

Doula Stakeholder Implementation Workgroup Meeting Chat Transcript

Date: September 27, 2024
Time: 10:00AM to 12:00PM
Duration: 2 hours

CHAT TRANSCRIPT:

09:55:35 From Captioner (Jamie) to Hosts and panelists:

Hello, thanks for having me can I get the agenda?

09:56:14 From Jo she.her to Hosts and panelists:

I hear all!

09:59:58 From Aquilah Nelson to Hosts and panelists:

Thank you for letting us know, Jo.

10:00:18 From Ed Torres to Aquilah Nelson(direct message):

We have started recording.

10:00:22 From Ken Wilkerson to Everyone:

Agenda

10:00:41 From Captioner (Jamie) to Hosts and panelists:

Thank you!

10:02:56 From Kairis Joy Chiaji to Hosts and panelists:

5 mins out from H street location. I'll jump off zoom when I come inside

10:04:14 From Shanica Davis (she/her) to Everyone:

Shanica Davis - AAImm Doula Program Coordinator - Los Angeles County

10:04:16 From Pooja Mittal to Hosts and panelists:

Pooja Mittal, Health Net, statewide



10:04:17 From Morgan Mettler to Everyone:

Morgan, Birth Doula located in Berkeley, CA

10:04:18 From Priya Batra to Everyone:

Priya Batra, Los Angeles County Department of Public Health - good morning!

10:04:23 From Marlee-I Mystic to Everyone:

Marlee-I Mystic, Co-Executive Director of SisterWeb San Francisco Community Doula Network

10:04:24 From Jo she.her to Hosts and panelists:

Healthy Regards, Jo Koumouitzes, MPH
Pronouns: She/Her/Hers
Provider Services Credentialing Specialist
Central California Alliance for Health
1600 Green Hills Road, Suite 101
Scotts Valley, CA 95066

10:04:25 From Christine Smith to Hosts and panelists:

Christine Smith, Partnership Health plan, Solano County

10:04:25 From Emily Erhardt, Alameda Alliance for Health to Everyone:

Em Erhardt, Alameda Alliance for Health, located in Berkeley - good morning!

10:04:26 From Aquilah Nelson to Everyone:

Hello all, please put your name, organization, and which part of the state you operate/reside in the chat.

10:04:26 From Shelly Lilly to Everyone:

Shelly Lilly - Molina Healthcare, San Diego

10:04:26 From Sandra Rosenblum- Marin County MCAH to Everyone:

Sandra Rosenblum- Marin County Public Health- (Bay Area)

10:04:32 From Gina Benson (she/her) to Everyone:

Gina Benson, owner/doula Atala Doula Services, in northern CA near Sacramento

10:04:33 From Mysti Dyse to Everyone:

Mysti, Soul and Soul Doula Services, Oakland, Ca



10:04:34 From Gabriela (Gaby) Gonzalez to Everyone:

Gabriela Gonzalez - LA DPH Medi-Cal Doula Hub Coordinator

10:04:35 From Sandra Poole to Everyone:

Hello everyone! Sandra Poole Western Center on Law and Poverty Sacramento

10:04:35 From Maria Tunchez to Everyone:

Maria Tunchez Kaiser Permanente- Statewide

10:04:36 From Kelly Harvard to Everyone:

Kelly Harvard - MCAH Marin County

10:04:36 From Maryssa Hernandez to Everyone:

Maryssa Hernandez - Parenting Connection of Monterey County

10:04:37 From Betsy Gough to Everyone:

Betsy - Full Spectrum Doula, Orange County

10:04:38 From Vadims Ivanovs to Everyone:

Good morning! Vadims Ivanovs, True Management Services, California, Sacramento. Thank you for organizing today's meeting!

10:04:38 From Joanne Gomez to Everyone:

Joanne Gomez Knupp RN, CD, CCE Founder of Peaceful Passages Birthing Support Center LA, Fresno, Bay Area

10:04:39 From Sarah O'Rourke (she/her), MOMS to Everyone:

Sarah O'Rourke, MOMS, serving Orange County. Morning!

10:04:45 From Bianca Hamilton to Everyone:

Bianca Hamilton, Birth Doula and Project Coordinator for Frontline Doulas. Los Angeles.

10:04:48 From Hannah (they/them) to Everyone:

Hannah, I'm a Post Partum Doula in Ukiah, CA

10:04:51 From Brooke Armstrong to Everyone:

Brooke Armstrong, Blue Shield of Ca, Norther CA



10:04:53 From Andrea Howard (she/her) to Everyone:

Andrea Howard, Birthworkers of Color Collective, Southern California

10:04:54 From Kristin Schlater to Everyone:

Kristin Schlater, L.A. Care Health Plan, L.A. County.

10:04:55 From Heidi Pringle to Everyone:

Heidi Pringle, Inland Empire Health Plan

10:04:56 From Aida Berrios's iPhone to Everyone:

Aida Berrios self employed from Vallejo CA. Good morning.

10:05:01 From Samsarah Morgan to Hosts and panelists:

Samsarah Morgan Oakland better birth foundation, Oakland ca doula imp work Group

10:05:04 From Latajha Washington to Everyone:

Latajha Washington. Rancho Cucamonga. Global Communities Healthy Start San Bernardino.

10:05:04 From j.castillo (they/them) to Everyone:

Jas Castillo - Full Spectrum Doula, Orange County

10:05:06 From Isha to Everyone:

Isha Asija, IEHP, Riverside and San Bernardino Counties

10:05:10 From Jillian MacLeod, DREDF to Everyone:

Jillian MacLeod (she/her). I am the Reproductive Justice Legal Fellow at Disability Rights Education and Defense Fund (DREDF). Located in San Francisco, work in Berkeley.

10:05:14 From Stevie Merino to Everyone:

Stevie Merino, Birthworkers of Color Collective

10:05:15 From Selena Haddad to Everyone:

Selena Haddad, CSUN HOMME LAB, Los Angeles County

10:05:18 From Gil Duran, Alameda Alliance for Health to Everyone:

Gil Duran, Alameda Alliance for Health, Alameda County



10:05:21 From Carolina Ruvalcaba to Everyone:

Carolina Ruvalcaba/Inland Empire Health Plan

10:05:29 From Annie Chang to Everyone:

Annie Chang, Fresno County Public Health Department, Perinatal Equity Initiative Program.

10:05:45 From Brooke Williams to Everyone:

Brooke Williams, Rancho Cucamonga CA
Global Communities, Healthy Start Enhanced San Bernardino

10:05:47 From Tracy Thomas to Everyone:

Dr Tracy Thomas, Inland Empire.

10:05:50 From Robert Lancione to Everyone:

Robert Lancione, Healthy Mama Happy Baby Alliance Los Angeles

10:05:52 From Teresa Gibson to Everyone:

Teresa Gibson Doula San Luis Obispo

10:05:53 From Nicole Evans, BSC Promise Health Plan to Everyone:

Nicole Evans, Blue Shield of California Promise Health Plan-Los Angeles/San Diego County

10:06:02 From Alex Rounds to Everyone:

Alex Rounds, First 5 Mendocino. on the unceded lands of the Redwood Valley Little River Band of Pomo and Sherwood Valley Band of Pomo

10:06:12 From Sabia Wade (she/they) to Everyone:

Sabia Wade, San Diego, Founder and CEO of For The Village and Birthing Advocacy Doula Trainings

10:06:15 From Jim Elliott to Ed Torres(direct message):

Andrea Feronni from CDPH said her link was not working and she logged into mine. Can you please send her link to her?

10:06:21 From Ameenah Francois to Everyone:

Ameenah Francois. Lactation Education Specialist & Care Coordinator at Global Communities Healthy Start San Bernardino.



10:06:29 From Alexis Robles-Fradet, NHeLP to Everyone:

Alexis Robles-Fradet, Policy Analyst at the National Health Law Program, based in LA area

10:06:30 From Azalea McQueen (IntuitiveBirth) to Hosts and panelists:

Azalea McQueen (Intuitive Birth Services) Bay Area Full Spectrum Doula

10:06:55 From Candace to Everyone:

Candace Lacy, San Diego

10:07:33 From Ajira Darch to Hosts and panelists:

Good morning, Khefri Riley, Co-Founder and Director, Frontline Doulas, Birth worker, Mentor, Advocate, CA Doula Workgroup Member, Co-Design Team Member, Zooming in from Culver City, the traditional lands of the Tonga People.

10:07:51 From Tynesha Bennett (she/her) to Everyone:

Tynesha Bennett - Certified L&B, PP, FS Doula with Root Connections Birthwork. Sonora, CA

10:08:11 From Andrea Ferroni she/her, CDPH to Everyone:

Andrea Ferroni-Maternal, Child, Adolescent Health/California Department of Public Health, Licensed Midwife and resident of Tuolumne County-Mi-Wuk Land

10:08:31 From Alexis Robles-Fradet, NHeLP to Hosts and panelists:

We can't see anyone raising their hands. I believe spotlight is on so only those speaking are visible to the public

10:10:09 From Kathleen Sanchez - Los Angeles County MCAH to Everyone:

Data updates

10:10:13 From Mysti Dyse to Everyone:

Reducing Administrative Barriers for Doulas

10:10:15 From Amanda McNair-Robinson to Hosts and panelists:

Updated pay rates and reimbursement

10:10:16 From Andrea Howard (she/her) to Everyone:

Reducing barriers for Doulas



10:10:20 From Brooke Armstrong to Everyone:

Credentialing

10:10:23 From Tynesha Bennett (she/her) to Everyone:

Reducing administrative barriers

10:10:24 From Morgan Mettler to Everyone:

Reducing admin barriers!

10:10:24 From Alexis Robles-Fradet, NHeLP to Everyone:

Addressing admin barriers

10:10:25 From Robert Lancione to Everyone:

MCP contracts

10:10:25 From Azalea McQueen (IntuitiveBirth) to Everyone:

Stakeholders' engagement updates

10:10:26 From Pooja Mittal to Hosts and panelists:

The barriers discussion - reducing barriers for doulas

10:10:29 From Mia Janay to Everyone:

Reducing Barriers

10:10:30 From Maryssa Hernandez to Hosts and panelists:

Reducing barriers

10:10:31 From Gil Duran, Alameda Alliance for Health to Everyone:

Ongoing strategies for reducing administrative barriers

10:10:33 From Kelly Harvard to Everyone:

engagement updates

10:10:38 From Stephanie Lapré, Senior Director, Medicaid Care Delivery & Operations to Hosts and panelists:

Reducing Administrative Barriers

10:10:39 From Gina Benson (she/her) to Everyone:

contracting for managed care members



10:10:39 From Maryssa Hernandez to Everyone:

Reducing barriers

10:10:43 From Selena Haddad to Everyone:

Serving Medi-Cal

10:10:53 From Nicole Evans, BSC Promise Health Plan to Everyone:

Doula Medi-Cal Feedback Form

10:10:57 From Rowana T, LCSW to Everyone:

Process for Serving Medi-Cal members

10:11:06 From Gabriela (Gaby) Gonzalez to Everyone:

reducing admin barriers and data updates

10:11:10 From Beth Lilienthal to Everyone:

Feedback form

10:11:13 From Kristin Schlater to Everyone:

Data updates and reducing barriers.

10:11:18 From Colleen Townsend to Hosts and panelists:

Looking forward to hearing/seeing the data of current network of doulas

10:11:41 From Azalea McQueen (IntuitiveBirth) to Hosts and panelists:

Will the written emails/comments be addressed?

10:12:27 From Deitre Epps to Ed Torres(direct message):

Can you put the doula email in the chat please

10:12:36 From Sabia Wade (she/they) to Everyone:

Do the 8 visits have to be utilized before extended visits are utilized?

10:12:47 From Raíces y Cariño to Everyone:

doula billing be the same as CHW billing benefit to bill under an organization NPI. We are seeing an equity issue with individual doulas being required to have their own NPI, but cannot obtain one without a social security number.



10:13:11 From Davina Williams to Everyone:

If there are two visits but one is 2 hours and the other is 4, is that approved or denied?

10:14:14 From Jim Elliott to Everyone:

@sabia Wade -- The extended postpartum visits are separate from the eight perinatal visits and can be provided without first using the eight visits.

10:14:26 From Davina Williams to Everyone:

We are seeing differences in insurers regarding if we can bill after each visit or if we have to wait until all visits are completed (which could take up to one year for completion sometimes) - is there a standard expected?

10:14:35 From Sabia Wade (she/they) to Hosts and panelists:

Thank you Jim!

10:14:50 From Jo she.her to Hosts and panelists:

Can you please go back one slide briefly??

10:14:52 From Maryssa Hernandez to Everyone:

Do the 8 visits apply to those receiving support through loss and abortion?

10:15:29 From Jo she.her to Everyone:

Healthy Regards,
Jo Koumouitzes, MPH
Pronouns: She/Her/Hers
Provider Services Credentialing Specialist
Central California Alliance for Health
1600 Green Hills Road, Suite 101
Scotts Valley, CA 95066

10:15:51 From Khefri Riley to Hosts and panelists:

Comments are turned off for panelists? I cant comment?

10:16:08 From Erica Holmes to Everyone:

You can find today's PowerPoint presentation on DHCS' doula website here:
<https://www.dhcs.ca.gov/provgovpart/Pages/Doula-Implementation-Stakeholder-Workgroup.aspx>



10:16:20 From Davina Williams to Everyone:

What does miscarriage or abortion miscarriage entail in terms visit duration?

10:16:49 From Kairis Joy Chiaji to Hosts and panelists:

I'm here but apparently they've given out all the badges for floor 5 so I can only come in if someone comes down. They will give me a visitors badge.

10:16:56 From Jim Elliott to Everyone:

@maryssa -- the visits are available for individuals who have abortion, miscarriage and labor.

10:17:15 From Davina Williams to Everyone:

Is it possible to have DHCS create a sample walk through video with a fake test applicant? We have tried to create this internally but it's hard as each application has such sensitive information

10:18:02 From Mia Janay to Everyone:

What about the XP modifier? In the beginning we were told to include it on the claims. My claims have been denied for this reason for a couple of months now. Any updates?

10:18:14 From Jim Elliott to Everyone:

https://www.dhcs.ca.gov/provgovpart/Documents/Doula_Implementation-Presentation.pdf link to today's presentation

10:18:55 From Jim Elliott to Everyone:

@mia Janay -- please let us know who is denying claims for the modifier so we can look into it.

10:19:17 From Khefri Riley to Ed Torres(direct message):

Hi, I cant reply or comment in the chat I can post but not engage?

10:20:10 From Mia Janay to Everyone:

Both Kaiser and Alameda Alliance

10:20:32 From Jim Elliott to Everyone:

Can you please be more specific about which Kaiser?

10:21:14 From Mia Janay to Hosts and panelists:

@jim Elliott I'll have to check my records. Could I email someone after this?



10:22:21 From Jim Elliott to Mia JanayAnd all panelists:

You can email doulaBenefit@dhcs.ca.gov

10:22:34 From Gil Duran, Alameda Alliance for Health to Everyone:

@Mia Janay - Hi Mia, please email doula@alamedalliance.org. We will look into this.

10:22:34 From Mia Janay to Hosts and panelists:

Thank you!

10:22:52 From Ed Torres to Khefri Riley(direct message):

Hi Ms. Khefri, I don't believe we ever had comments turned on in Zoom. People commented in the Chat. My apologies but did I misunderstand what you were asking about? Thank you

10:24:27 From Khefri Riley to Ed Torres(direct message):

Hi, we were always able to make comments in the chat and also to reply to others comments. Right now thee is no conversation in the chat. Only comments no replies or reactions. It is different than before.

10:25:48 From Ken Wilkerson to Everyone:

@Davina - Yes. DHCS will create a sample claim that will show where to include the Diagnosis/ICD-10 code.

10:25:57 From Kairis Joy Chiaji to Hosts and panelists:

I'd like to but it's loud in this lobby. Lol

10:26:44 From Andrea Ferroni she/her, CDPH to Everyone:

Is someone trying to get Kairis into the meeting?

10:27:34 From Azalea McQueen (IntuitiveBirth) to Everyone:

@ Ken Wilkerson- will this be on the DHCS Doula services website?

10:27:53 From Rene Mollow to Hosts and panelists:

Kairis, I will come down to bring you up to the 5th floor

10:28:14 From Chelsy Marriott to Everyone:

I missed the first part of the webinar. I see we have new diagnosis codes to use, but are the cpt codes all the same?



10:28:25 From Khefri Riley to Everyone:

Thank you Erica

10:28:47 From Ken Wilkerson to Everyone:

@Azalea are you referring to this presentation slide deck? Yes it will be posted on the [Doula DHCS Site](#).

10:28:56 From Robert Lancione to Everyone:

Yes!

10:29:14 From Jo she.her to Everyone:

The state requires us to credential doulas.

10:29:15 From Alexis Robles-Fradet, NHeLP to Everyone:

Presentation slides:

https://www.dhcs.ca.gov/provgovpart/Documents/Doula_Implementation-Presentation.pdf

10:29:26 From Azalea McQueen (IntuitiveBirth) to Everyone:

@Ken Wilkerson - no the sample claim, thank you!

10:30:03 From Jo she.her to Everyone:

It was an APL

10:30:16 From Ken Wilkerson to Everyone:

@Azelea Yes that will be available on the Doula website once DHCS issues further guidance.

10:30:17 From Robert Lancione to Everyone:

Credentialing with MCPs is very slow. Can take months.

10:31:19 From Priya Batra to Everyone:

APL:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-024.pdf>

10:32:04 From Robert Lancione to Everyone:

Then, they only pay for services that take place after the contract is signed.



10:32:05 From Sabia Wade (she/they) to Hosts and panelists:

Is there a plan for managed care plans to create a standard practice for invoicing and all processes? Everyone is different and causing more admin work and investigative time for individuals and organizations.

10:33:06 From Andrea Ferroni she/her, CDPH to Everyone:

Where is the crosswalk posted online ? My apologies, I'm not finding it.

10:33:11 From Erica Holmes to Everyone:

DHCS also created a new FAQ specific to MCP processes:

<https://www.dhcs.ca.gov/provgovpart/Pages/Doula-Providers-Managed-Care-Plans-FAQ.aspx>

10:33:29 From Sabia Wade (she/they) to Hosts and panelists:

What training are managed care customer service teams receiving? We have received 5 answers from 5 different customer service employees from one managed care plan for the same question.

10:33:36 From Erica Holmes to Everyone:

This is the APL that references MCP enrollment, credentialing, and contracting processes:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-013.pdf>

10:34:01 From Jo she.her to Everyone:

@robertlancione all cred teams work as fast as they can, and there are policies in place to protect the safety of our members

10:34:01 From Ken Wilkerson to Everyone:

@Andrea The crosswalk will be posted online in addition to further guidance in the near future. DHCS will also send out an email with the information as well.

10:34:20 From Ajira Darch to Everyone:

That would be incredibly helpful! For multiple reasons.

10:34:33 From Andrea Ferroni she/her, CDPH to Everyone:

Thank you, Ken.



10:34:33 From Tynesha Bennett (she/her) to Everyone:

@ Robert Lancione - you can also request a LOA (Letter of Agreement) or SCA (Single Case Agreement) from the MCP to receive reimbursement for services provided while your contract is being processed

10:35:18 From Ajira Darch to Everyone:

Thank you, Priya. Agreed.

10:35:31 From Betsy Gough to Everyone:

Thank you, Priya!!

10:35:39 From Jo she.her to Everyone:

not even sure universal health care would speed up credentialing. there are many pieces needed, like the contract, the configuration of provider data, and the credentialing . please know we are all committed and doing our best!!

10:36:03 From Jo she.her to Everyone:

Credentialing is important in healthcare for many reasons, including:

Patient safety - Credentialing ensures that only qualified healthcare providers are caring for patients, which helps to reduce the risk of medical errors and protect patients from harm.

Regulatory compliance - Credentialing helps healthcare organizations comply with the laws and regulations that are critical for patient safety and well-being.

Revenue cycle - Credentialing is an important part of the revenue cycle process, as it verifies a provider's medical expertise and affiliation with insurance plans. If a provider isn't credentialed, claims may be delayed or denied, which can lead to revenue loss.

Quality assurance - Credentialing helps to ensure that healthcare providers meet quality standards and are compliant with their line of work.

10:36:35 From Jo she.her to Everyone:

Managed care plans do not share data with PAVE

10:37:05 From Andrea Ferroni she/her, CDPH to Everyone:

echoing @Priya Batra. MCPs, please use DHCS's doula qualifications and PAVE documentations as your credentialing requirement.



10:37:46 From Ajira Darch to Everyone:

@Jo - so are you saying that PAVE is insufficient? Could you at least eliminate requirements for doulas to submit documents that you know have already been submitted to PAVE in order for doula providers to be approved?

10:37:50 From Michai Freeman to Everyone:

michai freeman, systems change advocate at the CIL in Berkeley

10:39:27 From Nikita Brixey to Everyone:

There are MAJOR barriers for doulas in the hospitals - we are not being allowed in triage, not being allowed in the OR, OR recovery, or epidural placement. Patients are being forced to choose between having their husband/partner present OR their doula

10:40:37 From Nikki Avila to Hosts and panelists:

In Kern County I am currently the only doula contracted with Kaiser Permanente and have been told by other doulas in my county that Kaiser has said they are not enrolling any more doulas? I cannot be the only one serving my area.

10:40:41 From Colleen Townsend to Hosts and panelists:

Colleen Townsend from Partnership HealthPlan, MCPs likely need reassurance from DHCS that credentialing processes that are less detailed would be accepted/supported in the DHCS and or NCQA auditing process - these are the regularity systems to which MCPs accountable

10:40:42 From Ken Wilkerson to Everyone:

Doulabenefit@dhcs.ca.gov

10:40:58 From Ajira Darch to Everyone:

Yes, a claim was denied. I'll send the information now.

10:40:59 From Jo she.her to Everyone:

@Ajira Darch i am not saying it is inefficient. managed plans require a new provider training, and other things we are contractually required to obtain. I am a retired doula and a credentialing specialist and I love doing the applications and wish I could make it smoother!!!

10:41:18 From Davina Williams to Everyone:

@ken my question was about a video of a pave application walk through not billing!



10:41:20 From James Kyle (He, Him) to Everyone:

Nikita, Can you share details of these challenges with me at james.kyleii@molinahealthcare.com

10:41:34 From Davina Williams to Everyone:

Community health group is asking for bundle

10:41:57 From Andrea Ferroni she/her, CDPH to Everyone:

@Nikita There are two places to submit the specifics of hospitals you're experiencing barriers. <https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>
CA Medi-Cal Doula Benefit Feedback Form - Statewide concerns, complaints or feedback on DHCS Doula Benefit for Families and Doulas

10:42:23 From Nikita Brixey to Everyone:

Thank you!

10:42:34 From Ajira Darch to Everyone:

Yes

10:42:34 From Andrea Ferroni she/her, CDPH to Everyone:

and Doulabenefit@dhcs.ca.gov And certainly in this meeting as well.

10:42:40 From Tess Waxman to Hosts and panelists:

I sent an email to the DHCS doula benefit email about my issues with a couple of Anthem claims and never heard back. Anthem has been impossible to work with, as I've heard from many doulas, and many of us are not taking their members anymore.

10:43:34 From Kristin Schlater to Everyone:

L.A. Care along with our plan partners Anthem and Blue Shield will be exploring ways how to align our Credentialing and Contracting processes. I am not the credentialing SME however I can share this info with them.

10:43:40 From Sabia Wade (she/they) to Hosts and panelists:

And it feels like it needs to be simpler because both doulas are being negatively impacted and managed care plans do not seem to have enough support internally themselves. Simplification for everyone seems like a win for everyone.



10:43:54 From Ken Wilkerson to Everyone:

@davina there are two videos that can be accessed with this link that has two videos on how to enroll in PAVE under "Enrolling as a Doula".

<https://www.dhcs.ca.gov/provgovpart/Pages/Doula-Providers.aspx>

10:44:23 From Ajira Darch to Everyone:

Yes! There's an additional step that some doulas are missing where they have to confirm that they want to be listed in the directory.

10:44:26 From Jim Elliott to Everyone:

@Davina Williams -- thank you for the information.

10:44:31 From Davina Williams to Everyone:

Thank you

10:47:14 From Davina Williams to Everyone:

Is there a free legal resource for doulas who might feel concerned about entering into all of these agreements that don't fully apply to them so they can have someone review the contracts with them?

10:47:23 From Jo she.her to Everyone:

i thought all plans have doula apps??

10:47:57 From Jo she.her to Everyone:

our plan created the most simple app we could for doulas while meeting our contractual obligations

10:48:24 From Mysti Dyse to Everyone:

@JO what plan is that?

10:48:42 From Khefri Riley to Everyone:

Frontline Doulas has created a Black and BIPOC Doula Directory, where doulas can list their businesses and if they are contracted with Managed Care Plans here. The listing is NO-COST, and families can use this directory to find a Medical Doula. California Black Doula Directory General Website

www.calblackdouladirectory.com

10:50:01 From Priya Batra to Everyone:

Yes - it is possible! Thanks, @Pooja.



10:50:38 From Pooja Mittal to Everyone:

We use the pave process and don't require additional credential inch.

10:50:42 From Azalea McQueen (IntuitiveBirth) to Hosts and panelists:

HealthNet is GREAT

10:50:56 From Colleen Townsend to Hosts and panelists:

ctownsend@partnershiphp.org if you are a doula who has experienced difficulties in contracting / credentialing with Partnership HealthPlan of CA -- please send me an email detailing your challenges

10:50:58 From Sabia Wade (she/they) to Hosts and panelists:

So if it's possible for Healthnet, why not the same for others?

10:51:02 From Azalea McQueen (IntuitiveBirth) to Everyone:

HealthNet has been GREAT

10:51:03 From Khefri Riley to Everyone:

@Pooja that's fantastic

10:52:03 From Erica Holmes to Everyone:

I appreciate the ease of attestation. Some plans require certificates and certification above and beyond PAVE requirements. Others don't seem to allow for the experience pathway. Kairis Chiaji co-design team

10:52:17 From Linda Jones to Everyone:

Black Women Birthing Justice also has a Black Doula Locator. Please feel free to join the list <https://www.blackwomenbirthingjustice.com/black-doula-locator>

10:52:43 From Jo she.her to Everyone:

@Mysti Dyse Central California Alliance for Health, please email me if you want a copy, it was modeled after san francisco health plan jkoumouitzes@ccah-alliance.org

10:53:02 From Maria Hower to Everyone:

San Francisco Health Plan in San Francisco is credentialing doulas without asking for the DHCS PAVE enrollment first, which has been tremendously helpful to me and other doulas I work with.



10:54:19 From Tynesha Bennett (she/her) to Everyone:

I am contracted with Central Alliance and from a frontline doula perspective, it was BY FAR the best credentialing/onboarding process.

10:54:36 From Jo she.her to Everyone:

@mariahower how is the San Francisco health plan getting payments without pave? or are they enrolling in house until pave comes through?

10:54:46 From Mysti Dyse to Everyone:

Thank you all Knowing what plans are making this easier is crucial

10:54:49 From Ajira Darch to Everyone:

Can any MCPs present on this call share links to any of the resources/tools that you've created to reduce administrative barriers and facilitate greater adoption/enrollment?

10:54:58 From Andrea Ferroni she/her, CDPH to Everyone:

HealthNet, Partnership Health Plan, Health Plan of San Mateo, San Francisco Health Plan, Central California Alliance for Health...trying to document here the MCPs that are champion MCPs in credentialing according to doula feedback here.

10:55:37 From Raíces y Cariño to Everyone:

NPI is a major barrier to equitable access for immigrant birth givers to be served by peer doulas speaking their same language especially. Our family resource center is able to bill for our CHW services with our group NPI without each CHW needing their own NPI. Can DCHS make this happen for doulas, as well?

10:55:52 From Jo she.her to Everyone:

@tyneshabennett THANK YOU!!!

10:56:23 From Jo she.her to Everyone:

I think having a doula doing the credentialing helps!

10:56:30 From Khefri Riley to Everyone:

@Raices, this is a critical point, thank you for sharing this problem

10:57:11 From Priya Batra to Hosts and panelists:

Have to sign off early today - thank you for facilitating and making space for comments! Have a great weekend, all!



10:58:31 From Deitre Epps to Everyone:

How have the strategies implemented by DHCS impacted your experience with administrative barriers?

10:59:13 From Kelly Harvard to Everyone:

@Raices - thank you for raising that issue

10:59:49 From Mysti Dyse to Everyone:

@ Raices @Jim responded in the Q&A "We will take back the NPI question and EIN question and provide a response later."

11:00:17 From Mysti Dyse to Everyone:

I believe the Crosswalk will help a lot

11:00:25 From Sabia Wade (she/they) to Hosts and panelists:

It feels like ease might be provided internally for the folks inside making the decisions but definitely not on the ground

11:00:34 From Michai Freeman to Everyone:

please doula request your right for accommodations from MEDI-CAL and MCPs for materials and applications in alternative formats and plain language if you have a printed disability or a disability and need to access information. This is the law and your right.

11:00:47 From Ajira Darch to Everyone:

Please share feedback (including what you've shared here) about your experiences as a doula enrolling as a provider or offering services or as a Medi-Cal member accessing doula support: bit.ly/Medi-CalDoulaBenefitFeedbackForm
CA Medi-Cal Doula Benefit Feedback Form - Statewide concerns, complaints or feedback on DHCS Doula Benefit for Families and Doulas
AS WELL AS emailing DHCS directly: Doulabenefit@dhcs.ca.gov

11:00:53 From Sabia Wade (she/they) to Hosts and panelists:

The disconnect feels like a lack of understanding of what we do and what actually matters on the ground

11:01:31 From Ajira Darch to Everyone:

<https://bit.ly/Medi-CalDoulaBenefitFeedbackForm> (link for feedback form)



11:03:31 From Kristin Schlater to Everyone:

lacare.org/pregnancy ...for directory and resources

11:04:20 From Valerie Paz to Everyone:

Hello! My name is Valerie Paz @ Gold Coast Health Plan. For any doulas in Ventura County please reach out to me if you have any questions or need assistance: vpaz@goldchp.org

11:04:26 From Zabrina Cox (she/her) to Hosts and panelists:

It's imperative that hospitals should have been spoken to first. They are so far behind on what's going on. 98% of births are in the hospital and 30% are cesareans and doulas are being denied for clients. So many barriers. Please I urge these managed HCP and DHCS talk to every hospital.

11:04:38 From Ajira Darch to Everyone:

RLBC offers Medi-Cal coaching sessions every Friday, if any MCPs want to come and introduce themselves or share resources to share at those sessions, please reach out: rootsoflaborbc@gmail.com

11:04:42 From Davina Williams to Everyone:

One of the hardest issues has been managed care teams not knowing what the process is even within their own mpc, we often hear different things from each person we call, we are told that some mpcs require hard copy faxed claims and some accept office ally, etc - it is not consistent

11:04:47 From Jo she.her to Everyone:

@ajiradarch @samsarahmorgan and anyone else! please reach out anytime!
jkoumouitzes@ccah-alliance.org jo koumouitzes mph / doula she/her
credentialing specialist central California alliance for health

11:05:01 From Mysti Dyse to Everyone:

@Davina THIS!!!

11:05:03 From Ajira Darch to Everyone:

Thanks @Jo!

11:05:03 From Erica Holmes to Sabia Wade (she/they)And all panelists:

Please feel free to reach out to me directly, as I'd appreciate hearing more about your experience on the ground. Erica.Holmes@dhcs.ca.gov



11:05:20 From Emily Erhardt, Alameda Alliance for Health to Everyone:

Thank you @Samsarah! It was an honor to present and we loved spending that afternoon with you and our community doulas.

11:05:39 From Ajira Darch to Everyone:

Agreed @Davina! I'd love to hear more about what MCPs are doing to educate providers and members about doulas and this benefit.

11:05:46 From Lauren Vivian (she/her) - WePair Health to Everyone:

Hi I'm Dr. Lauren Vivian from WePair Health (a job matching and professional development resource for Community Doulas and CHWs). We are made up CHWs and Doulas. At WePair Health doulas can create a free profile that will get notified when jobs are available that meet their preferences and skillsets. In addition, organizations can post their job listings for free on our platform as well. We would love to connect with organizations who have doula directories, doulas, or organizations supporting doulas to see how we could collaborate. Please visit <https://www.wepairhealth.com> or connect at lauren@wepairhealth.com We also provide MediCal billing and contracting support.

11:05:48 From Tynesha Bennett (she/her) to Everyone:

There is a continual issue from a variety of MCPs still denying services (despite proper billing) and even requesting refunds for services already reimbursed. This is a massive frustration, especially after having to go through PAVE AND MCP credentialing only to be denied payment.

11:05:51 From Pooja Mittal to Hosts and panelists:

We are planning to start convenings like this next year, good to hear you see this is helpful.

11:06:02 From Colleen Townsend to Hosts and panelists:

Partnership HealthPlan: doulaservices@partnershiphp.org
/contracting@partnershiphp.org /credentialing@partnershiphp.org
please invite me to any gathering of potential doulas in Northern CA
ctownsend@partnershiphp.org

11:06:17 From Michai Freeman to Everyone:

connection and networking is a part of being seen and belonging.



11:06:57 From Zabrina Cox (she/her) to Everyone:

It's imperative that hospitals should have been spoken to first. They are so far behind on what's going on. 98% of births are in the hospital and 30% are cesareans and doulas are being denied for clients. So many barriers. Please I urge these managed HCP and DHCS talk to every hospital.

11:07:17 From Zabrina Cox (she/her) to Everyone:

Yes, delayed billing is huge issue

11:07:19 From Colleen Townsend to Hosts and panelists:

Partnership is working with local doulas to participate in Meet the Doula gathering and organizing "Mixers" with local hospital /clinical teams

11:07:26 From Robert Lancione to Everyone:

Yes

11:07:40 From nicole she/her to Hosts and panelists:

As a doula group that has actively billed partnership since Feb 2024 our top barrier is the delay on the 2024 rate reimbursement, our claims our processed in good timing but at the previous fee for service rates. I am working full-time as a doula with partnership members only and I am paying high credit card interest to sustain my living expenses and it is climbing to a concerning level, as I await the update to be implemented. This is a very tough position to be in. The back pay is in the upwards of 20k.

11:07:56 From Mia Janay to Hosts and panelists:

Concur on that!

11:08:27 From Ajira Darch to Everyone:

Thank you for highlighting this @Nicole.

11:09:20 From Tynesha Bennett (she/her) to Everyone:

@Zabrina ABSOLUTELY! I just attended a birth at Kaiser in Modesto and the nurses there had no clue that Medi-Cal was covering doula services. This needs to be communicated from top to bottom

11:09:28 From Khefri Riley to Everyone:

@Nicole thank you. It is unacceptable. Please fill out our Feedback form, if you have, thank you for your service to families.



11:09:33 From Mysti Dyse to Everyone:

A Pave Enrollment Letter should be enough, totally agreed!

11:10:09 From Sabia Wade (she/they) to Hosts and panelists:

Managed care plan team members coming to doula trainings, meeting with us in our spaces and talking to us on a regular basis to get insight and trust we know what we are talking about when it comes to our area of expertise would be very helpful.

11:10:24 From Davina Williams to Everyone:

Primary insurance and secondary insurance challenges too - having to call and bill the primary and get denied first and then bill secondary if secondary is the MCP you're approved with

11:10:29 From Joanne Gomez to Everyone:

Peaceful Passages Birthing Support Center, we have not been paid for the majority of our claims, with Anthem. We have also been in the contracting process with LA Care for over a year. We have turned down 75 moms that has LA Care.

11:10:38 From Ajira Darch to Everyone:

Agreed @Sabia

11:10:56 From Colleen Townsend to Hosts and panelists:

@Nicole I hope you and other doulas are submitting claims in real time to be reimbursed at previous rates in real time. Once the new rates are operationalized, the current rates will be applied and updated reimbursements will be made

11:10:59 From Zabrina Cox (she/her) to Everyone:

Is there a presentation that DHCS has for hospitals to inform them of all plan letter etc?

11:11:47 From Zabrina Cox (she/her) to Everyone:

Yes @tynesha

11:11:51 From Chelsy Marriott to Everyone:



@Davina I have never been able to get a primary insurance provide a denial so i could then bill the MCP. I've tried so much and called so much and it just doesn't work. It's a real problem trying to do it that way

11:12:11 From Sabia Wade (she/they) to Hosts and panelists:

And adding managed care plans often do not want to add funds to support the admin work and grant funders have now changed their strategies because they think it's easy to become a Medi-Cal doula and receive reimbursement. Individuals and organizations are going into the negative trying to serve Medi-Cal members.

11:12:31 From Mysti Dyse to Everyone:

@Alex YES!

11:12:36 From Robert Lancione to Everyone:

Ideally, we should be able to bill DHCS directly. It's really just an accounting issue.

11:12:38 From Chelsy Marriott to Everyone:

I agree, I have had very positive experiences working with Partnership HealthPlan

11:13:31 From Khefri Riley to Everyone:

MCP's investing in CBOs and local community efforts will be a cornerstone in making this a successful benefit.

11:13:43 From Khefri Riley to Everyone:

Medi-Cal Birthworker Resource Hub WEBSITE (by Diversity Uplifts Inc.):

<https://medi-calbirthworker.com>

Request to Collaborate: <https://forms.gle/2PysFyVDoDHStt1P9>

11:13:56 From Mysti Dyse to Everyone:

can someone please repost Colleens contact

11:14:12 From Kairis Chiaji to Everyone:

Not being paid for months' worth of work and the additional costs that come with becoming providers is a barrier it seems that only the doulas bear.



11:14:14 From Emily Erhardt, Alameda Alliance for Health to Everyone:

For any questions or concerns regarding contracting with Alameda Alliance for Health, please email Provider Services at providerservices@alamedaalliance.org.

Additionally, if there are any questions or concerns around the doula benefit, contracting, claims, etc. at Alameda Alliance for Health, please email doula@alamedaalliance.org.

11:14:19 From Kelly Harvard to Everyone:

@Doulas - how can local County Public Health orgs support doulas? Our County does not manage a care plan or provide many direct services but we are eager to support the implementation process.

11:14:34 From Andrea Ferroni she/her, CDPH to Everyone:

ctownsend@partnershiphp.org Colleen Townsend

11:15:02 From Khefri Riley to Everyone:

@Kelly Howard, we have solutions khefri@frontlinedoulas.com

11:15:09 From Lauren Vivian (she/her) - WePair Health to Everyone:

Does anyone have a list of MCOs that are consistently paying and those that are not? We have begun to create a list as the community doulas share them with us. I would appreciate your feedback. Lauren@wepairhealth.com

11:15:12 From Sabia Wade (she/they) to Hosts and panelists:

folks are going into the negative while putting claims in immediately

11:15:18 From Ajira Darch to Everyone:

Thank you everyone for posting your feedback here. Please add it to our Community Feedback Form bit.ly/Medi-CalDoulaBenefitFeedbackForm AS WELL AS emailing DHCS directly: Doulabenefit@dhcs.ca.gov

11:15:21 From Alex Rounds to Kelly Harvard And all panelists:

Hello Kelly, I've presented to northern California Perinatal Advocates on how PH organizations can support doulas and the new benefit.

11:15:39 From Pooja Mittal to Robert Lancione And all panelists:

If there are any barriers that you would like to highlight with Health Net, you can reach out to me: Pooja.c.mittal@healthnet.com



11:15:55 From Sabia Wade (she/they) to Hosts and panelists:

Prehistoric

11:16:04 From Alex Rounds to Kelly Harvard And all panelists:

If you don't receive responses from doulas, please feel free to reach out to me.
alex@first5mendocino.org

11:16:11 From Kelly Harvard to Hosts and panelists:

Thanks, Alex!!

11:16:27 From Tynesha Bennett (she/her) to Everyone:

YES! Re: FAX It has been a consistent conversation I've had with MCPs during the onboarding process! 99% of doulas do NOT have fax machines!

11:16:35 From Tynesha Bennett (she/her) to Everyone:

On more major barrier for no reason

11:16:58 From Robert Lancione to Everyone:

Molina requires Faxing for LOAs

11:17:22 From Ajira Darch to Everyone:

Thank you everyone for posting your feedback here. Please add it to our Community Feedback Form <https://bit.ly/Medi-CalDoulaBenefitFeedbackForm> AS WELL AS emailing DHCS directly: Doulabenefit@dhcs.ca.gov

11:17:26 From Ajira Darch to Everyone:

TWO YEARS!

11:17:48 From Sabia Wade (she/they) to Hosts and panelists:

And don't have funding to support their training to get them to PAVE enrollment requirements

11:18:06 From Zabrina Cox (she/her) to Everyone:

Thank you for sharing and speaking the truth!

11:18:06 From Deitre Epps to Everyone:

Please share models of supportive implementation, including where you are located.



11:18:42 From Robert Lancione to Everyone:

<https://faxzero.com/>

11:18:55 From Pooja Mittal to Robert Lancione And all panelists:

I will gather some information from our team and then share back.

11:19:24 From Mysti Dyse to Everyone:

Thank you @Robert

11:20:30 From j.castillo (they/them) to Everyone:

@Robert, how do you receive a fax?

11:22:20 From Davina Williams to Everyone:

Shout out to blue shield for their support and responsiveness even though their process is also a lot :)

11:22:41 From Zabrina Cox (she/her) to Everyone:

I don't have a fax machine however fax systems are available online like hello fax however there are financial barriers such a monthly costs. As well.... hcps should collaborate or offer grants or reimbursement for required startup/processing costs.

11:23:54 From Ed Torres to Khefri Riley(direct message):

Good morning Ms. Khefri, I'm sorry I didn't respond to you earlier, I became busy working on the transcripts and identifying the speakers. You mentioned being able to respond to questions. I just checked the parameters of the zoom meeting. You should be able to respond to the Q&A portion of the meeting as well as the chat. Again, if I still did not understand what you were asking, I apologize. I'll check the zoom parameters for the next meeting regarding comments. I'm afraid there's no way to change the parameters once the meeting has started. Thank you for pointing out this issue. I'll do my best to make sure it will not be an issue going forward.

11:24:27 From Davina Williams to Everyone:

We've been told wet signature only and had to mail it once only to be told by someone else that online is fine so again training

11:24:28 From Lauren Vivian (she/her) - WePair Health to Everyone:

@j.castillo usually with these fax services you upload the file (in pdf, word, etc.), you can usually create a cover page, and then they fax the document for you.



However, not all of them are HiPAA compliant or secure so what you want to be careful about what information you are faxing.

11:26:51 From Ajira Darch to Everyone:

Are these meetings that are open to the public? Can community members and stakeholders attend these?

11:27:06 From Chelsy Marriott to Everyone:

Partnership has been great in that they are responsive and the contacts they give to help with billing or other questions are always very responsive and helpful. They also present to the hospitals about doulas and have been a great advocate. I don't know what their contracting is like currently so I can't speak to that.

11:27:46 From Jim Elliott to Everyone:

@ajira Darch Yes, the meetings are open to the public to attend in person. The location is listed on the agenda.

11:28:14 From Ajira Darch to Everyone:

Thank you @Jim, Is the agenda on the DHCS website?

11:28:46 From Jim Elliott to Everyone:

We post the agenda on the doula webpage prior to the meeting.

11:28:49 From Khefri Riley to Everyone:

LA County Medi-Cal Doula Hub
Join our Listserv!
LA County Medi-Cal Doula Hub Inquiries
<https://bit.ly/doulahubconnectwithus>

11:29:02 From Ajira Darch to Everyone:

Ah! The agenda for today's meeting, okay, thank you!

11:30:55 From Lauren Vivian (she/her) - WePair Health to Everyone:

Just to get clarification regarding a question that was raised. For those Doulas who are holding their claims and waiting to bill, it is my understanding that they would not receive retroactive pay if they do not file within the original billing window. If this was answered already, I would appreciate what the response was.



11:31:05 From Erica and Kairis to Everyone:

Many MCP specific examples do come to us through the Doula Benefit Feedback Form and via email, so I do want to acknowledge that as well. These are received and being worked through.

11:31:19 From Colleen Townsend to Hosts and panelists:

IS the DHCS /CHA meeting a place to take feedback that is focused on specific facilities for hospital issues? There does not seem to be a venue for doulas or health plans to raise concerns

11:32:07 From Azalea McQueen (IntuitiveBirth) to Everyone:

@Jim Elliot- I believe Ajira was speaking to the hospital association stakeholder meetings with DHCS. Are those open to the public?

11:32:17 From Ajira Darch to Everyone:

Please share your experiences and feedback on our Medi-Cal Doula Benefit Community Feedback Form <https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>

11:32:18 From Bianca Hamilton to Everyone:

CA Medi-Cal Doula Benefit Feedback Form
<https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>

11:32:21 From Cindy Bonaparte (She her) to Everyone:

Here is the link to this Doula Benefit Feedback form: CA Medi-Cal Doula Benefit Feedback Form
<https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>

11:32:23 From Erica and Kairis to Everyone:

@Colleen - I'd recommend raising these through your health plan association partners and we can discuss at our monthly meeting. You can also always email me directly and i'll ensure specific hospital issues are raised/discussed.

11:32:57 From Ajira Darch to Everyone:

Please share about this feedback form as well!

11:33:17 From Jim Elliott to Everyone:

@Azalea McQueen -- The meetings with hospitals and plans are not open to be public.



11:34:44 From Khefri Riley to Everyone:

CA Medi-Cal Doula Benefit Feedback Form - Statewide concerns, complaints or feedback on DHCS Doula Benefit for Families and Doulas

CA Medi-Cal Doula Benefit Feedback Form

<https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>

11:36:19 From Khefri Riley to Everyone:

Its egregious!

11:37:44 From Andrea Ferroni she/her, CDPH to Everyone:

good point @Colleen Townsend. Along those lines, I would love to hear from MCP partners if they are soliciting or collecting grievances regarding facilities or providers who routinely put up barriers to doula care. As the insurer who credential these facilities/providers, is their contract to provide services at risk if they don't comply with doula inclusivity?

11:38:22 From Khefri Riley to Everyone:

@Andrea thank you for highlighting the need for accountability

11:38:50 From Khefri Riley to Everyone:

We asked the people to share their issues! Hear them!

11:38:56 From Rebecca Sullivan to Hosts and panelists:

Thanks for sharing @Ajira

11:42:00 From Ajira Darch to Everyone:

Can MCPs share links here to their grievance email/websites so doulas and members here have a place to go and share those issues?

11:44:25 From Azalea McQueen (IntuitiveBirth) to Everyone:

Who is speaking?

11:44:43 From Ajira Darch to Everyone:

Erica at DHCS

11:44:49 From Ken Wilkerson to Everyone:

@Azalea - Erica Holmes



11:44:54 From Tynesha Bennett (she/her) to Everyone:

Does anyone have a contact for me for the Dept. of Managed Health Care? I had a claim from over a year ago that I am still trying to get resolved. Went through all appeals process with what was Cali Health & Wellness, continued to be denied (it WAS billed correctly) and am now many months into the Dept. of Managed Health Care provider complaint process to rectify this. I have provided all information they requested and there is complete silence on their part. Any contact info would be greatly appreciated

11:44:59 From Khefri Riley to Everyone:

@kristin thank you! We have a best practices document, and the CA Hospital Association is also working on guidelines. It is our hope that these guidelines will be reviewed by advocates and the community for alignment. Here is the document The Doula-Hospital Best Practices
<https://bit.ly/doulabestpractices>

11:45:07 From Azalea McQueen (IntuitiveBirth) to Everyone:

Thank you! @Ajira & Ken

11:46:17 From Betsy Gough to Everyone:

Which hospital in Torrance is this?

11:46:29 From Khefri Riley to Everyone:

Torrence Memorial

11:46:50 From Betsy Gough to Everyone:

Thank you. I have a client at Little Mary so don't want to give her that bad news

11:46:56 From Ajira Darch to Everyone:

CA Medi-Cal Doula Benefit Feedback Form - Statewide concerns, complaints or feedback on DHCS Doula Benefit for Families and Doulas

CA Medi-Cal Doula Benefit Feedback Form
<https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>



11:47:00 From Andrea Ferroni she/her, CDPH to Everyone:

Recommended supporting documents for content creation:

Best Practices for Hospital-Doula Relations

Hospital Doula Friendliness Guidebook: New York City Department of Health & Maternity Hospital QI Network, Ancient Song Doula Services, Brooklyn Perinatal Network, BX (Re)Birth and Progress Collective, and CaribbeanWomen's Health Association 2024

Guide-for-Hospital-Doula-Policy-Creation.pdf (njhcqi.org)

Vbirth-Toolkit-with-Supplement_Final_11.30.22.pdf (cmqcc.org) page 98

11:49:45 From Colleen Townsend to Everyone:

MCPs do NOT oversee hospitals the CDPH does, we do contract with them. We do integrate grievance and quality information into provider re-credentialing we credential providers on a 3-year cycle

11:49:59 From Ajira Darch to Everyone:

What efforts are being made to ensure that Alpine, Imperial and Inyo counties enroll doulas?

11:50:28 From Khefri Riley to Everyone:

Dear Community, I am hoping off early to facilitate a Medi-Cal Doula Training with Birthworkers of Color Collective, we hope to see you there if you are registered. Join our socials and keep in touch! IG @frontlinedoulas In solidarity, Khefri

11:50:34 From Colleen Townsend to Everyone:

Currently Partnership HealthPlan has 50 contracted doulas and 30 in process

11:50:39 From Emily Erhardt, Alameda Alliance for Health to Everyone:

@Ajira, for grievances, information can be found here:

<https://alamedaalliance.org/providers/provider-resources/grievances-appeals/>

11:50:43 From Andrea Ferroni she/her, CDPH to Everyone:

Oops, links did not carry over. Fell free to contact me:

andrea.ferroni@cdph.ca.gov https://www.cmqcc.org/system/files/Vbirth-Toolkit-with-Supplement_Final_11.30.22.pdf page 98, <https://www.njhcqi.org/wp-content/uploads/2024/06/Guide-for-Hospital-Doula-Policy-Creation.pdf>



11:51:24 From Ajira Darch to Everyone:

Thanks Andrea

11:51:29 From Ajira Darch to Everyone:

Thanks Emily

11:52:47 From Sandra Rosenblum- Marin County MCAH to Everyone:

Most of the doulas enrolled for my county (Marin) live outside the county in areas not easily accessible to the county. One doula signed up for every single county.

11:53:44 From Alex Rounds to Everyone:

Thank you for providing these resources, Andrea.

11:56:45 From Deitre Epps to Everyone:

How does this data / information shared by DHCS support or hinder your efforts in implementing the benefit

11:58:33 From Andrea Ferroni she/her, CDPH to Everyone:

You are welcome. Happy to share with anyone andrea.ferroni@cdph.ca.gov. The NYC Resource is pretty great, includes a self-assessment of "doula friendliness" but is not linked online.

11:58:52 From Ajira Darch to Everyone:

Agreed

11:58:56 From Colleen Townsend to Everyone:

Number of people vs deliveries / pregnant people in the prior year

11:59:54 From Ajira Darch to Everyone:

It would be helpful to get a sense of how that data interacts, and that will help guide where we are focusing support.

12:00:07 From Ajira Darch to Everyone:

Looking forward to that spreadsheet

12:00:11 From Linda Jones to Everyone:

Agree with knowing the population of pregnant persons eligible



12:00:58 From Michai Freeman to Everyone:

can you unmute me?

12:01:09 From Lauren Vivian (she/her) - WePair Health to Everyone:

This question is for one of the previous sections. I've worked with various hospitals, and while each has its own standards, clear best practices could provide more consistent guidance. A common concern raised by hospitals I've surveyed regarding the absence of doulas or restrictions on doulas in their facilities is the lack of standardization around the quality of the training programs. They have shared that is a concern from a risk management and liability standpoint. Have others heard the same?

12:02:46 From Nicole Morris to Everyone:

Michai has previously requested access to speak for accessibility, is there any possibility of allowing for this

12:03:35 From Michai Freeman to Everyone:

this is una

12:04:01 From Ajira Darch to Michai Freeman And all panelists:

If you raise your hand, they should be able to unmute you

12:04:01 From Alex Rounds to Everyone:

RE: Alpine, Imperial, and Inyo births vary from fewer than 11 to more than 2400 (2021).

12:04:24 From Colleen Townsend to Everyone:

I do need to drop off thank you.

12:04:53 From Michai Freeman to Everyone:

accessible. you do not have an ADA disclaimer in your event notice.

12:05:12 From Ajira Darch to Everyone:

Thank you Erica but this needs to be addressed because this is not accessible.

12:05:22 From Robert Lancione to Everyone:

Thank You



12:05:25 From Andrea Ferroni she/her, CDPH to Everyone:

@Lauren Vivian. This is a often heard concern from facilities (about doulas acting right) and requires some education about the role of the doula and who the doula is accountable to. The CLIENT is the one who vets the doula for themselves, not the hospital. It is not the role of the facility to gauge doula qualification. It is confusing for them

12:05:41 From Michai Freeman to Everyone:

mfreeman@thecil.org and 510-330-5625

12:06:10 From Erica and Kairis to Everyone:

@Michai - I will reach out to you directly. Thank you.

12:06:17 From Robert Lancione to Everyone:

The chat can be saved.

12:06:24 From Lauren Vivian (she/her) - WePair Health to Everyone:

If you provide Doula training programs, I would greatly appreciate you feedback. Please email me at lauren@wepairhealth.com

12:06:37 From Lauren Vivian (she/her) - WePair Health to Everyone:

Thank you @Andrea!

12:06:44 From Robert Lancione to Everyone:

Click on the 3 dots.

12:06:53 From Samsarah Morgan to Everyone:

Plz join our doula working lunch info meeting - yaxt 510-393-7380 for info and registration

12:06:56 From Lauren Vivian (she/her) - WePair Health to Everyone:

Thank you for this informative session

12:07:08 From Vadims Ivanovs to Everyone:

Thank you everyone for your insight, information and resources. Have a great day!

12:07:21 From J. Tranaé to Everyone:

Thank you happy Friday everyone



12:07:36 From Azalea McQueen (IntuitiveBirth) to Everyone:

Thank you everyone. God Bless you all have a great day.

12:09:31 From Michai Freeman to Everyone:

you will have persons with disabilities attending meetings in the future. I will reach out to DHCS about this group becoming compliant