

Doula Stakeholder Implementation Workgroup Meeting CHAT

Date: January 10, 2025
Time: 10:00AM to 12:00PM
Duration: 2 hours

CHAT TRANSCRIPT:

10:01:02 From Nicole Morris to Everyone:

Good Morning Everyone!

10:01:52 From Linda Lanns to Everyone:

Greetings!

10:02:15 From Andrea Ferroni to Hosts and panelists:

Good morning. I'll be quiet and off camera this morning as I'm in a public space.

10:02:20 From Selina Escobar Ortega to Everyone:

Good morning everyone 😊

10:04:31 From Kamilah Davis to Everyone:

Good morning, happy new year 🎉

10:05:15 From Jonathan Ring to Ed Torres(direct message):

Ed put the slides in presentation mode!

10:05:16 From Deitre Epps to Ed Torres(direct message):

Hi Ed, Please change view to full slide

10:05:21 From Deitre Epps to Ed Torres(direct message):

The view

10:05:22 From Jonathan Ring to Ed Torres(direct message):

you are in edit mode



10:05:27 From Linda Jones to Hosts and panelists:

Happy New Year! Hope everyone in LA our safe.

10:05:35 From Linda Jones to Hosts and panelists:

are

10:05:41 From Aquilah Nelson to Ed Torres(direct message):

Hi Ed, it might be helpful to run this as a presentation. Currently we can see the entire powerpoint

10:05:51 From Kamilah Davis to Hosts and panelists:

Slides are not in presentation mode, just a heads up

10:06:57 From Priya Batra to Hosts and panelists:

Email inbox is projected currently, FYI

10:07:07 From Michael Freeman, DHCS to Ed Torres(direct message):

Hi Ed, we can see your full screen

10:07:32 From Ajira Darch to Everyone:

Good morning everyone! Happy Gregorian New Year. Hope everyone in the LA area impacted by the fires has been able to evacuate safely and/or find the resources they need to navigate it.

10:07:41 From Rose DeNicola, she/her to Everyone:

Rose DeNicola, Doula in Sonoma County

10:07:44 From Shanica Davis (she/her) to Everyone:

Shanica Davis, AAIMM Doula Program LA County

10:07:46 From Jordan Gadd to Everyone:

Jordan Gadd with Heluna Health in Los Angeles

10:07:46 From Judith Puente (She/her) to Everyone:

Judith Puente, AltaMed Health Services- Los Angeles, CA

10:07:47 From Priya Batra to Everyone:

Priya Batra - LA County Department of Public Health



10:07:48 From Carolyn Harris to Everyone:

Carolyn Harris, Gold Coast Health Plan (GCHP), Ventura County

10:07:49 From Sandra Rosenblum- Marin to Everyone:

Sandra Rosenblum, MCAH Director, Marin County

10:07:50 From Talene JD/MPH (DHCS) to Everyone:

Talene Ghazarian, JD/MPH with DHCS in Sacramento

10:07:57 From Tiffany Washington, VHP to Everyone:

Tiffany Washington, Medi-Cal Program Manager, Valley Health Plan (Santa Clara County)

10:07:57 From Stacy Avalos RootedWillowServices.com to Everyone:

Stacy Avalos - Rooted Willow Services, Inc, ALL of Northern California

10:07:58 From Gabrielle Brown to Everyone:

Gabrielle Brown, Black Women for Wellness Los Angeles

10:07:58 From Tynesha to Everyone:

Tynesha Bennett, Root Connections Birthwork

10:07:59 From Mayra Serrano-Anthem to Everyone:

Mayra Serrano, CHEO, Anthem Blue Cross, Los Angeles County

10:08:00 From Nakeya T. Fields, LCSW to Everyone:

Nakeya Fields, LCSW - Therapeutic Play Foundation - Los Angeles County

10:08:06 From Stephanie Lapre, Kaiser Permanente to Everyone:

Good Morning All!! Stephanie Lapré, Sr Dir, CA Medi-Cal Care Delivery, Operations, & Behavioral Health-Kaiser Permanente

10:08:07 From Gina Benson, doula (she/her) to Everyone:

Gina, doula/owner Atala Doula Services, Sacramento and surrounding areas

10:08:07 From Dale Fleming to Everyone:

Dale Fleming, San Diego Foundation, San Diego County (SoCal)



10:08:08 From Bianca Hamilton to Everyone:

Bianca Hamilton, MSW, Frontline Doulas- Los Angeles

10:08:08 From Angelica Bender to Everyone:

Angelica Bender, KP - NCAL

10:08:12 From Linda Jones to Hosts and panelists:

Director, Black Women Birthing Justice, Stakeholder member - Oakland,

10:08:14 From Heidi Pringle to Everyone:

Heidi Pringle, Inland Empire Health Plan, Inland Empire

10:08:14 From A.AddoBoateng to Everyone:

Alexandra Addo-Boateng, Central Valley

10:08:16 From Dara Cook to Everyone:

Dara Cook; Expect Fitness- pre and postnatal fitness approved by healthcare professionals. Operate Nationally

10:08:18 From Jennifer Eyl to Everyone:

Jennifer Eyl, San Diego Foundation, San Diego

10:08:19 From Alexis Perryman to Hosts and panelists:

Alexis Perryman

Black wines birthing justice

Frontline doulas

10:08:19 From Anna King | Maternal Health Network of San Bernardino County to Everyone:

Anna King | Maternal Health Network of San Bernardino | Diversity Uplifts, Inc.

10:08:20 From Sis Marquita to Everyone:

Marquita Jones



10:08:21 From Jaimee De Pompeo, PCMC (she/ella) to Everyone:

Jaimee De Pompeo, Parenting Connection of Monterey County, Salinas

10:08:22 From Ashley Sayers, IBCLC + Doula to Everyone:

Ashley Sayers, IBCLC + Doula. With Diamond Valley Birth Collective in Southern/Inland Empire California + Native Breastfeeding Coalition of California.

10:08:22 From Cindy Bonaparte to Everyone:

Good morning. Cindy Bonaparte, Frontline Doula, LA County Medi-Cal Doula Hub, Community Engagement and Outreach Coordinator, Tongva Lands (L.A.)

10:08:23 From Isha to Everyone:

Isha, Inland Empire Health Plan, Riverside and San Bernardino Counties

10:08:23 From Meng Fang (Santa Clara County) to Everyone:

Hello Everyone. Meng Fang, Public Health Nurse, Perinatal Services Coordinator, Santa Clara County Public Health Maternal, Child and Adolescent Health Program. Located in San Jose, CA

10:08:24 From Nicole Evans, Blue Shield of California Promise to Everyone:

Nicole Evans, Blue Shield of California Promise Health Plan- San Diego & LA Counties

10:08:24 From Gil Duran, Alameda Alliance for Health to Everyone:

Gil Duran, Alameda Alliance for Health, Alameda County

10:08:24 From Mia Janay to Everyone:

Mia Henderson-Bonilla, Little Love Doula Services, East Bay Area-Northern CA

10:08:25 From Cayenne Bierman, MCC, (She/her) to Everyone:

Cayenne Bierman, LCSW, Director of Complex Care at Marin Community Clinics.



10:08:25 From Anu Manchikanti Gomez (she/hers) to Everyone:

Anu Manchikanti Gomez, researcher, UC-Berkeley, Berkeley!

10:08:26 From Andrea Howard(she/her) to Everyone:

Andrea Howard, Birthworkers of Color Collective, Statewide

10:08:27 From Kristen Essick to Everyone:

Kristen essick ibclc

Diamond valley birth collective

So cal

Riverside county

10:08:27 From Gabriela (Gaby) Gonzalez to Everyone:

Gabriela Gonzalez, LA County Doula Medi-Cal Doula Hub Coordinator with
LA County DPH

10:08:27 From Samantha Sime (she/her) to Everyone:

Samantha Sime, Researcher UC Davis.

10:08:28 From Kamilah Davis to Everyone:

Greetings everyone, I coordinate the Perinatal Equity Initiative for Santa
Clara County Public Health located in the south Bay Area (Northern CA)

10:08:28 From Marché Howell to Everyone:

Marché Howell

Program Coordinator for LA County Medi-Cal Doula Hub

South Bay Los Angeles

10:08:29 From Crystal Haswell, Kaiser Permanente (she/her) to Everyone:

Good morning! Crystal Haswell, Kaiser Permanente Health Plan, Sacramento.

10:08:31 From Erika Frank to Everyone:

Erika Frank, California Hospital Association, Sacramento

10:08:34 From Mary DelPlato - HPSM to Everyone:

Mary Del Plato / Health Plan of San Mateo / San Mateo County, California.



10:08:37 From Lucy Tyrala to Everyone:

Lucy Tyrala, Senior PHN, Sonoma County DHS

10:08:39 From Lee Walker to Everyone:

Lee Walker, Doula

I serve San Bernardino, Riverside, and LA Counties

10:08:41 From Alexis Perryman to Hosts and panelists:

Santa Clara and East bay and Los Angeles

10:08:41 From Andy Potter to Everyone:

Andy Potter (he/him), DHCS Program Evaluation team, located in Butte County, sending thoughts to Southern California

10:08:42 From Selina Escobar Ortega to Everyone:

Selina Escobar Ortega, Zócalo Health, Head of Payer Contracting and Strategy

10:08:42 From Annie Chang to Everyone:

Annie Chang, Fresno County Dept. of Public Health, located in California

10:08:43 From Teresa Gibson to Everyone:

Teresa Gibson, Doula San Luis Obispo county

10:08:50 From Jocelyn M. (she/her) | LA County DPH to Everyone:

Jocelyn, LA County DPH

10:08:52 From Mashariki Kudumu to Hosts and panelists:

Mashariki Kudumu: Kudumu Partnerships for Equity and Justice-Los Angeles

10:08:52 From Alexis Robles-Fradet, NHeLP to Everyone:

Public cannot see the people on camera unless you are speaking. The zoom setting is currently spotlighted

10:08:53 From Paula Carrasquillo Birth Doula to Everyone:

I'm Paula Carrasquillo im located i. SantaRosa CA. DONA certified birth doula & Lamaze Certified Childbirth educator



10:08:57 From Peggy Wheeler to Everyone:

Peggy Wheeler CA Hopsital Assn

10:08:59 From Sa Nguyen to Everyone:

Sa Nguyen, DHCS-Managed Care Quality and Monitoring Division,
Sacramento

10:08:59 From Nicole Morris to Everyone:

Nicole Morris, Alameda County Public Health Department, Doula Services
Coordinator. I'm not available on camera today, but wishing you all well!

10:09:00 From Charlotte Scully, CAHP to Everyone:

Charlotte Scully, California Association of Health Plans

10:09:00 From Dominnique Green to Everyone:

Dominnique Green, MSW, Sankofa Birthworkers Collective, San Bernardino
Count

10:09:02 From Colleen Townsend to Hosts and panelists:

Colleen Townsend, MD Partnership HealthPlan of CA

10:09:07 From Sis Marquita to Everyone:

Marquita Jones A Sister by Your Side 310-594-9134 email:
asisterbyyourside@yahoo.com

10:09:17 From Savannah Tapia to Everyone:

Savannah Tapia CHA , Sacramento CA

10:09:17 From Payshia Edwards-Smith to Everyone:

Payshia Edwards-Smith, Heluna Health

10:09:18 From Lee Walker to Everyone:

I can only see the speaker

10:09:19 From Lisa Bain, Global Communities to Everyone:

Lisa Bain, Global Communities, San Diego and the Inland Empire



10:09:22 From Se'Lah Wehner to Everyone:

Greetings alls. My name is sis Se'Lah Oya El Wehner representing Crowned SeLah Wellness, Frontline Hotline Doulas, and Black Women Birthing Justice. Residing I. Merced, Ca

10:09:23 From DeAnna to Everyone:

DeAnna Carpenter, Program Manager, Frontline Doulas

10:09:34 From Leizl Avecilla to Everyone:

Leizl Avecilla - Contra Costa Health Plan - Contra Costa

10:09:35 From Michelle Rodriguez to Hosts and panelists:

Good morning to all! My name is Michelle Rodriguez, I am a full spectrum doula currently based in Oakland. In addition I'm a graduate student researcher at Princeton university currently doing my dissertation work in collaboration with BIPOC midwives and doulas in the Bay Area. Grateful to be here and apart of the conversation 💕

10:09:37 From Elisa Havens-Stokes to Everyone:

Elisa Havens-Stokes | The Circle Family Center and Divinity Doula Services | live in Los Gatos (Santa Clara County) Work in Santa Cruz County

10:09:44 From Ajira Darch to Everyone:

Michai Freeman, Center for Independent Living, Berkeley, Alameda County

10:09:52 From Andrea Ferroni to Everyone:

Andrea Ferroni- California Department of Public Health, licensed midwife, co-design member. Tuolumne County. Hello!

10:10:05 From Rhea Boyd to Everyone:

Rhea Boyd, Public Works Alliance, Alameda County

10:10:13 From Linda Jones to Lee Walker, Hosts and panelists:

You can change that setting



10:10:16 From Linda Lanns to Everyone:

Linda Lanns, Creative One Billing Solution, Los Angeles county

10:10:24 From Tynesha to Everyone:

Tynesha Bennett, Root Connections Birthwork in Sonora. Serving Tuolumne, Calaveras, Mariposa, Merced and Stanislaus counties

10:10:27 From FLD LA Doula Hub to Everyone:

Good Morning! Misty Powell | Project Manager of LA Medi-Cal Doula Hub
LA County

10:11:15 From Sayida Peprah-Wilson, Diversity Uplifts, Inc. (Dr/She/her) to Hosts and panelists:

Sayida Peprah-Wilson (Dr/She/Her), Residing in the Inland Empire, DHCS Doula benefit Co-Design member, Founder & Executive Director of non-profit Diversity Uplifts, Inc., Co-Founder of Frontline Doulas, Founding member of Sankofa Birthworkers Collective of the Inland Empire, Lived experience- Black mother of 2 while on Medi-Cal in Los Angeles County, Black Infant Health and WIC participant. DrSayida@DiversityUplifts.org

10:11:38 From Alex Rounds to Hosts and panelists:

Alex Rounds, First 5 Mendocino and independent Licensed Midwife, Co-Design Team member

10:11:51 From Nikki Avila to Everyone:

Nikki Avila, Owner of In the Waiting Doula Services, Bakersfield, CA - Kern County- Medi-Cal Approved Doula

10:12:04 From Sankofa Birthworkers Collective to Everyone:

Deidre Medley C. Sankofa Birthworkers Collective of the Inland Empire, Executive Director. Riverside and San Bernardino County.



10:12:20 From Chantel Runnels Doula The Chaun Collectice - Riverside, CA to

Hosts and panelists:

Chantel Runnels - Doula, The Chaun Collective/Sankofa Birthworkers
Collective

10:12:33 From Aquilah Nelson to Ed Torres(direct message):

The slides are not advancing

10:12:39 From Lee Walker to Everyone:

Can you tell us which plans are not in compliance with

10:12:49 From Khefri Riley to Hosts and panelists:

Khefri Riley, Co-Founder, Director, Frontline Doulas, DHCS Co-Design Team
Member, Stakeholder, Director of Impact LA County Medi-Cal Doula Hub,
Birthworker, Maternal-Infant Advocate, Yogini, Birthed on Medi-Cal 23 years
ago, in Culver City, the traditional lands of the Tonga People. #westside

10:12:51 From Lee Walker to Everyone:

*yet

10:12:54 From Alex Rounds to Everyone:

Alex Rounds, First 5 Mendocino and independent Licensed Midwife, Co-
Design Team member

10:13:14 From Andrea Howard(she/her) to Everyone:

@Lee Walker, put your question in the Q&A please

10:13:21 From Nikki Avila to Everyone:

Kaiser Medi-Cal is paying 2023 rates and so is Anthem Medi-Cal

10:13:42 From vrindavani (they/them) to Everyone:

Still haven't got paid the 2024 rates from Partnership HealthPlan

10:14:03 From Kamilah Davis to Everyone:

^ oh no! is that statewide or in your region @Nikki ?



10:14:43 From Nikki Avila to Everyone:

State wide in California @kamilahdavis

10:15:13 From Tahira to Hosts and panelists:

I haven't received any updated rates for any client I've ever served since February 24

10:15:54 From Paula Carrasquillo Birth Doula to Everyone:

supposedly partnership was going to start paying the new rates for December 2024 dates of service but that wa

10:16:05 From Paula Carrasquillo Birth Doula to Everyone:

is false*

10:16:39 From vrindavani (they/them) to Everyone:

Insurances across the board have been withholding payments from claims from providers and policyholders

10:17:02 From Jonathan Ring to Everyone:

Good Morning,

10:17:12 From Jonathan Ring to Everyone:

Im

10:17:12 From Vicki Wrighster- Gold Coast Health Plan to Everyone:

Vicki Wrighster- Gold Coast Health Plan

10:18:05 From Paula Carrasquillo Birth Doula to Everyone:

just checked dhcs and my only straight medi-cal claim got denied I'm not taking any new clients until this is resolved im sick of working for free. I've already let 2 clinics who called me know.

10:18:58 From Jonathan Ring to Everyone:

I am May Copeland physical here in the office at the main office using Jonh R. the host web camera Thank you for having me! 😊



10:19:18 From Khefri Riley to Hosts and panelists:

Doulas! Please complete this form to share your concerns and complaints regarding payments or other issue: 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>

10:19:49 From Tess Waxman to Everyone:

There does not seem to be ANY urgency about these rate issues from DHCS. Meanwhile I'm owed thousands of dollars. What do you think they'd do if they didn't get their salary one month?

10:20:02 From Khefri Riley to Hosts and panelists:

This form is created by independent Doula benefit advocates.

10:21:12 From vrindavani (they/them) to Everyone:

Wild how if these insurances "accidentally" overpay us they immediately work hard to get their money back — but it is completely okay to withhold OUR money from us

10:22:20 From Paula Carrasquillo Birth Doula to Everyone:

agreed vrindavani! Also what about interest for call this delay!!

10:23:10 From Nikki Avila to Everyone:

Right, doulas are frustrated from not getting paid. How can keep these MCPs accountable? @tesswaxman

10:23:49 From Sandra Rosenblum- Marin to Everyone:

The speaker is describing a system in which Managed Care Plans are financially incentivized to strategically limit services and payments. MCPs will not fix this problem- DHCS needs to increase regulation and enforcement.



10:23:51 From vrindavani (they/them) to Everyone:

Would this be considered wage theft? Would birth workers and doulas have to go a legal route like a class-action lawsuit in order for us to get paid?

10:24:14 From Jonathan Ring to vrindavani (they/them), Hosts and panelists:

hello there this message is from May Copeland using John R. laptop. That is sad that that is the case. how long have you been a serving Doula in Sacramento?

10:25:22 From Tess Waxman to Everyone:

Nicholas's super vague answers in the Q&A are further frustrating me. It feels like nothing is actually being done. And there are more plans not in compliance than the ones he listed!

10:26:07 From Tahira to Hosts and panelists:

100%. I can't keep taking doula clients when I'm not getting paid. If none of the LA MCPs are going to pay the new rates we have to do something. I'm owed \$14,000 that I was counting on coming Dec 31st. This is so infuriating that they just get to not pay us and there are NO ANSWERS for when or if this money will ever come

10:26:43 From Nikki Avila to Everyone:

For commercial insurance, for instance, Kaiser HMO prenatal visit rates are \$215 per visit, yet Medi-Cal 2024 rates are \$162.11 per visit. Both are paying a lower rate.

10:26:56 From Lydia Nakavuma to vrindavani (they/them), Hosts and panelists:

Please put your questions in the Q&A

10:27:41 From vrindavani (they/them) to Everyone:

I think a collective action plan from us doulas and birth workers is a class action lawsuit against the MCPs and DHCS.



10:29:50 From Tess Waxman to Everyone:

The amount of unpaid labor I've put in to try and get paid is ridiculous

10:30:06 From Khefri Riley to Everyone:

Doulas! We share these concerns directly with plans and DHCS. Please complete this form to share your concerns and complaints regarding payments or other issue: 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>

10:31:08 From vrindavani (they/them) to Everyone:

^^ ^^

10:31:20 From Nikki Avila to Everyone:

Khefri, I have done this about 2/3 times, what is being done? Can you please let us know the solution to filling out this form?

10:31:44 From Emily Erhardt, Alameda Alliance for Health to Everyone:

Tess - Emily from Alameda Alliance here. I'm looking into your claims now. May I call you after the meeting?

10:31:56 From Tess Waxman to Everyone:

Yes, thank you Emily!

10:32:37 From Davina to Everyone:

Just a note: Community Health Group is also not in compliance with 2024 rates (\$ owed)

10:32:41 From Amy Chen to Tess Waxman, Hosts and panelists:

Hi Tess, I'm so sorry for all your challenges with getting paid! It's terrible. I just want to draw your attention also to the note from Khefri Riley:

10:32:45 From Nikki Avila to Everyone:

Why aren't the MCP's joining these calls?



10:32:46 From Amy Chen to Tess Waxman, Hosts and panelists:

Douglas! We share these concerns directly with plans and DHCS. Please complete this form to share your concerns and complaints regarding payments or other issue: 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>

10:33:18 From Khefri Riley to Everyone:

Nikki, we submit this form to DHCS and to the Plans and we use direct experience to advocate for these major concerns. Without this data we cannot move the needle. Even if it is slow. Your feedback has been invaluable so that our concerns are not erased. This is a huge lift and we are standing firm.

10:34:00 From Dale Fleming to Everyone:

Michel's voice is muffled. Can anything be done?

10:34:16 From vrindavani (they/them) to Everyone:

Roll call - how many birthworkers and doulas here have not been paid from either MCPs or medi-cal directly?

10:34:37 From Davina to Everyone:

I would love to know if there are thoughts about providing payment for doulas who show up to a client visit and the client double booked and can no longer meet, etc. Like a no-show (if you don't show up or cancel a medical appointment, you still get billed - can we get something similar for doulas?). Or any consideration for doulas being on call but not being able to make the birth (such as a speedy birth), still being able to bill.

10:34:40 From Tahira to Hosts and panelists:

I have not been paid any updated rates ever



10:35:02 From Stacy Avalos RootedWillowServices.com to Everyone:

I can hear you

10:35:05 From Carolyn Harris to Everyone:

I can hear you fine Michel

10:35:11 From Sandra Rosenblum- Marin to Everyone:

It's a little muffled

10:35:36 From Sayida Peprah-Wilson, Diversity Uplifts, Inc. (Dr/She/her) to Hosts and panelists:

That's better

10:35:46 From Sayida Peprah-Wilson, Diversity Uplifts, Inc. (Dr/She/her) to Hosts and panelists:

better

10:35:48 From Jonathan Ring to Everyone:

you sound Good.. They might want to check their volume

10:35:53 From Nikki Avila to Everyone:

Thank you Khefri, I know you work hard for us as a whole, I think because we have no contact with MCP's at all and this week I was waiting for Kaiser to answer their claims line that I waited on for 58 mins without anyone answering the call. I know I completed the form after letting you know. Thank you for all you do.

10:36:25 From Stacy Avalos RootedWillowServices.com to Everyone:

Yes Davina, something like a form that you sign in a dr. office obligating the client if we are not paid they are responsible for payment or if no-show a fee that can be charged.



10:36:45 From Ellen Branch | she,her(s) to Everyone:

Ellen- Frontline Doula Champions (MediCal Doula provider for LA Care, Kaiser, Health Net, Molina, and Blue Shield) I have had significant barriers to billing and claims with LA Care and Kaiser. I have elevated both issues to DHCS and followed the appeal process according to the contract and have been met with paper replies 45-60 days after sending the necessary information all to be told the claim cannot be found. To what degree is a provider responsible for locating documents that should be easily found in such a bureaucratic system?

10:36:51 From Amritha Roser, Molina Healthcare to Everyone:

Amritha Roser, Molina Healthcare, LA, Sac, Riv, SB, and SD

10:36:54 From Tess Waxman to Everyone:

Thank you Amy - yes, I've completed that form many times since it was created

10:37:06 From Khefri Riley to Everyone:

Thank you Nikki.

10:37:31 From Lydia Nakavuma to Ellen Branch | she,her(s), Hosts and panelists:

Hi Ellen, please insert your questions in the Q&A.

10:38:51 From vrindavani (they/them) to Everyone:

Continuously documenting all the issues with this benefit is helpful - especially from birthwork providers directly. All this documentation will be helpful with filing a class action lawsuit

10:41:27 From Mary DelPlato - HPSM to Everyone:

Can you provide the link for this deck?



10:42:32 From Jonathan Ring to Ellen Branch | she,her(s), Hosts and panelists:

Hello There I am May Copeland using the host laptop here in the building. I AM EXTREMELY interested in the Doula world and want to be included in the classes that are taking place in the L.A. area with Frontline such as the current class that is taking place. I would LOVE to join! 🥰

10:43:14 From Sayida Peprah-Wilson, Diversity Uplifts, Inc. (Dr/She/her) to vrindavani (they/them), Hosts and panelists:

Hi Vrindavani, are you a doula or do you represent and org? Appreciate you comments

10:43:39 From Nikki Avila to Everyone:

Thank you Khefri.

10:43:55 From Tess Waxman to Everyone:

Thank you Khefri!!!

10:43:58 From Ajira Darch to Everyone:

Hi @Mary DelPlato, it will be posted on the DHCS doula services website after this meeting.

10:44:18 From Paula Carrasquillo Birth Doula to Everyone:

thank you Khefri!

10:44:19 From Mia Janay to Everyone:

yes, humanize this work. thank you Khefri!!

10:44:25 From Ajira Darch to Everyone:

Thank you Khefri

10:44:28 From Mary DelPlato - HPSM to Everyone:

Thank you @ajiradarch

10:44:40 From Nikki Avila to Everyone:

I am crying, Khefri, you are OUR DOULA! Thank you for advocating for birth workers!



10:45:11 From Stacy Avalos RootedWillowServices.com to Everyone:

Thank you Khefri, I just became credentialed this past Sept and I am worried now because hearing all of this is not very encouraging

10:45:46 From Ellen Branch | she,her(s) to Everyone:

There is not feedback. Its just denied.

10:45:50 From Tess Waxman to Everyone:

No, it's not happening

10:46:05 From Khefri Riley to Everyone:

RIGHT - THIS IS THE ISSUE BAMBI!

10:46:07 From Tess Waxman to Everyone:

And clean claims are being denied by Kaiser right now

10:46:17 From Ellen Branch | she,her(s) to Everyone:

@Tess CORRECT

10:46:28 From Brittney to Hosts and panelists:

There is no feedback, it just gets denied. It's become worst since the code changed.

10:46:44 From Payshia Edwards-Smith to Hosts and panelists:

What are the claim denial reasons? Q for doulas and advocates

10:46:48 From Jonathan Ring to Everyone:

Hello ALL! my Name is May Copeland using Jonh's laptop here in the physical office. I am open to ANY & ALL information that is at the front of ANYONE's mind and any helpful tips are welcomed! My email is: @24.7.casualcatering@gmail.com Thank you in advance

10:46:53 From Andrea Howard(she/her) to Everyone:

Even clean claims that are being paid are not being paid at the correct amount across the board



10:47:07 From Paula Carrasquillo Birth Doula to Everyone:

@stacy do not rely on this for your income until this is resolved because you will be in a financial chasm like me.

10:47:29 From Nish Patel to Everyone:

For doulas receiving denied claims: Are you billing through a clearinghouse? If so, the submission may be getting rejected by the clearinghouse for missing information. It also may be an issue on the MCP end, but it is worth looking into the method of submission as well because MCPs cant see those

10:47:37 From Tess Waxman to Everyone:

Yes thank you Sayida!!!

10:47:47 From Stacy Avalos RootedWillowServices.com to Everyone:

I am learning this from all of you and still working with private clients thankfully

10:48:38 From vrindavani (they/them) to Everyone:

EXACTLY

10:48:47 From vrindavani (they/them) to Everyone:

We are doing what we need to do and following instructions!

10:48:56 From Stacy Avalos RootedWillowServices.com to Everyone:

Where are the MCPs today, they were on the last meeting we had

10:49:19 From Sayida Peprah-Wilson, Diversity Uplifts, Inc. (Dr/She/her) to Everyone:

Thank you!

10:49:27 From Mia Janay to Everyone:

Thank you Sayida for concisely explaining the woes of us doulas. We've repeated these grievances time and time again and it's beyond infuriating



10:49:27 From Ellen Branch | she,her(s) to Everyone:

And I just got an email from Kaiser asking me to sign an amendment to be paid the same amount as MediCAL for commercial members. This is very disturbing because Kaiser is the main MCP that is creating barriers to claims and billing for MediCAL pops I can only imagine how difficult it will be to ensure doulas are getting paid equitably for care to members that are paying into a plan.

10:49:29 From vrindavani (they/them) to Everyone:

Thank you Sayida!

10:49:43 From Paula Carrasquillo Birth Doula to Everyone:

Just had to decline a client that called me just now who needs a doula cuz I can't afford to take more clients until I get paid.

10:49:50 From Khefri Riley to Everyone:

MCP's should be here! ALL need to be called in and a CA MCP plan meeting held by DHCS may be needed at this time.

10:50:03 From Nikki Avila to Everyone:

DHCS we need to be paid!!!!!!

10:50:12 From vrindavani (they/them) to Everyone:



10:50:13 From Emily Erhardt, Alameda Alliance for Health to Everyone:

Alameda Alliance is here - and has been since these meetings have started.
This feedback is so vital. Thank you all for sharing your experiences.

10:50:25 From Nish Patel to Everyone:

IEHP is here as well

10:50:28 From Ashley Sayers, IBCLC + Doula to Everyone:





10:50:28 From Tess Waxman to Everyone:



10:50:30 From vrindavani (they/them) to Everyone:

We get arrested or fined! EXACTLLY!

10:50:37 From Kurita Powell/Divine Birthwork of Heart to Everyone:

Thank you Mama Linda

10:50:39 From Khefri Riley to Everyone:

YES! Alameda County! And it shows and makes allllll the difference.

10:50:45 From Stacy Avalos RootedWillowServices.com to Everyone:

Thank you for coming because I am not creditialing with anymore

10:50:49 From vrindavani (they/them) to Everyone:

WAGE THEFT

10:50:55 From Stacy Avalos RootedWillowServices.com to Everyone:

MCPS until my sisters are paid

10:51:02 From Khefri Riley to Everyone:

Thank you Mama Linda.

10:51:03 From Lucy Tyralla to Everyone:



10:51:10 From Keachelle Lewis to Everyone:

BlueShield Promise is here from LA/SD county. We appreciate you sharing your experiences and always take this feedback back to continue to improve our operations.

10:51:11 From Paula Carrasquillo Birth Doula to Everyone:

thank u mama Linda

10:51:30 From Mary DelPlato - HPSM to Everyone:

Health Plan of San Mateo is here - San Mateo County, CA



10:51:41 From Paula Carrasquillo Birth Doula to Everyone:

there's no real consequences for the health plans either

10:51:45 From Khefri Riley to Everyone:

Thank you Blue Shield, we hope that doulas are being contacted and supported in real time.

10:51:47 From MichelleSanders- Founder/ED BFAMW to Everyone:

A doula shouldn't be getting a 3 day notice and facing eviction when she's working hard supporting client but not get paid as agreed.

10:51:50 From james Kyle to Everyone:

Molina is here and listening to

10:52:12 From Ellen Branch | she,her(s) to Everyone:

Blue Shield has been the easiest MCP to work with. Thank you

10:52:22 From vrindavani (they/them) to Everyone:



10:52:28 From vrindavani (they/them) to Everyone:

RIGHT

10:52:30 From Khefri Riley to Everyone:

Thank you Molina, we hope that you are contacting and supporting doulas with any concerns they are communicating.

10:52:37 From Nikki Avila to Everyone:

@MichelleSanders this is not ok



10:52:46 From Nakeya T. Fields, LCSW to Everyone:

I think what is being address is this is not only happening with Doula benefit. MCPs being in charge or reimbursement might be a conflict of interest if they are seeking primarily to keep as much of the profit as possible, as a historical trend. Providers of all types are having to learn the MCP language, but it is not standardized. They also require different modifiers, etc for each MCP. This is impacting reimbursement. We advocate for standardization and removing prior authorization on these types of services.

10:53:03 From Khefri Riley to Everyone:

Absolutely Michelle!

10:53:11 From Tahira to Hosts and panelists:

100 100 100 they want us to chase this money on top of allllll the hard work we're doing for these families.

10:53:16 From Ashley Sayers, IBCLC + Doula to Everyone:

Agree <3 I am still awaiting IEHP payments from OCTOBER, yet still working hard on my end to see their clients. The client load I need to maintain to compensate for the payment issues is not sustainable and whenever I request assistance I get a "not our problem, ask your biller" response.

10:53:42 From Denise Ramirez (Blue Shield of California Promise Health Plan) to Everyone:

Hello, Denise here from Blue Shield of California Promise Health Plan, servicing both Los Angeles and San Diego Counties. Please feel free to reach me and our team at bscpromisedoula@blueshieldca.com. We are happy to answer any questions.

10:53:56 From Khefri Riley to Everyone:

Thank you Ajira.



10:53:58 From Paula Carrasquillo Birth Doula to Everyone:

@michellesanders absolutely my debts are mountains now cuz I can't pay them. I'm on foodstamps at this point.

10:54:04 From Miranda Pena to Everyone:

Contra Costa Health Plan here and ready to help! Please email me at miranda.pena@cchealth.org if you've been having issues with us so we can get you paid!

10:54:05 From Tahira to Hosts and panelists:

These MCPs haven't paid me for FEBRUARY 2024 claims! Like really they can be a year late?!!

10:54:08 From Angelica Bender to Everyone:

From Kaiser Permanente - First and foremost, we want to acknowledge the concerns and frustrations you're expressing about the payment delay. Kaiser Permanente is actively collaborating with the Department of Health Care Services (DHCS) to obtain essential guidance to ensure full system configuration and advanced automation solutioning is underway. This ongoing partnership aims to enhance the efficiency and effectiveness of Kaiser's healthcare delivery systems, aligning with the organization's commitment to innovation. We are sympathetic to the downstream effects of this delay and are working as diligently as possible to minimize any additional delays.

10:54:13 From Nish Patel to Everyone:

Ashley can you email us at doula@iehp.org . I will look into your claims

10:54:55 From Nikki Avila to Everyone:

@AngelicaBender, can we have a contact email?



10:54:58 From Sayida Peprah-Wilson, Diversity Uplifts, Inc. (Dr/She/her) to Everyone:

Kate can you say who you are and what your role is

10:54:58 From vrindavani (they/them) to Everyone:

Its personal when its our livelihoods

10:54:59 From Priya Batra to Hosts and panelists:

@Bambi and DHCS team - I want to share that these payment issues aren't limited to doulas, but are experienced by many "nontraditional providers" brought in under CalAIM. For example, we (LAC DPH) are getting a similar runaround on claims for ECM/Birth Equity.

10:55:07 From Emily Erhardt, Alameda Alliance for Health to Everyone:

A couple email addresses:

Mine is eerhardt@alamedaalliance.org

Also doula@alamedaalliance.org

10:55:21 From Nikki Avila to Everyone:

Ajira, THANK YOU!

10:55:27 From Khefri Riley to Everyone:

Priya, thank you!

10:56:12 From Kate Ross to Everyone:

@Sayida I'm with the California Association of Health Plans

10:56:17 From Ellen Branch | she,her(s) to Everyone:

What is DHCS doing to ensure the doula benefit pay rates are equitable as this opens up beyond MCP and the mediCal populations? 100% MediCal for Commercial members is an insult to doulas and people who pay into their care plans. At the very least, there should be an opportunity to negotiate commercial rates like other providers do.



10:56:21 From Angelica Bender to Everyone:

Yes, for KP please email: Medi-Cal-State-Program@kp.org

10:56:24 From Sayida Peprah-Wilson, Diversity Uplifts, Inc. (Dr/She/her) to Everyone:

Community Health Worker programs are saying the same thing

10:56:24 From Adriana Mercado to Hosts and panelists:

Hi Denise

I have not received an answer from bscpromisedoula since August - I'm based in San Diego

Who can I contact to follow up and get contracted?

10:56:26 From Emily Erhardt, Alameda Alliance for Health to Everyone:

Great share, thank you Priya!

10:56:36 From Colleen Townsend to Hosts and panelists:

For Partnership HealthPlan of CA please contact us at doulaservices@partnershiphp.org

10:56:50 From Ajira Darch to Everyone:

Agreed @Ellen Branch

10:56:59 From Ajira Darch to Everyone:

Thank you Priya

10:57:11 From Sayida Peprah-Wilson, Diversity Uplifts, Inc. (Dr/She/her) to Everyone:

Thank you @Pooja

10:57:11 From Ellen Branch | she,her(s) to Everyone:

Thank you @Ajira



10:57:14 From Priya Batra to Hosts and panelists:

ECM: Enhanced Care Management, another relatively new benefit open to non-clinicians (care management for complex patients) - sorry to use acronyms!

10:57:17 From Adriana Mercado to Everyone:

Hello Denise

I have not received an answer from bscpromise since August - I'm based in San Diego

10:57:32 From Mayra Serrano-Anthem to Everyone:

If anyone is having any claims issues with Anthem Blue Cross, feel free to reach out to me directly: mayra.serrano@anthem.com I have just recently taken on a role for the doula benefit and I hear all of your concerns and want to make sure you are all getting paid.

10:57:40 From Jonathan Ring to Everyone:

In spite of All the confusion that MANY of the Doula's are experiences. I am VERY thankful for ALL of you doing the valuable work that you do to take care of the mother's & babies here and around the Sacramento County.
Thank you!

10:57:50 From Priya Batra to Everyone:

Sorry: ECM: CM: Enhanced Care Management, another relatively new benefit open to non-clinicians (care management for complex patients) - sorry to use acronyms!

10:58:14 From Khefri Riley to Everyone:

Thank you Ellen, this is a primary issue.



10:58:19 From Ashley Sayers, IBCLC + Doula to Everyone:

Hi Nish. I have emailed the mentioned email several times and have also called several times. Most recently, I had many claims denied with a rejected code combination, and yet others paid with the same codes on the same statement. There was an entire audit requested from folks at that email without resolution. I've been asking for an address update since October as well, although I am told it is updated, payments I do receive go to the old address. I appreciate the response and request to reach out, but this option has simply not worked.

10:58:33 From Khefri Riley to Everyone:

Thank you Deitre, I appreciate you and your entire team.

10:58:39 From Nakeya T. Fields, LCSW to Everyone:

Yes, as a ECM provider, we also cannot connect payments with claims and Availity has been difficult to connect and run those types of reports from. I agree, Priya.

10:58:55 From Denise Ramirez (Blue Shield of California Promise Health Plan) to

Everyone:

Hi @adriana saw your email this AM. please see your inbox! Looking forward to connecting.

11:00:04 From Priya Batra to Everyone:

@Bambi/DHCS: Plans focus on measures of service "quality" that you all can define. Perhaps some measure of provider experience (doula/CHWs/ECM) could be tied to performance and penalties...something to think about!

11:00:18 From Khefri Riley to Everyone:

Thank you for clearly stating this Bambi.

11:00:24 From Nish Patel to Everyone:

@ashley can you email me directly patel-n2@iehp.org.



11:00:45 From Priya Batra to Everyone:

Have to sign off, thanks for including me in this venue! Looking forward to partnering to improve benefit implementation.

11:00:51 From Priya Batra to Everyone:

Hope everyone in LA is safe!

11:01:36 From Ajira Darch to Everyone:

If you haven't already, whether you are a provider or recipient of doula services through this Medi-Cal benefit, please share your complaints and concerns through this community feedback from which we use to support our advocacy and which we share with DHCS and now forward to applicable MCPs: CA Medi-Cal Doula Benefit Feedback Form
<https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>

11:01:40 From Growing Seeds Doula Services to Everyone:

@Ashley I use a biller and I have denials as well. I haven't received payment from a July birth. It is very discouraging because the service has been rendered. It's not sustainable. I also have not received the correct reimbursement yet either. I came in late so I may have missed the response to this. Are we being reimbursed what is due?

11:02:18 From Sayida Peprah-Wilson, Diversity Uplifts, Inc. (Dr/She/her) to Everyone:

DHCS team... we are aware that you have been very active in trying to implement the benefit to fidelity. The reality is that this benefit is being facilitated mostly by 23 MCPs, not DHCS, which means that there are issues beyond your control and we will need your continued commitment to help doulas and families address the issues.



11:03:38 From Lee Walker to Everyone:

@angelica bender so are you saying that Kaiser is not in compliance as of now? I haven't not received a reinstatement check from you all. I do receive a paper check from you all so I was hoping that this was the hold up.

11:04:08 From Tess Waxman to Everyone:

Agreed about the commercial rates, Ellen!!

11:04:18 From Ellen Branch | she,her(s) to Everyone:

@ Lee Kaiser hasn't been in compliance since October 2023 lol

11:04:42 From Mia Janay to Everyone:

right @Ellen!

11:04:42 From Tess Waxman to Everyone:

Super appreciate the MCP reps that are here and sharing direct contact emails.

11:04:53 From Ashley Sayers, IBCLC + Doula to Everyone:

@nish I sent a quick note to get connected, thank you.

11:05:33 From Sandra Rosenblum- Marin to Everyone:

Is anyone working with Partnership Health Plan? Can you share whether or not you are being appropriately compensated in a timely manner and at the current rate? Very grateful!

11:06:20 From Ellen Branch | she,her(s) to Everyone:

@Mia That's why they haven't been actively attending these meetings. LA Care stopped too. We are seeing the proof in attendance and participation for the MCP. Grateful to the MCP that are working to rectify but for the others... its clear legal action may be the next step.

11:06:27 From Lydia Nakavuma to Ed Torres(direct message):

Hello Mr. Ed, can you please stop sharing so I share the sounds?



11:06:46 From Ed Torres to Hosts and panelists:

Thank you Ms. Lydia

11:07:29 From Growing Seeds Doula Services to Everyone:

I haven't received any compliant reimbursements. From Kaiser or Partnership. I'm getting ready to go bill Molina. Are they reimbursing correctly?

11:08:01 From Ellen Branch | she,her(s) to Everyone:

@Growing Seeds As far as I know yes.

11:12:03 From Paula Carrasquillo Birth Doula to Everyone:

@sandra no PARTNERSHIP it's not paying the correct rates. Supposedly they were supposed to start paying the twenty twenty four rates for dates of service from december forward but that was a lie

11:12:33 From Talisa Fausto to Everyone:

@Growing Seeds I have been billing Molina for a while now and there seems to be some discrepancies with the diagnosis codes, I've emailed a few times and they are supposed to be getting back to me soon

11:12:46 From Sandra Rosenblum- Marin to Everyone:

Thank you @Paula

11:13:25 From Lydia Nakavuma to Ed Torres(direct message):

Mr. Ed. One of the doulas on the group has a request to conduct a poll on how many doulas have been paid or not paid their back pay. Can you consult with your team and see if you can run this poll on zoom?

11:14:13 From Ed Torres to Hosts and panelists:

I'll ask Ms. Lydia

11:16:39 From Jacqueline to Everyone:

Jacqueline Diaz, here as a birthworker in Sacramento County



11:17:02 From Growing Seeds Doula Services to Everyone:

@Talisha that was the response I received when I tried the first time.

11:17:22 From Kurita Powell/Divine Birthwork of Heart to Everyone:

Kurita Powell, birthworker in Solano County

11:18:01 From Adriana Mercado to Everyone:

Adriana Mercado

Doula & childbirth educator

Based in San Diego

11:18:05 From Talisa Fausto to Everyone:

Talisa Fausto (Doula127) doula and student midwife, serving San Bernardino high desert 🌵 also serving low desert and riverside county

11:18:08 From vrindavani (they/them) to Everyone:

@sandra - still waiting for Partnership to pay me the 2024 rates from last year.

11:19:10 From Jonathan Ring to Talisa Fausto, Hosts and panelists:

Hello there,

11:21:49 From Nikki Avila to Everyone:

Thank you Mayra! I emailed you

11:23:04 From Jonathan Ring to Talisa Fausto, Hosts and panelists:

I have a young lady here in the office that is stating that she is willing to Travel to L.A or surrounding areas in order to be trained in any of your programs. Rather what the area is! Her name is May Copeland she can be emailed any & all information that you feel would be helpful to her a@24.7.casualcatering@gmail.com. Thank you for sharing helpful information with her. Please be safe in the L.A. area with the wildfires taking place.

11:23:09 From Mayra Serrano-Anthem to Everyone:

@nikki thank you for your email. I have sent you a response.



11:23:18 From Growing Seeds Doula Services to Everyone:

Felicia "Fe Fea" White Curtis A Doula , Doula Trainer, Child Birth Educator and Doula Mentor in the Sacramento Area and beyond.

11:24:11 From Teresa Gibson to Everyone:

I am still hearing from member and doctors they were not aware the program existed

11:24:29 From vrindavani (they/them) to Everyone:

Barriers are systemic and created by the MCPs and DHCS

11:24:43 From Paula Carrasquillo Birth Doula to Everyone:

Bilingual Birth and post partum doula serving marin and sonoma counties

11:25:03 From Jacqueline to Everyone:

Since folks are sharing, I'm still waiting to be paid from Kaiser who has also begun denying claims that were previously accepted and have no structures in place for accepting claims for additional postpartum visits.

11:25:25 From Ajira Darch to Everyone:

Thank you to all the doulas who are showing up to these meetings and sharing your experiences in the chat! If you're able, please share these concerns in our community feedback form as well, and share with clients/community to share their experiences as well! CA Medi-Cal Doula Benefit Feedback Form

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

11:25:58 From Tess Waxman to Everyone:

Yes, people with Medi-Cal still don't know the benefit exists but as soon as commercial Kaiser starts including doula support all of a sudden all of their commercial members know....hmm.

11:26:19 From Growing Seeds Doula Services to Everyone:

Exactly



11:26:28 From Kurita Powell/Divine Birthwork of Heart to Everyone:

Definitely a barrier in the enrollment process. I'm still waiting to be enrolled with CCHP and Alameda Alliance and I started the process around this time last year

11:27:06 From Growing Seeds Doula Services to Everyone:

Many hospital are creating these programs.

11:27:57 From Jacqueline to Everyone:

@tesswaxman exactly that!

11:28:05 From Emily Erhardt, Alameda Alliance for Health to Everyone:

Kurita could you please send an email to pdept@alamedaalliance.org and ccdoula@alamedaalliance.org? They can help you contract with the Alliance, if you are interested.

11:28:33 From Angelica Bender to Everyone:

For those that prefer a direct contact please use: Stephanie.M.Lapre@kp.org. We encourage the use of group inbox (Medi-Cal-State-Program@kp.org) to ensure timely responses in instances where individuals may be out of the office unexpectedly. Kaiser expects to pay any NEW claims at 2024 rates in the very near future. As previously shared, we are currently working on implementing an automated payment solution that will include the new rates. Kaiser has been attending these meetings and our apologies if our participation has not been visible.

11:28:50 From Khefri Riley to Everyone:

Please join the LA Medi-Cal Doula Hub Mailing list and Listserv, we will launch over social media next week @frontlinedoulas and would love to share the news with you. LA County Medi-Cal Doula Hub
Join our Listserv! LA County Medi-Cal Doula Hub Inquiries
<https://bit.ly/doulahubconnectwithus>



11:29:11 From Growing Seeds Doula Services to Everyone:

Which in my opinion shows that they do not truly understand what a Doula truly is and this will continue to cause barriers.

11:30:08 From Kurita Powell/Divine Birthwork of Heart to Everyone:

@EmilyErhardt will do

11:30:45 From Tess Waxman to Everyone:

@Angelica, when do you expect to pay doulas what we are owed from claims submitted after Jan 1 2024? (the TRI backpay)

11:31:03 From Growing Seeds Doula Services to Everyone:

Will any provider be reimbursing for the past doula clients?

11:31:40 From Jacqueline to Everyone:

I feel like the first slide is what doulas worked to figure out last year and there are more and new issues at the forefront this year.

11:31:58 From Payshia Edwards-Smith to Hosts and panelists:

Please add: common doula claim denial reasons

11:33:50 From Tynesha to Everyone:

Will inconsistencies be addressed with MCOs randomly denying properly billed procedure codes? for example, I'm experiencing procedure codes randomly being denied even though it's alongside the same code being paid within the same claim.

11:34:00 From Khefri Riley to Everyone:

Speak! Thank you!

11:34:20 From Brittney to Everyone:

Thank You May!!!!

11:34:20 From Lydia Nakavuma to Tynesha, Hosts and panelists:

Hello Tynesha, please place your question in the Q&A



11:34:26 From Mia Janay to Everyone:

Appreciate you May!

11:34:28 From Arica N to Everyone:

Thank you!

11:34:44 From Khefri Riley to Everyone:

Ed, can you let Ajira share screen

11:34:48 From Kani Bior Doula By Leslie M to Everyone:

Hi my name is Leslie Meza,

I'm a doula for over 6 years - provider with medi-cal 3 years now

I am having issues in San Diego with local

Hospitals and clinics limiting access for doulas and their clients.

Not allowing us to provide clients with services - how can we provide

healthcare professionals with proper information

I feel there's no clarity to

11:34:53 From Se'Lah Wehner to Everyone:

Respect and Honors

11:35:00 From Ashley Sayers, IBCLC + Doula to Everyone:

Beautiful words, thank you May! The acknowledgment on why we do what

we do, to uplift our communities, resonates <3

11:35:01 From Ed Torres to Hosts and panelists:

yes Ms Khefri

11:35:01 From Growing Seeds Doula Services to Everyone:

Let us not forget! Thank you!

11:36:10 From Linda Jones to Hosts and panelists:

@May - BWBJ will be having a Black Doula training with emphasis on

becoming a MediCal Provider again in June.



11:36:59 From Linda Jones to Everyone:

@May - BWBJ will be having a Black Doula training with emphasis on becoming a MediCal Provider again in June.

11:37:03 From Bianca Hamilton to Everyone:

CA Medi-Cal Doula Benefit Feedback Form

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

11:37:17 From Ed Torres to Deitre Epps(direct message):

Good morning Ms. Deitre. Doula Paula Carrasquillo raised her hand. Just an FYI. Thank you

11:37:23 From Sa Nguyen to Angelica Bender, Hosts and panelists:

Hi Angelica, flagging for Kaiser a few Q&A: 1)@nicholas, please include Kaiser Permanente on that list; they are paying 2023 rates!; 2)Kaiser is currently denying all claims that use the new crosswalk codes. Are you doing anything about that?; 3) Ellen- Frontline Doula Champions (MediCal Doula provider for LA Care, Kaiser, Health Net, Molina, and Blue Shield) I have had significant barriers to billing and claims with LA Care and Kaiser. I have elevated both issues to DHCS and followed the appeal process according to the contract and have been met with paper replies 45-60 days after sending the necessary information all to be told the claim cannot be found. To what degree is a provider responsible for locating documents?

11:37:31 From Khefri Riley to Everyone:

91 responses so far, thank you doulas.

11:37:43 From Deitre Epps to Ed Torres(direct message):

Thank you

11:38:15 From Deitre Epps to Paula Carrasquillo Birth Doula, Hosts and panelists:

Hello. Would you like to speak next



11:38:28 From Deitre Epps to Paula Carrasquillo Birth Doula, Hosts and panelists:

Please excuse the delay. I did not see your hand

11:39:02 From vrindavani (they/them) to Everyone:

Name em'!

11:40:18 From Kamilah Davis to Everyone:

Will these slides be shared on the website with the DHCS slide deck?

11:40:32 From Growing Seeds Doula Services to Everyone:

@Leslie I have noticed this as well and I fear it is because they are starting to create their own doula programs and encouraging their patients to use their doulas. Actually, I was told by a family I served that they were encouraged to use the hospital doula instead of bringing one in so that they could have another guest. Basically if they brought their own doula they could only have one other guest but if they use their doula they get two guest because their doula is counted as a member of the medical team/staff.

11:41:14 From Jonathan Ring to Ashley Sayers, IBCLC + Doula, Hosts and panelists:

Your welcome. If you are able to share with me any forms of knowledge I am truly grateful for that. I am in the Sacramento Area are you in that area as well?

11:42:18 From vrindavani (they/them) to Everyone:

Shame!

11:42:47 From Jacqueline to Everyone:

Anthem Blue Cross has had everything to fully contract me for months but still hasn't issued the contract and I've emailed over two months and they say it's still being processed



11:42:48 From Paula Carrasquillo Birth Doula to Hosts and panelists:

yes it has to do with access but I'll just address it on the form as it was just referenced on the circle graph

11:43:26 From Nikki Avila to Everyone:

Thank you Khefri

11:43:43 From Mayra Serrano-Anthem to Everyone:

@Jacqueline please feel free to reach out to me and I will look into processing your contract mayra.serrano@anthem.com

11:44:29 From Jacqueline to Everyone:

Okay @mayra thanks

11:44:40 From Lydia Nakavuma to Ed Torres(direct message):

Mr. Ed, are you familiar with zoom polls?

11:44:48 From vrindavani (they/them) to Everyone:

NAME EM!

11:45:08 From vrindavani (they/them) to Everyone:

Recently as TODAY!

11:45:11 From Ed Torres to Deitre Epps(direct message):

Ms. Lydia, my supervisor has not given me approval to do this poll. I will ask again.

11:45:15 From Growing Seeds Doula Services to Everyone:

The Melanated Doula Collective offers trainings and workshops on becoming a Medi-Cal approved doula! In the Sacramento area.

11:45:39 From Deitre Epps to Ed Torres(direct message):

We can do it next time

11:45:45 From Growing Seeds Doula Services to Everyone:

How do we ask to speak?



11:46:05 From Debra Swope to Everyone:

IEHP sent one check in late 2024 for that year's difference - they are back to paying 2023 rates in 2025

11:46:18 From Peggy Wheeler to Everyone:

Thank you, Khefri. We are committed to following up on every barrier identified in a hospital, case by case. I am receiving communication directly from some doulas, which is appreciated also. We will verify that they are also completing the feedback form as a central repository.

11:46:18 From Tess Waxman to Everyone:

Anthem took over 4 months AFTER I signed their contract to send me back a completed one...I took on clients within that timeframe and then couldn't get paid :(

11:46:25 From Tess Waxman to Everyone:

I don't take Anthem clients anymore

11:46:26 From May Ly to Everyone:

I'm May Ly with Pear Suite. I know there were a lot of pain points shared around doula billing here and want to reinforce the goodness in all the work you do. Would love to collaborate and see how we support doulas with claims submission and billing. We are also a CHW Provider and have a hub that can support entities wanting to offer CHW services outside of Doula support. Please feel free to contact me at may@pearsuite.com

11:46:49 From Peggy Wheeler to Everyone:

I don't know if I can

11:46:53 From Keachelle Lewis to Everyone:

If any doulas here have concerns about not being paid the 2024 rate from BlueShield promise feel free to email bscpromisedoula@blueshieldca.com and we can look into your concern right away!



11:47:02 From Jacqueline to Everyone:

Is there someone that has links to filing complains for each MCP

11:47:14 From Mayra Serrano-Anthem to Everyone:

@Tess my apologies for the contracting issues. If there is anything I can do to help, please feel free to reach out: mayra.serrano@anthem.com

11:47:43 From james Kyle to Everyone:

If the state expects MCPs to work with Doulas, why not regulate hospitals to allow them to work in those hospitals?

11:47:43 From Ajira Darch to Everyone:

If you are a representative of a Managed Care Plan, please share your email address here so that we can forward the feedback we receive to you.

11:48:09 From Emily Erhardt, Alameda Alliance for Health to Everyone:

The DHCS APL states "Doula services can be provided virtually or in-person with locations in any setting including, but not limited to, homes, office visits, hospitals, or alternative birth centers."

11:48:33 From Khefri Riley to Everyone:

Thank you Keachelle, this is exactly what is needed.

11:48:39 From Peggy Wheeler to Everyone:

For reference, my email is pwheeler@calhospital.org.

11:48:41 From Lydia Nakavuma to Ed Torres(direct message):

Thank you Mr. Ed

11:48:47 From Mary DelPlato - HPSM to Everyone:

Mary Del Plato / Health Plan of San Mateo / mary.delplato@hpsm.org

11:48:48 From Miranda Pena to Everyone:

Linking you all with Contra Costa Health Plan again, please email me at miranda.pena@cchealth.org with any issues or concerns



11:48:48 From Denise Ramirez (Blue Shield of California Promise Health Plan) to

Everyone:

@ajira, please send the feedback to

bscpromisedoula@blueshieldca.com

11:49:06 From vrindavani (they/them) to Everyone:

HAHA NO ONE!!! (?)

11:49:07 From Jonathan Ring to Mia Janay, Hosts and panelists:

Thank you for ALL that you do & provide to your clients. If there is any information that you can think of and share with me I Greatly appreciate it my email is 24.7.casualcatering@gmail.com. I am a new Doula & look forward to bring many lives into the world!

11:49:08 From Ajira Darch to Everyone:

Thank you!

11:49:20 From james Kyle to Everyone:

James Kyle , Molina. James.kyleii@molinahealthcare.com

11:49:21 From Kani Bior Doula By Leslie M to Everyone:

Clientsupport@kanibiordoula.com

11:49:26 From Vesparza to Everyone:

Please forward any feedback for Gold Coast Health Plan to the following email: ProviderRelations@goldchp.org

11:49:31 From Tess Waxman to Everyone:

San Francisco Health Plan sent me backpay

11:49:38 From Colleen Townsend to Hosts and panelists:

For Partnership members and contracted doulas, when there are issues related to hospital or clinical practices -- we reach out to hospital clinical and administrative teams to address the issue
ctownsend@partnershiphp.org AND/OR doulaservices@partnershiphp.org



11:49:46 From Shelly Lilly to Everyone:

You can also contact your Molina Healthcare Provider Relations Rep.
<https://www.molinahealthcare.com/-/media/Molina/Availity/CA/Resources/Provider-Relations-Representatives-Contact-List.pdf>

11:50:02 From Lee Walker to Everyone:

I received back pay from IEHP AND LA CARE. But it looks like IEHP is still paying the 2023 rate AFTER the payout

11:50:06 From Se'lah Wehner to Everyone:

Great point

11:50:19 From Teresa Gibson to Everyone:

Cen Cal health has paid me up to date

11:50:21 From Ann Mino to Everyone:

Any CalOptima Health feedback or concerns can be sent to
Doula@caloptima.org.

11:50:26 From Ed Torres to Lydia Nakavuma(direct message):

Ms. Lydia, we can do a poll at the end. Can you help. I've never done one

11:51:15 From Kristen Essick to Everyone:

Yes! Doula programs that don't want to pay rates to the doula and want to make money off the back of the doula-

11:52:11 From Growing Seeds Doula Services to Hosts and panelists:

How do I become a member of the implementation team!

11:53:17 From Linda Lanns to Everyone:

HealthNet has started to pay back payments.



11:53:40 From Kani Bior Doula By Leslie M to Everyone:

Are doulas allowed in the OR even if they have a partner I keep getting told in sd that we are not allowed it's not required

Also providing services at home births ; does it matter if the midwife is not in network ?

11:53:47 From Lydia Nakavuma to Ed Torres(direct message):

Sounds good

11:54:19 From Tahira to Hosts and panelists:

I'd put that question in the q&a Kani if u haven't already

11:54:20 From Ed Torres to Lydia Nakavuma(direct message):

Thank you Ms. Lydia.

11:54:23 From Growing Seeds Doula Services to Hosts and panelists:

How do I connect with you Khefri Riley?

11:55:01 From Se'Lah Wehner to Everyone:

Big request

11:55:02 From Lydia Nakavuma to Ed Torres(direct message):

If you would like, me or Ms. Aquilah could show you how to create a poll in zoom.

11:55:11 From Nikki Avila to Everyone:

It's just hurting doulas as this is our livelihood and as someone said above, she should not be getting a 3 day notice for eviction.

11:55:23 From Lee Walker to Everyone:

YES KHEFRI!! Too hard to contract with the plans!!



11:55:32 From Jonathan Ring to Brittney, Hosts and panelists:

From: May Copeland Your welcome. If you have any information that can be shared with me about what would help me grow my business I would appreciate all that you are able to share with me my email is :
24.7.casualcatering@gmail.com

11:55:39 From James Kyle to Everyone:

Khefri, I will recruit a physician champion to help us move the needle with medical staff acceptance. Meeting set up for next week

11:55:42 From Paula Carrasquillo Birth Doula to Everyone:

@Kani it depends on the providers' surgical and anesthesia at one of the hospitals in my area but if it's general anesthesia no one can go. This is an access issue I'm going to discuss in that Googleform they shared earlier.

11:55:55 From Ed Torres to Deitre Epps (direct message):

Growing Seeds Doula has hand raised but I don't believe they can speak

11:55:59 From Kani Bior Doula By Leslie M to Everyone:

Telehealth is requested by some of my families who are in DV shelters - are we allowed to?

11:56:09 From Nikki Avila to Everyone:

Can we help this doula out, there has to be some sort of resources for her for her to pay her rent.

11:56:40 From Tahira to Hosts and panelists:

For those getting back pay is it per visit or lump sum?

11:56:45 From Khefri Riley to Everyone:

Thanks Dr. Kyle!

11:56:52 From Deitre Epps to Growing Seeds Doula Services, Hosts and panelists:

Hello please place your comment in the chat or your question in the Q & A.



11:57:29 From Kani Bior Doula By Leslie M to Everyone:

Thank you @paula

It's 99% with epidural based cesarean

11:57:57 From Lydia Nakavuma to Growing Seeds Doula Services, Hosts and panelists:

Hello Growing Seeds Doula Services, I see you have your hand up. Only the panelists can speak. Please insert your comment in the chat here.

11:58:19 From Sayida Peprah-Wilson, Diversity Uplifts, Inc. (Dr/She/her) to Everyone:

Request form to Collaborate on the Medi-Cal Birthworker Resource Hub

WEBSITE: <https://forms.gle/2PysFyVDoDHSTt1P9>

Medi-Cal Birthworker Resource Hub WEBSITE: <https://medi-calbirthworker.com>

11:59:11 From Khefri Riley to Hosts and panelists:

@ Growing Seeds, via our connect with us form. Please state that you were on this meeting for context. <https://bit.ly/doulahubconnectwithus>

11:59:38 From Ajira Darch to Everyone:

If you'd like to connect with other doulas who are enrolling/enrolled or considering enrolling as a Medi-Cal doula provider to connect, get support and learn more - please join PAMOJA -

<https://links.geneva.com/invite/6853d6f5-c506-4efd-b62d-2b21d4ad35c9>

12:00:58 From Khefri Riley to Hosts and panelists:

at May Copeland join our list <https://bit.ly/doulahubconnectwithus>

12:01:28 From Ajira Darch to Everyone:

<https://medi-calbirthworker.com>

12:01:41 From Jacqueline to Everyone:

Thanks @ajira for always being present and voicing the things!



12:02:47 From Stacy Avalos RootedWillowServices.com to Everyone:

Ajira, can you invite us to the group

12:03:02 From Stacy Avalos RootedWillowServices.com to Everyone:

It say we can only join via invite

12:03:09 From Gabriela (Gaby) Gonzalez to Everyone:

The meeting is still on


12:03:11 From Kamilah Davis to Everyone:

I'm here just slow to log off. Thank for all you do @Khefri!




12:03:14 From Gabriela (Gaby) Gonzalez to Everyone:

:) Thank you all


12:03:28 From Adriana Mercado to Everyone:

Thank you everyone 

12:04:05 From Kani Bior Doula By Leslie M to Hosts and panelists:

Thank you to my fellow birth workers    keep shining

12:04:45 From Jonathan Ring to Everyone:

From: May Copeland THANK YOU everyone for doing what you do!! 

12:06:08 From Paula Carrasquillo Birth Doula to Everyone:

thank you all

12:12:11 From Nikki Avila to Everyone:

Especially if they have been given the funding, why aren't they paying?

12:13:14 From Ajira Darch to Hosts and panelists:

FYI - there are still members of the public on this call.

12:13:28 From Ajira Darch to Everyone:

@Nikki Avila exactly!

12:13:57 From Ed Torres to Everyone:

I've completed saving the chat and closed caption information. Thank you.



12:14:05 From Ajira Darch to Everyone:

Thank you Ed

12:14:07 From Nikki Avila to Everyone:

Ajira, it's not making sense...where is the money?

12:14:15 From Ajira Darch to Everyone:

This is what I'm wondering

12:14:43 From Nikki Avila to Everyone:

Thank you Ed