (Mid-Atlantic), PNOA, and Velocity.
 - Pump with Purpose accepts credit cards, debit cards, and most Flexible Spending Account (FSA) cards and Health Savings Account (HSA) cards directly into our system at the time of booking. If FSA or HSA card is not accepted once processed, client is responsible to provide another acceptable form of payment.
 7. When is payment due?
 - Payment is due after the insurance claim is processed and if there is a client responsibility assigned or at intake prior to the time of service for self-pay clients.
 8. Do you accept other insurance?
 - Pump with Purpose does not accept insurance at this time, but does offer superbills that a client can file with their insurance after the paid session. Pump with Purpose also offers a Superbill that the client can use to seek insurance reimbursement after each appointment if desired. Client is responsible for verifying insurance coverage prior to booking under CPT code S9443 and DX code Z39.1. Insurance reimbursement is not guaranteed and refunds will not be issued if insurance does not provide reimbursement.
 9. Is your lactation practice compliant?
 - Yes, Pump with Purpose has made its best effort to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as well as Code of Ethics of the Academy of Lactation Policy and Practice.
 10. What is your reschedule policy?
 - Reschedules are allowed with at least 24-hour notice.

11. How often should I be pumping at the beginning?

- For exclusively pumping or occasional pumping, Pump with Purpose recommends booking a session to understand your pumping goals. If you are currently pregnant, we recommend a consultation around 20-32 weeks. If you are postpartum, we recommend a consult as soon as possible.

12. What is the best pump for me?

- Pump with Purpose recommends booking a session as choosing a pump should be based on your goals, preferences, and lifestyle. Some breast pump considerations include efficiency, comfort, adjustability, availability, cost, budget, ease of use and cleaning, durability, versatility, portability, mobility, safety, and the list goes on. There are so many things to consider when choosing a pump.

13. What do I do if I experience pain while pumping?

- Pumping should not be painful. Please feel free to book a session to discuss what you are experiencing and we can discuss ways to improve pumping.

14. What do I do if I have elastic nipples?

- Elastic nipples are when your nipples swell and possibly stretch to the back of the flange when pumping. Flange sizing may be harder to determine and there are multiple products that can be used to improve comfort. We recommend booking a consultation as soon as possible.

15. Am I using the right flange size?

- Pump with Purpose recommends booking a session to determine flange sizing and ways to improve comfort. Flange sizing is very important and instrumental to your pumping journey, so I dedicate a session to discussing as well as ways to improve comfort.

16. What do I do if I keep experience plugged ducts or mastitis?

- Clogs can occur for multiple reasons and Pump with Purpose recommends booking a session to discuss clogs and how to get relief while pumping.