



# DOULA BENEFIT 2023

Monday, April 3, 2023

# Introductions



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## Introduce yourself!

In the chat box, please let us know your name and what you hope to get out of this presentation!

# What We'll Cover

Here is what we'll cover in this presentation:

1. Overview of Medi-Cal managed care, HPSM and our members
2. Joining the HPSM network (enrolling in Medi-Cal, credentialing, contracting, etc.)
3. Doula eligibility and requirements
4. Doula rates, billing, and reimbursement
5. Q+A with presenters and others

# About HPSM



We are the only California health plan providing medical, behavioral health, and dental services to members

HPSM is a managed care health plan that provides health care benefits to **150,000** of San Mateo County's underserved residents

- We are what is known as a County Organized Health System (COHS) per state designation.
- HPSM is governed by the San Mateo Health Commission – members of the commission represent community advocates, physicians, pharmacists, and elected officials who serve on the San Mateo County Board of Supervisors.
- HPSM's lines of business: Medi-Cal, CareAdvantage D-SNP, HealthWorx, ACE.

# Managed Care 101

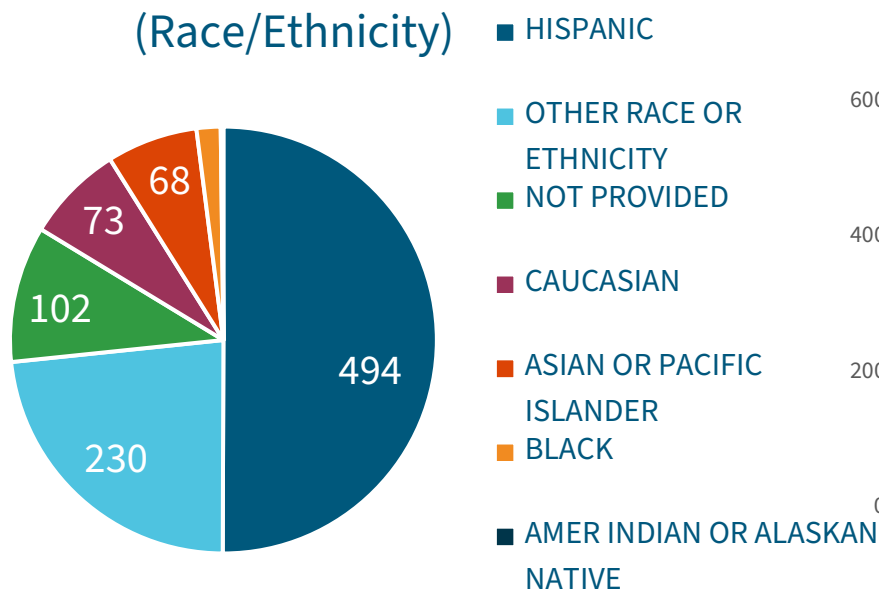
Medi-Cal managed care provides high quality, accessible, and cost-effective health care through managed care delivery systems to underserved Californians

- Medi-Cal managed care contracts for health care services through established networks of organized systems of care, which emphasize primary and preventive care. Managed care plans are a cost-effective use of health care resources that improve health care access and assure quality of care.
- Members select a PCP (primary care provider) who is responsible for members' primary and preventive care and arranging and coordinating all other aspects of their health care.
- HPSM is different from other health plans in that in-network providers manage mild-to-moderate behavioral health issues, and members can also select dental providers from our network.

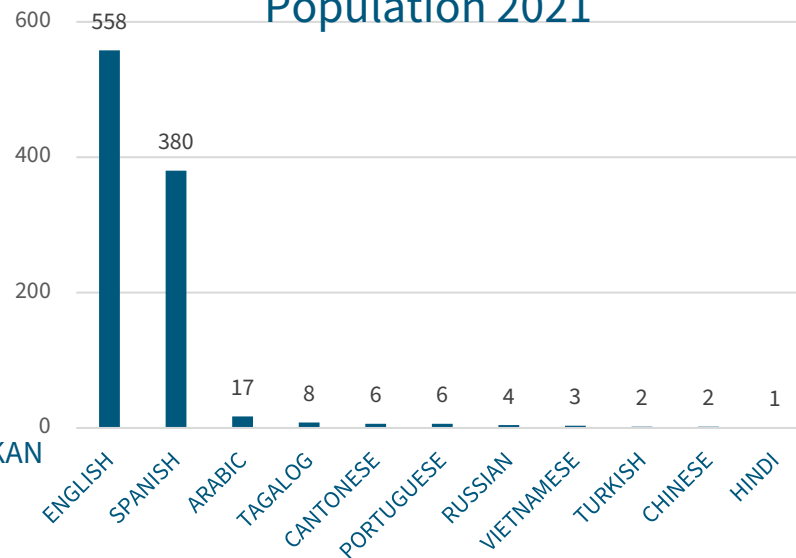
# Our Members

## Members with Live Births 2021

(Race/Ethnicity)



## Language Count for Perinatal Population 2021

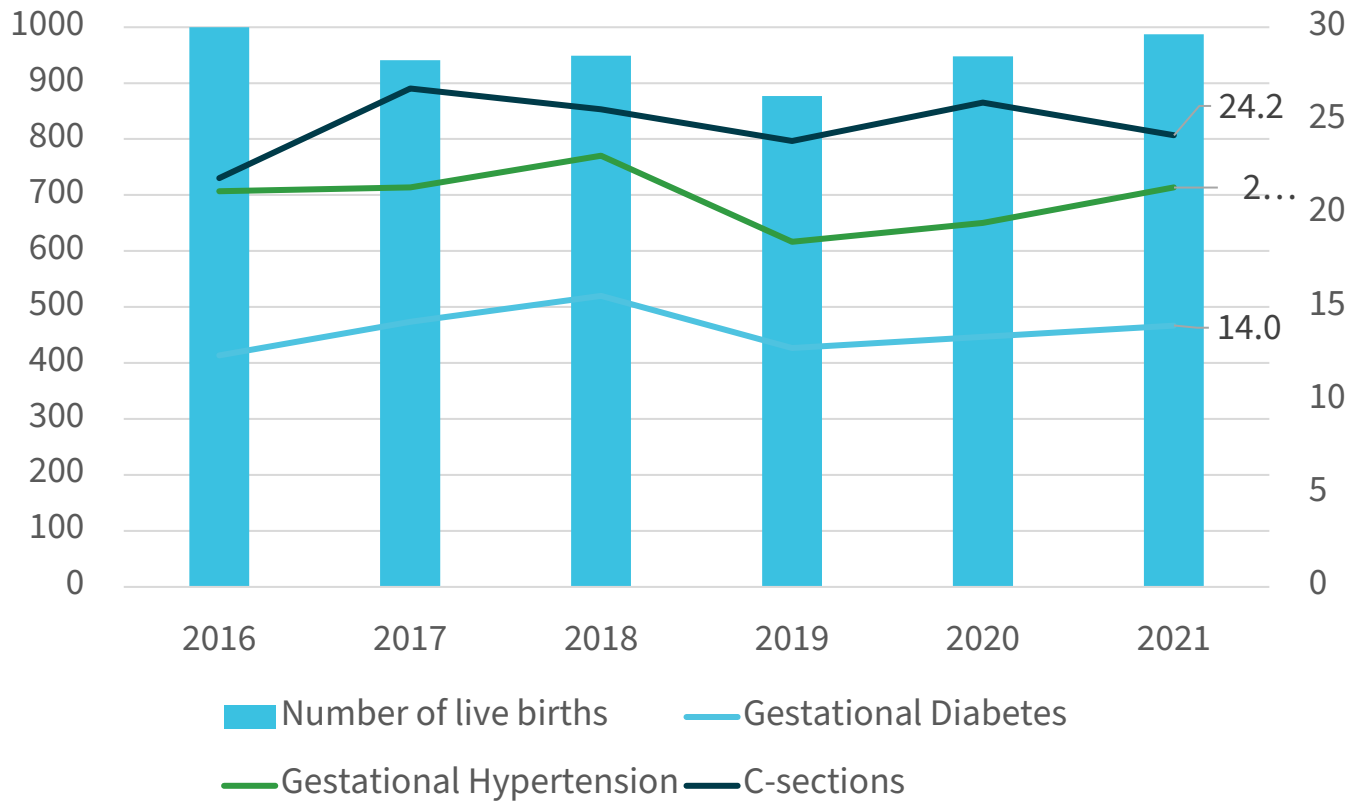


- There are about 1,000 live births a year at HPSM;
- More than half of members identify as Hispanic and an almost equal number identify as Caucasian or API. (Note other and NA sizes)
- Only 15-20 members identify as Black each year and make up less than 2% of the population.

Most members speak Spanish and English but there is (as there was last year) a growing number of Arabic and Portuguese speakers

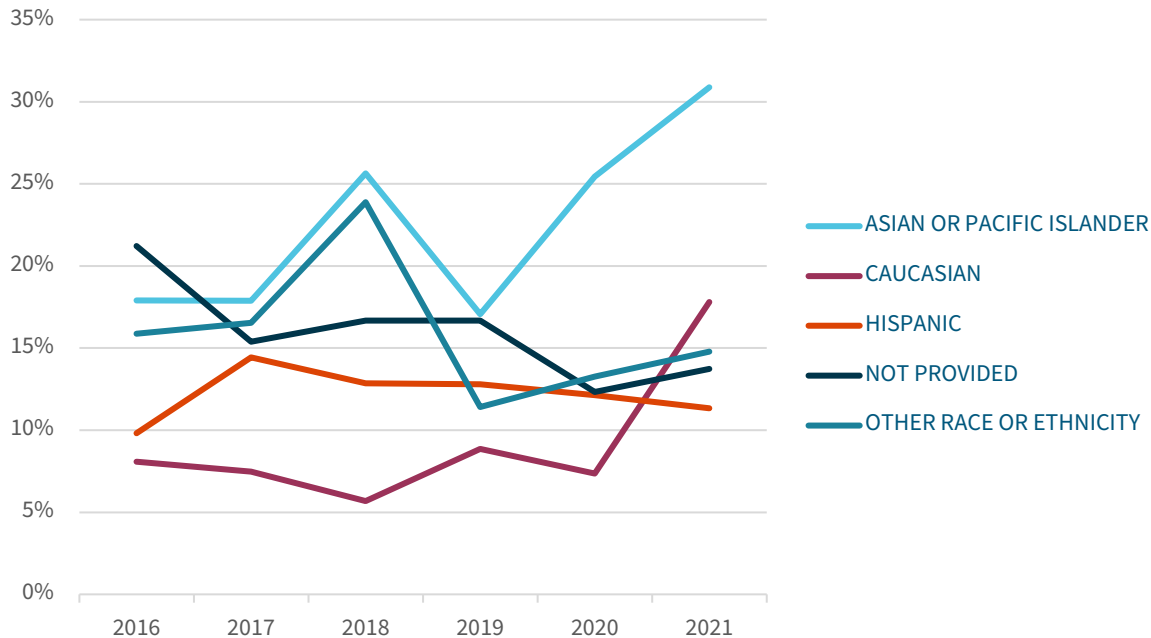
# Perinatal Measure Trends

### Trends for Perinatal Measures (2016-2021)



# Disparities

## Gestational Diabetes Rates by Race/Ethnicity 2016-2021



## Other identified disparities

- C-section Rates in the Black identifying population
- Lower prenatal care rates in the teen population
- Lower rates of timely postpartum rates in Black identifying population



# Benefits to our Members

Here's some of the ways doula services would help our members:

- Lower rates of c-sections
- Lower rates of postpartum depression
- Lower rates of prematurity and illness in newborns
- Increases overall experience of childbirth
- Increases breastfeeding initiation and duration

# Health Equity

Doulas combat institutional and structural racism by:

- Supporting mothers in advocating for their care preferences and needs
- Preventing unwarranted and undesired clinical interventions supporting mothers to share in clinical decision making.
- Encouraging mother-doula cultural concordance to employ more BIPOC doulas and strengthen patient's health outcomes

Doula support holds particular significance for Black, Indigenous, and People of Color (BIPOC)

- distrust of the medical establishment may be more common due to experiences of disrespect or racism from providers.

# Member Eligibility

Members must meet certain requirements to be eligible to receive doula services

To be eligible for doula services through HPSM, a potential client of the doula must:

1. Be eligible for Medi-Cal.
2. Be enrolled as an HPSM member.
3. Be pregnant or were pregnant

It is up to the doula to verify if the member is eligible for Medi-Cal for the month of service. Doulas must contact HPSM to verify eligibility. It is important to check the member's eligibility each time a visit occurs. Changes in status may affect claims.

# Joining the HPSM Network



Here are the steps a doula would take to join the HPSM network:

1. Enrolling in Medi-Cal
2. Credentialing
3. Contracting

# 1. Enrolling in Medi-Cal

Providers must be enrolled with Medi-Cal to contract with HPSM

This is to establish that the doula or doula group is eligible to receive federal and state funding. To enroll:

<https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx>

- Doulas will provide necessary information to DHCS using PAVE, the online Medi-Cal enrollment system.
- Using this method, the doula's enrollment is **valid for five years** and you will be listed by DHCS as an enrolled provider.
- The doula's enrollment is valid for all Medi-Cal health plans, so doulas can work with more than one Medi-Cal health plan. PAVE takes a few hours to complete, and enrollment is usually fully processed within two months. It might take up to four months (120 days).

## 2. Credentialing

HPSM and other California managed care plans **must** credential providers to establish the doula or doula organization has the necessary qualifications to provide doula services.

1. Complete HPSM's credentialing application.
2. Doula providers must submit evidence of general liability or professional liability insurance. Coverage must include \$100,000 per claim or \$300,000.
3. HPSM will verify doula provider's qualifications, practice history, education and training, etc.

# 3. Contracting

Doulas must sign a contract with HPSM to provide services to eligible Medi-Cal members

A contract between HPSM and contracted doulas:

- establishes the terms of our working together,
- what services will be covered for members,
- reimbursement methods, rates, etc.
- ... and more!

Providers covered by a contract will enjoy all the benefits of joining the HPSM network, including appearing in HPSM's provider directory, unique network training opportunities, and more.

# Doula Eligibility/Qualifications

Doulas contracted with HPSM must:

- Be 18-years-old.
- Have an adult/infant CPR certification.
- Have completed Health Insurance Portability and Accountability Act (HIPAA) training.
- Have a National Provider Identifier (NPI).
- Meet qualifications through the **Training Pathway** or **Experience Pathway**.

**Source:**

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-031-Doula-Services.pdf>



# Qualification Pathways

## Training Pathway

Complete a minimum of 16 hours of training in:

- Lactation support.
- Childbirth education.
- Foundations on anatomy of pregnancy and childbirth.
- Nonmedical comfort measures, prenatal support, and labor support techniques.
- Developing a community resource list.

Provide support at three births +.

### **Source:**

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-031-Doula-Services.pdf>

## Experience Pathway

At least five years of active doula experience in either a paid or volunteer capacity within the previous seven years.

Attestation to skills in prenatal, labor, and postpartum care as demonstrated by the following:

- Three written client testimonial letters OR
- Three professional letters of recommendation.

# Recommendation Requirement

## DHCS Recommendation

- Written recommendation in member's record.
- Standing order for doula services by HPSM, physician group, or other group by a licensed provider.
- Standard form signed by a physician or other licensed practitioner that a HPSM member can provide to the doula.
- A second recommendation is required for additional visits during the postpartum period.

## HPSM's Recommendation

HPSM will accept standing orders for members who are pregnant and/or were pregnant.

# Doula Scope of Work

Doula services can be:

- Provided virtually (telehealth) or in person.
- Provided during pregnancy; labor and delivery, including stillbirth; miscarriage; abortion; and within one year of the end of a member's pregnancy.
- Doulas are not prohibited from providing assistive or supportive services in the home during a prenatal or postpartum visit. The visit must be face to face, and the assistive or supportive service must be incidental to doula services provided during the prenatal or postpartum visit.

**Source:**

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-031-Doula-Services.pdf>

# Non-Covered Services

The following are **not** covered under Medi-Cal or as doula services:

- Belly binding (traditional/ceremonial).
- Birthing ceremonies (i.e., sealing, closing the bones, etc.).
- Group classes on babywearing.
- Massage (maternal or infant).
- Photography.
- Placenta encapsulation.
- Shopping.
- Vaginal steams.
- Yoga.

**Source:**

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-031-Doula-Services.pdf>

# Requirements

Doulas are required to comply with certain requirements to contract with HPSM and serve our members

1. Documentation requirement
2. Continuing education requirement

# Documentation Requirement

## Doulas must document:

- The dates, time, and duration of services provided to members.
- Documentation must also describe the service provided and the length of time spent with the member per day.
- Documentation should be integrated into the member's medical record and available for encounter data reporting.
- The doula's National Provider Identifier (NPI) number should be included in the documentation. Documentation must be accessible to HPSM and DHCS upon request.

**Source:**

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-031-Doula-Services.pdf>

# Continuing Education Requirement

To keep up with state and industry standards:

- Doulas are required to complete three hours of continuing education in maternal, perinatal, and/or infant care every three years.
- Doulas must maintain evidence of completed training to be made available to DHCS or HPSM upon request.

**Source:**

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-031-Doula-Services.pdf>

# Rates For Services

## Current rates for doula services

	CPT Code	Description	Medi-Cal Fee Schedule Rate	HPSM Rate (150% of Medi-Cal)
Visits	Z1032	Initial Visit (if at least 90 min)	\$126.31	<b>\$189.47</b>
	Z1034	Prenatal visit	\$60.48	<b>\$90.72</b>
	Z1038	Postpartum visit	\$60.48	<b>\$90.72</b>
	T1032	Extended postpartum support (longer than 60 min)	\$15.00 (units of 15 minutes)	<b>\$22.50 (units of 15 minutes)</b>
	Labor and Delivery	59409	Support during vaginal delivery	\$544.28
59612		Support during vaginal delivery after prior c section	\$544.28	<b>\$816.42</b>
59620		Support during c section	\$544.72	<b>\$817.08</b>
Abortion and Miscarriage Support	T1033	Support during or after miscarriage	\$250.48	<b>\$375.72</b>
	59840	Support during or after abortion	\$250.85	<b>\$376.20</b>

**Source:** <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-031-Doula-Services.pdf>



# Claims and Reimbursement



HPSM reimbursement is based on the Medi-Cal Fee Schedule

Claims should be submitted for each doula visit to be paid. The most efficient method is to submit claims through HPSM's provider portal.

Using appropriate billing codes for each doula visit/service is critical.

*We have training materials including tutorial videos to support providers on submitting claims and other HPSM processes available in our Provider Learning Lab!*

# Billing for Services

Doulas cannot bill for additional pregnancy-related services already offered by Medi-Cal

The Department of Health Care Services (DHCS) requires that HPSM and the doula work together to refer the member to a network provider who can render the service.

## Other pregnancy related services include:

Behavioral health services, belly binding after cesarean section, clinical case coordination, health care services related to pregnancy, birth, and the postpartum period, transportation, and more.

# Doula Network Partnership



HPSM will be contracting with the Doula Network!

By joining the Doula Network, doulas can receive support in joining the network (contracting, credentialing, registering with PAVE), training, claims and authorizations, etc.

**Doulas who join the Doula Network will also receive 150% of Medi-Cal rates and enjoy all the perks of joining the HPSM network.**

Join the Doula Network here:

**<https://hello.dubsado.com/public/form/view/63dbf1e396acb5594820f653>**

Alyssa Salazar, Credentialing Specialist TDN, The Doula Network:  
**[asalazar@thedoulanetwork.com](mailto:asalazar@thedoulanetwork.com)**

Q+A

Please raise your hand or post your questions in the chat and one of our experts will provide an answer for you!

# Resources and links

## HPSM resources:

HPSM Provider Services: [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org) | HPSM website: [www.HPSM.org](http://www.HPSM.org)

## Other resources:

- Join the Doula Network here:  
<https://hello.dubsado.com/public/form/view/63dbf1e396acb5594820f653>
- Alyssa Salazar, the Doula Network: [asalazar@thedoulanetwork.com](mailto:asalazar@thedoulanetwork.com)
- DHCS APL:  
<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-031-Doula-Services.pdf>
- Doula Provider Manual: <https://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part2/doula.pdf>
- Doula FAQ: <https://www.dhcs.ca.gov/provgovpart/Documents/Doula-FAQ-Sheet.pdf>
- Medi-Cal Enrollment Requirements for Doulas: [https://files.medi-cal.ca.gov/pubsdoco/Publications/masters-other/provappsenroll/Medi-Cal\\_Enrollment\\_Requirements\\_and\\_Procedures\\_for\\_Doulas.pdf](https://files.medi-cal.ca.gov/pubsdoco/Publications/masters-other/provappsenroll/Medi-Cal_Enrollment_Requirements_and_Procedures_for_Doulas.pdf)



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Thank you for your participation!

If you didn't RSVP for the webinar and want to receive follow-up from HPSM, please email **[PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org)**.