

Doula Advisory Committee (DAC)

Onboarding Meeting

Facilitated by:

Government Performance Solutions, Inc. (GPS)

Wednesday, March 19, 2025

Noon - 2:00 p.m.



COLORADO
Department of Health Care
Policy & Financing



Virtual meeting guidelines

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



This meeting is being recorded starting at 2pm



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

Today's agenda

1. Welcome, roll call and updates (20 minutes)
2. Recap of Doula benefit implementation (5 minutes)
3. DAC follow-up topics (10 minutes)
4. Liability and CPR requirements, including public comment (35 minutes)
5. Department's Doula Hub, including public comment (35 minutes)
6. Upcoming meetings and reminders (5 minutes)
7. Additional public comments and wrap up (10 minutes)



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 Dunnivant
13. Phoebe Montgomery
14. Sydney Comstock
15. Tayla Kelly
16. Whitney Buckendorf
17. Wivine Ngongo

Updates

We have limited time for updates today - **only 5 minutes**. So to be fair to everyone, we are...

- Prioritizing your time for two key discussion topics:
 1. Insurance Requirements
 2. Health First Colorado Doula Hub
- Maximizing the amount of discussion time for those topics
- Requesting you share additional updates in the Chat
 - All chat contributions are captured and will be shared in the meeting notes

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

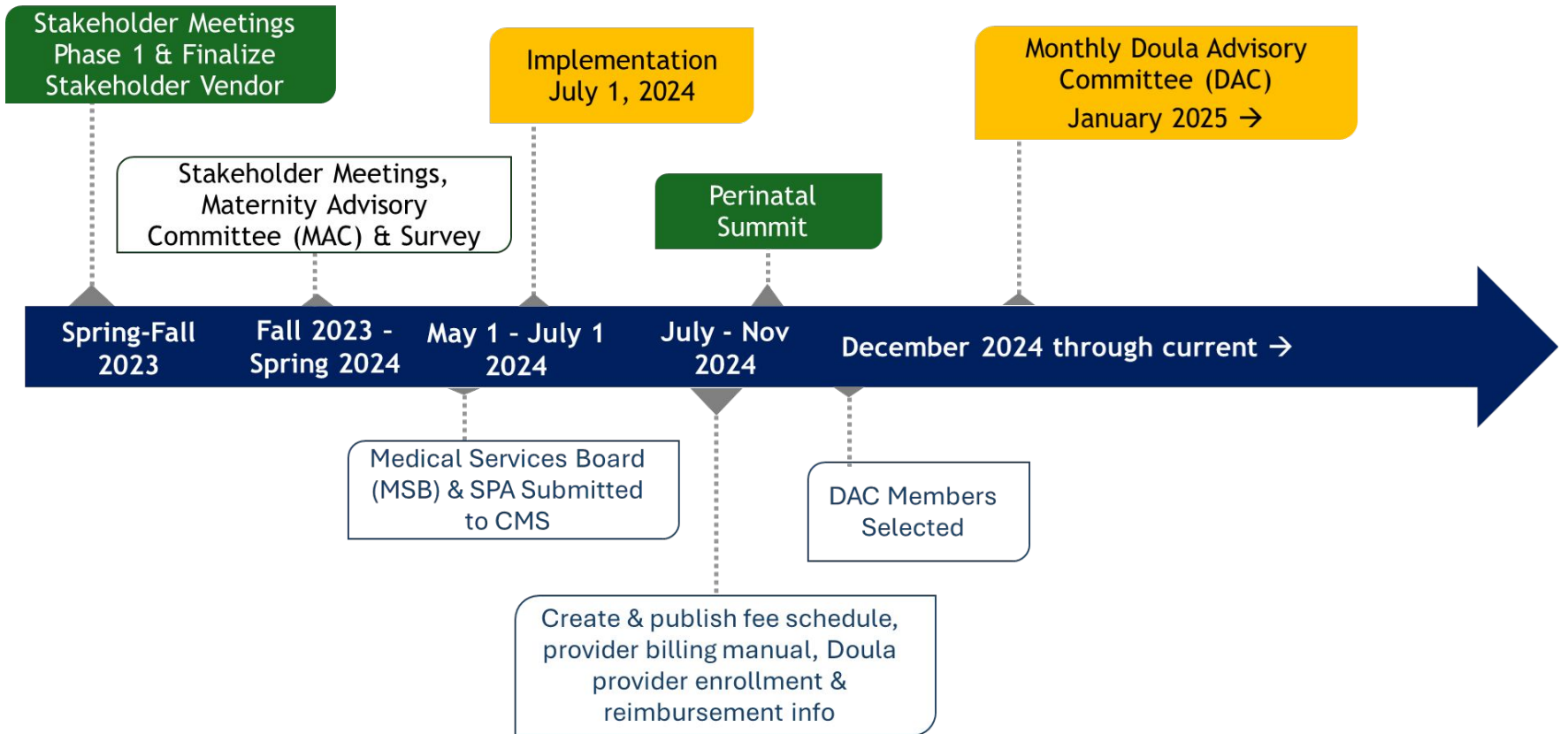
Annette Dayley - Reproductive Health Implementation Specialist, HCPF



Recap



Key milestones: Health First Colorado (HFC) Doula benefit



[Stakeholder Engagement Report](#)



Stakeholder Recommendations: What's been completed

- ✓ Created a [Code of Conduct & Standards of Practice](#) document that is inclusive of stakeholder input
- ✓ Enrolled Doulas and created a [Doula billing manual](#) and [quick enrollment guide](#)
- ✓ Created [training materials](#) and [FAQs](#)
- ✓ Designed multiple pathways for doula certification (experience + certification)
- ✓ Reimbursement structures: per visit reimbursements (prenatal and postpartum, including telehealth), additional reimbursement for continuous labor and delivery support, postpartum only reimbursement.
- ✓ Utilized community organizations to administer the scholarship program to make it more accessible ([selection process](#))
- ✓ Began the design process for a HFC Doula Hub (to discuss today)
- ✓ Created and launched the DAC!

There are additional opportunities related to the communication of the Doula benefit to members, healthcare providers and others which we will explore in upcoming meetings

Quick recap

The Department created the DAC in response to stakeholder feedback to gather diverse input on topics related to the Health First Colorado Doula benefit, with the **goals** of:

- Increasing Health First Colorado (HFC) Members' access to the Doula benefit,
- Improving HFC Members' birthing experiences and outcomes, and
- Listening to DAC recommendations to improve the Doula benefit while balancing diverse views and working within budget limits and regulatory requirements.

DAC responsibilities recapped

In scope

Related to Health First Colorado (HFC)
Doula benefit:

1. Participate in the discussions
2. Offer your opinions, ideas, and feedback
3. Ask questions to better understand the issues and challenges
4. Represent the voice of people in your community
5. Collaborate to find common ground and make informed decisions

Out of scope

1. Making policy and budget decisions for the HFC Doula benefit
2. Promulgate rules
3. Speaking on behalf of HCPF

DAC February Meeting Follow-Up Topics



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Revised group norms

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.

Stay on Task

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

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.
- *Assume positive intent and repair when ruptures occur.*

Self-Regulation

- *Practice self-accountability*
- *Acknowledge and take ownership of missteps*

Celebrate Each Other's Strengths

- Acknowledge and appreciate contributions from every member.
- Recognize the unique value each person brings to the group.

Clarity is Kindness

- Communicate intentions, expectations, and feedback with honesty and transparency.
- Avoid assumptions and aim to be clear and direct in all interactions.
- *Give and receive feedback constructively.*



DAC Q&A Document





**Any questions
or concerns?**

Department Presentation: CPR and Liability Insurance Requirements



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Why is there a CPR requirement?

CPR is required for the following reasons:

- CPR is a skill that everyone can learn, and saves lives.
- CPR-trained doulas can provide immediate aid in emergencies until medical professionals arrive.
- Requirement aligned with state policy for professionals entering home or care settings.
- Colorado's "Good Samaritan Law" provides legal protection for individuals administering CPR in emergencies.

Are there any specific challenges for Doulas to become CPR certified?

Liability insurance requirement

Why is there liability insurance requirement?

- Liability insurance is required for all Health First Colorado providers.
- The department's IT systems are not setup to bypass the insurance requirement.
- Launch deadline prevented deviations from standard procedures.

Note: Doulas associated with an organization can be covered under the organization's liability coverage.

DAC Discussion Questions

1. What liability insurance are doulas using? What is working well?
2. What are the potential barriers with the liability insurance requirement?
3. What resources (e.g., technical assistance) could the DAC members provide to help Doulas with liability insurance requirements?

Public Comment on Liability Insurance Requirements

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

Health First Colorado Doula Hub



Health First Colorado Doula Hub

The Department's Doula Hub could offer a central location for information related to the Health First Colorado (HFC) Doula benefit. Stakeholder priorities include the following functions:

- Act as a platform for approved HFC providers to connect with HFC members.
- Enable approved HFC licensed providers to connect members with non-licensed providers that match their needs, fostering collaborative care.
- Support HFC providers (currently Doulas) in skill development, HFC enrollment, claims submission, and more.



Suggested features from previous stakeholder engagements

1. **Content Delivery & Interaction** - Supports multimedia content (videos, audio, interactive presentations) and ensures compatibility within the Department system.
2. **Tracking & Analytics** - Monitors user progress, course engagement, completion rates, and assessment results with customizable dashboards.
3. **Collaboration & Communication** - Offers discussion boards (e.g., like Slack), messaging with other approved users, virtual classrooms, and webinars for interactive learning.
4. **Security & Accessibility** - Ensures user authentication, data encryption, and accessibility for diverse abilities.
5. **Scalability & Mobile Compatibility** - Adapts to changing needs (e.g., new courses) and offers seamless access across devices.

DAC Survey Insights

- Access to training is the most important feature for most DAC members, followed by a way to find, refer and recommend doulas for DAC members, with opportunities for networking and collaboration being the least important feature, overall.
- Mentorship, a doula starter checklist, small group workshops, and other ways to increase the knowledge and understanding of how to bill and how to become enrolled are critical functions of the hub.
- It would be helpful to review and discuss the referral process with this group (scheduled for April).
- Most (not all) respondents felt a live chat would be helpful to navigate technical issues or get answers to questions in real time. There may be a capacity limitation around this function.
- Accessibility to the hub is critical. Mobile phone access and **language accessibility** were two critical functions reflected.
- Monthly training classes and/or billing office hours would be helpful.
- There were many specific suggestions about the hub and features and functions that would be useful.

Action Items from Survey

- Survey responses were shared with the prospective contractor of the Doula Hub. Additional discussion from today can also be shared.
- HCPF can work on a doula starter kit and share with this group for feedback. What would DAC members like included in this?
- A live training course around enrollment and billing is being developed. Once we have the timeline, it would be great to have DAC members participate in the first one to provide feedback.
- HCPF can work on a referral template and we can discuss further in the April discussions around referrals.

DAC discussion topics

Within the lens of Health First Colorado (HFC) and acknowledging that there is not yet a contract in place...

1. What other features should be considered?
2. What tools or functionality would make collaboration within the Hub easier?
3. What barriers might prevent Doulas from using the HFC Doula Hub?
4. What ideas do you have for generating awareness and use of the HFC Doula Hub?
5. What role should the DAC play related to potential future enhancements?
6. Have you seen an example of a hub that you liked? Please share a link!



Public Comment on Dept. Doula Hub



Public Comment

Register for public comment (all meetings):

<https://forms.office.com/r/Fp0KegD1Dd>

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Upcoming DAC meetings

DAC Members:
Please let GPS or the HCPF team know if you have an agenda item that you would like to discuss that is not reflected here

DAC meetings are from 12:00 - 2:00 p.m. and cover topics related to Health First Colorado Doula benefit

- 1. Wednesday, April 16**
 - a) Federal requirement for referral or recommendation - the NPI
 - b) Brainstorm: Outreach/communication to generate awareness of Health First Colorado Doula benefit

- 2. Wednesday, May 14 (2nd Wednesday)**
 - a) Data and outcomes - Health First Colorado Doula Dashboard
 - b) Billing and reimbursement

- 3. Wednesday, June 18**
 - a) Evaluate the DAC
 - b) Discuss what's next

Reminders:

1. DAC members, please complete the [Meeting Evaluation Form](#)
2. For more resources, visit the Department's [Doula webpage](#)



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Next Steps

- Please fill out the [Meeting Evaluation Form](#). This feedback will be used to improve future meetings.
- GPS will send a follow up email to the DAC in the coming days.
- Our next DAC meeting will be on April 16 from Noon - 2:00 p.m.
- Compensation reminder

For all other feedback, please contact Erin at erin@governmentperformance.us or the Department at hcpf_maternalchildhealth@state.co.us

Thank you!





Government Performance Solutions, Inc. (GPS)

www.governmentperformance.us



Additional Resources



Department resources

- [Doula webpage](#)
- [FAQs](#)
- [Provider enrollment portal](#)
 - [Provider Training](#)
 - [Provider help](#)
- [Updated Billing Manual](#) - to bill for birth, must be in attendance at labor and delivery
 - For questions about claims or guidance with billing, call:
1-844-235-2387

Doula scholarships

For more information on the Doula scholarship opportunities, 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

[2024 CO Stakeholder Engagement Sessions Report & Findings.pdf](#)



Doula enrollment tips

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 the Background check

For additional details, please refer to the [Quick Enrollment Guide](#)

What are the roles and responsibilities for the DAC?

DAC Members:

- Read all required materials to prepare for meetings
- Participate actively in 4+ DAC meetings between now and June
- Respect and consider varying perspectives, asking questions to understand differing viewpoints.
- Serve as ambassadors for the program, fostering awareness and support in their communities.

GPS Facilitators:

- Organize, structure, and facilitate committee meetings to ensure productive discussions.
- Foster a respectful and open environment that values diverse perspectives.
- Capture meeting summary notes, decisions, and action items.

HCPF & Other State Agencies:

- Offer resources and necessary information to support the advisory committee's work.
- Act as the primary point of contact for committee queries and clarifications.
- Use DAC input, feedback, and insights for Health First Colorado Doula program development.



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.

Colorado Senate Bill 23-288

SB 23-288

- **Expansion of Doula Services** - The bill aims to increase access to Doula services for Health First Colorado Members in Colorado to improve maternal and infant health outcomes.
- **Federal Authorization & Actuarial Review** - By July 1, 2024, the Department of Health Care Policy and Financing must seek federal approval to offer doula services to those at higher risk of poor birth outcomes.
 - An independent entity conducts an actuarial review of the potential costs and benefits of including Doula services in health plans.
- **Funding & Reporting** - The Department must produce annual reports required on program utilization, outcomes, and cost-effectiveness.



Aspects to keep in mind

1. **Budget Limitations** - Restricted by federal and state budgets, often lacking sufficient funds.
2. **Federal & State Regulations** - Bound by strict rules that limit flexibility.
 - **Eligibility Requirements** - Define service, provider, and member criteria.
3. **Provider Availability** - Limited number of healthcare providers accepting Health First Colorado.
4. **Political Pressures** - Must balance diverse stakeholder interests and priorities.

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

