Doula Advisory Committee (DAC)

February Meeting

Facilitated by:

Government Performance Solutions, Inc. (GPS)

Wednesday, February 19, 2025
12:00 – 2:00 p.m.

Virtual meeting guidelines

Here are some ideas to make virtual collaboration easy on us all:

This meeting is being recorded

If your computer has a camera, please keep it on when possible. We suggest using the blur feature or virtual background.

Put your computer microphones (or phone) on mute when not speaking.

In addition to coming off mute, please use the chat feature to share ideas and ask questions

Click the Live Transcript icon at the bottom of your screen for captions

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Welcome

Today's Agenda

1. Welcome and Introductions (5 minutes)

2. Operating Guide (15 minutes)

3. HCPF SMART ACT Presentation (15 minutes)

4. Doula Scholarship Program (20 minutes)

5. Doula Enrollment (40 minutes)

6. Public Comment (10 minutes)

7. Wrap up and Next Steps (15 minutes)

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State Agency Representatives

Susanna Snyder - Child and Family Health Division Director, HCPF

Sarah Martinez - Reproductive Health Unit Program Coordinator, HCPF

Jessica Bass - Maternal Health Manager, CDPHE

Laura James - Project Manager, Strategic Unit, HCPF

Annette Dayley - Reproductive Health Implementation Specialist, HCPF

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HCPF Updates

Updated Billing Manual - to bill for birth, must be in attendance at labor and delivery and birth

Sign up for monthly provider bulletins

Reminder to use the Doula Enrollment Quick Guide (will be in Spanish soon)

For questions about claims or guidance with billing - Contact the call center. More on claims in a future meeting.

Reminder of FAQs posted on the doula webpage (in English and Spanish)

Roll Call

1. Amy Barcenas
2. Amy Du
3. Britt Westmoreland
4. Ebony White
5. Elizabeth Simmons
6. Erin Ross
7. Hannah Saona
8. Helena Santos
9. Kaja Rumney
10. Koryn Holden
11. Laurel Hicks
12. Nicki Dunnavant
13. Phoebe Montgomery
14. Sydney Comstock
15. Tayla Kelly
16. Whitney Buckendorf
17. Wivine Ngongo

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Share DAC boundaries

The overarching goal of the DAC is to increase access to Doula services for Medicaid members, and this group will focus on making recommendations to HCPF regarding program administration to that end.

What the DAC will do

The DAC will share advice as a group to the Department of Health Care Policy and Financing regarding the Doula benefit for Medicaid in Colorado, regarding:

1. Functions
2. Programs
3. Services

What the DAC is not

1. The DAC is not a decision-making authority
2. The DAC cannot promulgate rules, or make Federal or State Policy changes
3. DAC members do not speak on behalf of HCPF

Upcoming DAC meetings

DAC Meetings are currently scheduled through June, on the 3rd Wednesday of each month from 12-2pm.

1. Wednesday, March 19th
2. Wednesday, April 16th
3. Wednesday, May 14th (2nd Wednesday)
4. Wednesday, June 18th

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DAC Monthly Meeting Topics

These are the proposed meeting topics for DAC meetings:

February 19
1. Operating guidelines (e.g., group norms, calendar, attendance, etc.)
2. Smart Act summary
3. Enrollment
4. Scholarships

March 19
1. Insurance requirements
2. Federal requirement for referral or recommendation: review options

April 16
1. Communication/outreach to generate awareness of the Health First Colorado Doula benefit
2. Doula Hub
3. Doula Dashboard

May 14
1. Data and outcomes
2. Billing and reimbursement

June 18
1. Evaluation of the DAC
2. Next steps or transition plan

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Table of Contents: Operating Guide

Italic = review on your own
Green = reviewed in January
Red = reviewing today

- *About This Operating Guide*
- Background
- Doula Advisory Committee
- Purpose of the DAC
- Membership
- *Term*
- *Elections and Vacancies*
- *Time Commitment*
- Attendance
- *Governance*
- *Subcommittees*
- Role and Responsibilities
- Member Responsibilities
- DAC Staff Support
- Group Agreements

- *DAC Meeting Guidelines*
- *Remote Meetings*
- Robert's Rules of Order
- Motions
- Quorum and Voting
- Meeting Agenda
- Meeting Minutes
- *Equity, Diversity, Inclusion Considerations*
- *Language, Interpretation, and ADA Accommodations*
- *Conflict of Interest*
- Compensation
- *Media Inquiries*

Group Norms

These are the distilled norms from the January 15 DAC Onboarding meeting

Speak Clearly and Respectfully
- Use thoughtful and inclusive language.
- Ensure your words and tone contribute to a positive and productive atmosphere.

Listen to Understand
- Practice active listening by giving full attention to the speaker.
- Ask questions to clarify, and seek to understand others' perspectives.

Remember the Goal of the Group
- Keep the purpose of the group at the forefront of discussions and decisions.
- Work collaboratively toward shared objectives.

We Are All on the Same Team
- Approach disagreements with the mindset of solving problems together.
- Support and uplift one another to foster a united and collaborative environment.

Celebrate Each Other's Strengths
- Acknowledge and appreciate contributions from every member.
- Recognize the unique value each person brings to the group.

Stay on Task
- Maintain focus during meetings and discussions.
- Ensure time is used efficiently and productively.

Clarity is Kindness
- Communicate intentions, expectations, and feedback with honesty and transparency.
- Avoid assumptions and aim to be clear and direct in all interactions.

Quorum and Voting

A quorum is the minimum number of voting members who must be present at a meeting to conduct formal business.

A quorum of at least half of the members of the DAC is required for the DAC to finalize a vote. Proxies are encouraged when members are unable to participate.

Proxies will be asked to name the member they are attending on behalf of before or at the beginning of the meeting. Proxies will be included in all formal voting processes.

Should a quorum not be reached during a meeting, members will be provided an opportunity to cast their vote after the meeting.

Decisions will be made only after members have cast sufficient votes to meet the quorum minimum within a defined time frame, typically 3 business days after the meeting during which the vote is proposed.

Voting will be led by HCPF Staff and/or a facilitator on their behalf.

Meeting Minutes

AC staff (or designee) will take meeting notes at the DAC meetings. Notes are used to keep track of decisions and action items and serve as a historical record. Meeting notes should include, at minimum:

- Date, time, and meeting venue (e.g., virtual, or in-person location);
- Names of DAC, subcommittee members in attendance;
- Agenda; and
- Decisions.

For transparency, all DAC and subcommittee meetings will be recorded.

DAC staff will manage and publish meeting minutes on the website, found [here](). Minutes from DAC meetings will be posted on the website within 7 business days of the DAC meeting. Once posted, DAC members will be provided 72 hours to review the minutes, and the HCPF staff will update the website with any corrections as identified.

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Compensation for DAC Members

- Compensation for attending monthly meetings is available for people who are not otherwise compensated for their participation.
    - ☐ DAC members may receive a $50 gift card ($25/hour) for each 2-hour meeting they attend.
    - ☐ Gift cards will be sent electronically through email. You can choose from a list of where the gift card will be from.
- Please review the Compensation FAQ emailed to you with more information.
- If you are interested in compensation for your email hcpf_maternalchildhealth@state.co.us email with a copy of your W9.
- Reach out to that same email with any questions.

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What questions do you have about the DAC Operating Guide?

Vote on DAC Operating Guide

HCPF SMART ACT Hearing

- The Colorado General Assembly has passed a series of laws between 2010 and 2019 to put the SMART Government Act into place, which established a performance based budgeting systems.

- SMART stands for State Measurement for Accountable, Responsive and Transparent (SMART) Government Act.

- All state agencies must submit a performance plan, regulatory agenda, department budget requests, and other required materials to their joint committees of reference and the Joint Budget Committee. For HCPF, this is the Joint Health & Human Services which is comprised of the House Health & Human Services Committee and the Senate Health & Human Services Committee.

- In practice, each year, in January, all state agencies are asked to present to their joint committees of reference. Part of that presentation includes legislatively mandated updates, such as what HCPF is required to report on the implementation of SB23-288 Coverage of Doula Services as laid out in statute.

SB23-288: Coverage For Doula Services

Senate Bill 23-288 requires HCPF to a) create a doula benefit that is informed by a stakeholder process; and b) create a doula scholarship program

Benefit Live: July 1, 2024

Providers enrolled, claims paid and more provider enrollments in queue

Stakeholders Process:
- Vendor Conducted: 4 hybrid meetings, Online Survey, Key Informant Interviews
- Department Conducted: 6 large stakeholder meetings, 6 office hours, discussions with MAC (lived experience members), and Perinatal Summit (with CDPHE)

Scholarship Program:
- Three organizations selected to conduct free trainings (in-person and online options to increase access)
- Contracts finalized and trainings will occur before the end of the fiscal year
- Goal: Train 75 community-based doulas to serve Medicaid members.

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February DAC Meeting Topics

Enrollment & Scholarships

Doula Scholarships (1 of 2)

Who are scholarships for?

- ○ Grant funds to individuals **without** sufficient financial resources to complete doula training and certification programs necessary to provide doula services
- ○ People who want to train and certify as a doula and enroll as HCPF and CHP+ provider, who may serve members who are black, indigenous, and other persons of color, refugees, non-English speakers, people living in rural areas, and people who were recently incarcerated

Required Criteria (as per SB23-288)

i. Proof of financial hardship

ii. Proof of state residency; and

iii. A signed statement of intent to serve as a doula provider in Colorado for pregnant and postpartum recipients

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Doula Scholarships (2 of 2)

- The Department is partnering with 3 local doula training organizations who will distribute and track the Doula Scholarship opportunity.
  - Each organization is committed to enrolling at least 25 scholarship recipients.
  - One-time funding through the end of June 30, 2025.

- For more information, contact the 3 organizations to learn more about the scholarship program.

  - Peaceful Birth Company - contact@peacefulbirthcompany.com
  - Rocky Mountain Doula – rockymtndoula@gmail.com
  - Roots Family Center - Crystal@rootsfamilycenter.org

Please share with your networks!

Enrollment (1 of 4)

Enrollment Process

❖ Step 1. Acquire a National Provider Identifier (NPI)

❖ Step 2. Gather Necessary Documents and Information & Review Forms for doulas

❖ Step 3. Complete the Application

❖ Step 4. Complete Background check

*For detailed steps please refer to the Quick Enrollment Guide

Enrollment (2 of 4)

[Common Reasons Enrollment Applications Are Returned to Providers](#)

1. Missing or Non-Matching License or Certification Attachment
2. Answer to Supplemental Question (located in the 'Other Information' section) "Do you hold all licenses and certifications as required based on your provider type?"
3. National Plan and Provider Enumeration System NPPES Address Mismatch
4. W9 Address Mismatch
5. Supplemental Questions (located in the 'Other Information' section)
6. SSN is needed for this provider type
7. Incorrect Taxonomy Code
8. Medicare Number not verified
9. DEA mismatch
10. Tax Identification Numbers: Social Security Number (SSN) and Federal Employer Identification Number (FEIN)
11. Disclosures

Enrollment (3 of 4)

Available Resources

1. [Provider Contacts | Department of Health Care Policy and Financing](#)

2. [Provider Enrollment](#)

3. [Provider Training | Department of Health Care Policy and Financing](#)

4. Sign up for the [MCH Listserv](#)

5. [Doulas | Department of Health Care Policy and Financing](#)

6. [Provider Enrollment Portal](#)

7. [Provider Bulletins](#)

Enrollment Demographics: *As of 2/19/2025*

Enrollment Totals:

Total Applications:	116
Approved Applications	40
Approved Certification Pathway	33
Approved Experience Pathway	7

Approved Provider Application Regions:

Denver Metro	24
El Paso County	5
Northern Colorado	4
La Plata County	2
Custer County	1
Delta County	1
Elbert County	1
Pueblo County	1

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DAC Enrollment Discussion

- What questions do you have about enrollment?

- What barriers to enrolling have you either experience or have knowledge of?

- What did you like about the enrollment process?

- Has a member reached out to you or others looking for a doula? How do they currently find out about you?

- What ideas do you have for increasing enrollment of doulas?

Public Comment

Register for public comment (all meetings):
https://forms.office.com/r/Fp0KegD1Dd

Please…

1. Wait to speak until the facilitator calls your name.
2. Make your comments within the requested time limit to allow other time to speak.

Reminder: written comments are also welcome at
hcpf_maternalchildhealth@state.co.us

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Next Steps

1. HCPF will publish the dates, times, and topics for future meetings and the Zoom registrations on https://hcpf.colorado.gov/doulas

2. Register for public comment (all meetings): https://forms.office.com/r/Fp0KegD1Dd

3. GPS will send notes and recording from today and work to develop meeting materials for the March meeting based on the conversations today

Thank you!

Government Performance Solutions, Inc. (GPS)

www.governmentperformance.us