

Frequently Asked Questions (FAQs): Providing Doula Benefits through Health First Colorado (Medicaid)

When does the 12-month period for prenatal doula benefits start?

The 12-month period for prenatal benefits starts at the date of service on the initial doula claim for prenatal care services. This may take place in any trimester of pregnancy.

When does the period for postpartum doula benefits start?

The 12-month period for postpartum benefits starts at the date of service on the first doula claim for postpartum care services.

Are doulas required to attend the member's delivery?

No. Doulas may work with the member to determine which types of services (prenatal, delivery, and/or postpartum) best meet the member's needs.

Is there a minimum amount of time required to qualify as "attending" the delivery?

No. The billing code for delivery is on a per-delivery basis and the exact amount of time until birth may vary.

Is there a time limit on how long delivery services can last?

The reimbursement per delivery is \$900, regardless of how long labor and delivery lasts. The doula and member should discuss expectations and processes should the labor and delivery exceed the time that the doula is able to assist.

What if my client also works with another doula?

All Health First Colorado (Colorado's Medicaid program) benefits relate to the member (client), not the doula(s). The combined services across all doulas providing care cannot exceed the benefit limitations. Doulas should work with their clients to determine their plans for working with any other doulas.

What if there is more than one doula in the room?

Refer to doula billing manual, “covered doula services” for guidance on billing for doula services. Reimbursement is only made for services provided to a member by an enrolled doula.

Can doulas be reimbursed for care in cases of miscarriage or stillbirth?

Yes. Receiving support during these sad events can be valuable for members. Doulas can submit claims for prenatal visits, delivery, and/or postpartum visits for instances of spontaneous miscarriage or stillbirth. Please reach out to hcpf_maternalchildhealth@state.co.us with any questions about specific scenarios.

How do I enroll and bill for services if I am a subcontractor with a doula group/organization?

Doula organizations cannot apply to be a Health First Colorado provider at this time, however the Department is working to create an enrollment type for a doula group that can be used for billing. Currently, each doula within the group needs to have a registered business and a National Provider Identifier (NPI) and submit an individual application.

Are doulas required to carry liability insurance?

Yes. Liability or professional insurance is required.

What if my doula organization already offers liability coverage for all doulas working for the organization?

Doula organizations can offer liability coverage for doulas associated with their organization.

Is CPR training certification required for enrollment?

Yes. Current adult and child CPR certification are required.

How/when will I get reimbursed for services?

Once doulas have completed registration and begun to provide services, they will submit electronic claims through the Medicaid Provider Web Portal. Reimbursement will occur on a fee-for-service basis. Claims must be submitted within 365 days of the date of service to receive payment. A successful claim submission that does not require additional review or corrections will typically be paid within about two weeks of receipt.

How can I confirm the client is enrolled in Health First Colorado (Medicaid)?

Doulas should always confirm members are enrolled in Health First Colorado before providing services. During a standardized intake process, doulas can capture member contact

information and insurance information, including the Medicaid ID number. The Medicaid ID number is used to verify eligibility. Once doulas are enrolled as Health First Colorado providers, they can check for eligibility through the Provider Web Portal. More information about verifying a member's eligibility and enrollment in Health First Colorado is available here: <https://hcpf.colorado.gov/verifying-eligibility-quickguide#memElig>.

Could I be audited by Health First Colorado?

Yes. All Health First Colorado providers are subject to auditing. Doulas must maintain clear, up-to-date records that substantiate the claims they have submitted for payment. Good records management will reduce the risk of delays in the audit process and possible financial penalties.

How do I maintain client confidentiality?

Maintaining client confidentiality is an important part of effective records management. Doulas should choose a secure records management system that meets federal and state data security requirements. This may include locked storage for paper charts, restricted access to electronic data management systems, firewalls to protect Protected Health Information (PHI), and good practices to avoid sending PHI via email or other insecure means.

Are doulas required to consult with the member's health care providers?

Doulas are encouraged to tell their member to inform their health care providers, including obstetricians, midwives, or other prenatal care providers, that they are working with a doula. This may help promote better coordination between the doula and the health care providers during labor and delivery.

What if I need support in covering the costs associated with meeting requirements and enrolling in Health First Colorado?

The Department is developing a doula training scholarship program. More information about this process is forthcoming.

Which number do I use for my NPI on my application?

Doulas enroll as an *individual*. An individual enrollment requires the NPI to be a Type 1 for an individual, it cannot be a Type 2 for an organization. Doulas can enroll as either an individual within a group and affiliate to an existing group/clinic. The group/clinic does the billing and pays the Doula directly. Or the Doula can enroll as a billing individual using their SSN if they wish to submit claims for themselves and receive payment directly from Medicaid. Payments are reported to the IRS under their SSN.

Are death doulas covered under the doula benefit?

No. Current funding only covers birth doulas.

I don't see my question answered here. Who can I contact for assistance?

For assistance with enrollment, provider maintenance, revalidation, and billing, contact the Fiscal Agent at (844) 235-2387. For general questions, contact HCPF at hcpf_maternalchildhealth@state.co.us.