

**Doula Stakeholder Implementation Workgroup Meeting
CHAT**

Date: November 15, 2024
Time: 10:00AM to 12:00PM
Duration: 2 hours

CHAT TRANSCRIPT:

09:56:34 From Ajira Darch to Hosts and panelists:

Good morning everyone!

09:56:56 From Ed Torres to Everyone:

Good morning.

09:57:02 From Sayida Peprah-Wilson to Hosts and panelists:

Good morning.

09:57:29 From Madeleine to Everyone:

Good morning :)

09:57:42 From Madeleine to Everyone:

Yay Africa!! ❤️

09:58:36 From Aquilah Nelson to Hosts and panelists:

Good morning everyone, please remember to make sure your messages go
to Everyone-not just Hosts and panelists

10:00:20 From Rene Mollow to Hosts and panelists:

BRB

10:00:34 From joanne Gomez Knupp BSN, RNC-OB, RN, CD, CCE to Everyone:

Good Morning!

10:00:51 From DeAnna Carpenter to Everyone:

Greetings, everyone!



10:00:55 From Dominnique Green to Everyone:

Good Morning everyone

10:00:58 From Deitre Epps, RACE for Equity she/her to Hosts and panelists:

Hello All!!

10:01:21 From Frontline Doula Hub to Everyone:

Good morning!

10:01:30 From Gaby Gonzalez (she/her) to Everyone:

yes, I have it

10:01:31 From Leizl Avecilla - Contra Costa Health Plan to Everyone:

yes

10:01:35 From Mia Janay to Everyone:

Yes

10:01:36 From Frontline Doula Hub to Everyone:

yes

10:01:38 From Samantha Sime (she/her) to Everyone:

yes

10:01:39 From Tonya (TONE-ya) to Everyone:

Yes

10:01:43 From joanne Gomez Knupp BSN, RNC-OB, RN, CD, CCE to Everyone:

Yes

10:02:32 From Andrea Ferroni to Everyone:

Good morning, everyone. Andrea Ferroni, CA Department of Public Health/
Maternal Child Adolescent Health. licensed midwife.

10:02:36 From Emily Erhardt, Alameda Alliance for Health to Everyone:

Dr. Sayida <3

10:03:00 From Sayida Peprah-Wilson to Everyone:

AI



10:03:23 From Sayida Peprah-Wilson to Everyone:



10:04:54 From Zachary Epps to Ed Torres(direct message):

Hello Mr. Torres, it might help to place the zoom link in the chat of the teams meeting. If you haven't already.

10:04:58 From DeAnna Carpenter to Everyone:

Hello everyone! My name is DeAnna Carpenter, Frontline Doulas Program Manager. Happy to be here :)

10:05:13 From Mikaela (they/she) Chumash Land/Simi Valley, CA to Hosts and panelists:

Yes, thank you Dr Sayida

10:05:36 From Sandra Rosenblum to Everyone:

Marin County Maternal Child and Adolescent Health

10:05:36 From Chelsy Marriott to Everyone:

Chelsy Marriott, Birth Doula. Siskiyou County

10:05:37 From Davina to Everyone:

Davina, For the Village, San Diego area

10:05:39 From April Ricotta to Everyone:

Good morning! April Ricotta, program manager for volunteer doula services at UC San Diego Health

10:05:40 From Meng Fang (Santa Clara County) to Everyone:

Good Morning. Meng Fang, Public Health Nurse, Perinatal Services Coordinator, Santa Clara County Public Health Department - MCAH Program

10:05:43 From Shanica Davis (she/her) to Everyone:

Shanica Davis, AAIMM Doula Program Coordinator - Los Angeles DPH



10:05:44 From Dara Cook to Everyone:

Dara Cook - On-demand Pre and Postnatal Fitness, Expect www.execpt.fit
dara@expect.fit National

10:05:46 From Devaki Magee, Health Net to Everyone:

Devaki Magee from Health Net - LA County

10:05:49 From Vicki Wrighster- Gold Coast Health Plan to Everyone:

Vicki Wrighster, Gold Coast Health Plan, Ventura County

10:05:49 From Miranda Pena to Everyone:

Hello! Miranda from Contra Costa Health Plan, Contra Costa County, SF Bay Area

10:05:51 From Noel Lara- Molina Healthcare of CA to Everyone:

Noel Lara- Molina healthcare of CA . LA county

10:05:56 From Samantha Sime (she/her) to Everyone:

Hi all! My name is Samantha Sime, and I am at UC Davis working on Medi-Cal doula policy and barriers and facilitators to its implementation.

10:05:58 From Kristina Armstrong to Everyone:

Hi! Kristina Armstrong, Research Scientist, DHCS (based in Sacramento)

10:05:58 From Hoa Tran to Everyone:

Hello! Hoa Tran, DHCS

10:05:59 From Jennifer Eyl to Everyone:

Hello! Jennifer Eyl, San Diego Foundation.

10:06:05 From Frontline Doula Hub to Everyone:

Good Morning, Cindy Bonaparte Community Engagement & Outreach Coordinator with FLD/LA County Medical Doula Hub. Tongva Territory (Los Angeles)



10:06:05 From Mia Janay to Everyone:

Mia from the Bay Area, Birth and Postpartum Doula, Little Love Doula Services

10:06:08 From Ryan Spencer, ACOG District IX to Hosts and panelists:

Ryan Spencer, ACOG District IX, Sacramento

10:06:09 From Leticia Casillas-Sanchez to Everyone:

Leticia Casilla-Sanchez, Children Now, California

10:06:10 From Stacy Avalos RootedWillowServices.com to Everyone:

Stacy Avalos, Rooted Willow Services, Northern/Coastal California

10:06:10 From Danielle Schell to Everyone:

Hi Everyone! My name is Danielle Schell, full spectrum doula and public health consultant, East Bay, CA

10:06:10 From Diana Rodin to Everyone:

Diana from Health Management Associates, working with First 5 OC

10:06:10 From Joanne Gomez Knupp BSN, RNC-OB, RN, CD, CCE to Everyone:

Joanne Gomez Knupp BSN, RNC-OB, RN. Peaceful Passages Birthing Support Center Fresno, LA, Bay area

10:06:11 From Emily Erhardt, Alameda Alliance for Health to Everyone:

Hello all! Em Erhardt, Alameda Alliance for Health, representing Alameda County (I'm in Berkeley).

10:06:17 From Raíces y Cariño to Everyone:

Nora Yerena, RC Doula Network, Santa Cruz County

10:06:19 From Bianca Hamilton to Everyone:

Hey ya'll! My name is Bianca Hamilton, Project Coordinator with Frontline Doulas supporting Cali families all the way from Georgia!



10:06:23 From Carissa Sepulveda to Hosts and panelists:

Hi All, my name is Carissa Sepulveda I work in LADPH for pediatric/prenatal vaccine teams

10:06:23 From Gaby Gonzalez (she/her) to Everyone:

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

10:06:24 From Lara Lyko to Everyone:

Hello, Lara Lyko with Frontline Doulas (web development)!

10:06:27 From Zaire Bailey (she/her) PPAC to Everyone:

Good Morning! Zaire Bailey (she/her), Planned Parenthood Affiliates of California, Sacramento.

10:06:31 From Amanda McNair-Robinson to Everyone:

Amanda McNair-Robinson - San Bernardino and Riverside County

10:06:32 From Juana Rodriguez to Everyone:

Good morning. This Juana Rodriguez, representing Anthem.

10:06:33 From Sankofa Birthworkers Collective to Everyone:

Good Morning! Deidre Medley C., Sankofa Birthworkers Collective of the Inland Empire, Loma Linda, San Bernardino County

10:06:34 From Linda Jones to Everyone:

Mama Linda Jones, Exec Director of Black Women Birthing Justice, Birth and Postpartum Doula located in Oakland

10:06:38 From Alex Rounds she/ella to Everyone:

Alex Rounds, Perinatal and Early Childhood Support Manager, First 5 Mendocino, joining from Willits, CA. Licensed Midwife and IBCLC

10:06:40 From Doula Mone to Everyone:

Mone Brazier full circle doula/CLE Riverside county my business name Majestic Births



10:06:41 From Hoa Tran to Everyone:

yes

10:06:41 From Carolyn Harris to Everyone:

Good Morning, Everyone! Carolyn Harris, Gold Coast Health Plan of Ventura County. Sr. Manager, Provider Network Ops. - Program & Policy,
charris@goldchp.org

10:06:44 From Stevie Merino to Everyone:

Stevie merino, Executive Director, Birthworkers of Color Collective

10:06:45 From Priya Batra to Hosts and panelists:

Hi all, I might not have been able to join as a panelist today...Zoom update issues. Can someone let me know if I have joined correctly? Thanks!

10:06:47 From Stephanie Lapre, Kaiser Permanente to Everyone:

Good Morning and Happy Friday! My name is Stephanie Lapre, Kaiser Permanente Reg Sr. Dir Care Delivery, Ops, & BH

10:06:47 From Mia Janay to Everyone:

yes, still echo

10:06:47 From Sa Nguyen to Hosts and panelists:

Good Morning, Sa Nguyen, DHCS - Managed Care Quality and Monitoring Division (MCQMD)

10:06:47 From Jade Daniels to Everyone:

Hello everyone! My name is Jade Daniels, with LA County Medical Doula Hub

10:06:53 From Ashley Nguyen (she/her) to Everyone:

hi all - Ashley Nguyen, research coordinator at UC Berkeley



10:06:54 From Sydney Turner, Health Net to Everyone:

Sydney Turner, Health Net we are a managed care plan in Amador, Calaveras, Inyo, Mono, Tuolumne, Tulare, San Joaquin, Stanislaus, LA, Sacramento.

10:06:56 From Kristin Schlater to Everyone:

Kristin Schlater, Program Manager, L.A. Care Health Plan

10:06:57 From Dominnique Green to Everyone:

Dominnique Green-Sankofa Birthworkers Collective, Inland Empire

10:06:59 From Sa Nguyen to Everyone:

Good Morning, Sa Nguyen, DHCS - Managed Care Quality and Monitoring Division (MCQMD)

10:06:59 From Lindsey (Loula) to Everyone:

Morning! Lindsey Redd - Bay Area - Loula Perinatal Health Services

10:07:01 From Karen Sykes to Everyone:

Karen Sykes (Doula) in Riverside serving the Inland Empire. Member of Sankofa Birthworkers Collective of the IE and other local Birthworker groups.

10:07:12 From Gil Duran, Alameda Alliance for Health to Everyone:

Gil Duran, Alameda Alliance for Health

10:07:16 From Samsarah Morgan to Everyone:

Samsarah Morgan Oakland Better birth Foundation, Oakland CA

www.niaoaklandbetterbirthfoundation.com

www.samsarahmorgandoula.com

10:07:18 From Gabrielle Brown to Everyone:

Gabrielle Brown, Maternal and Infant Health Program Manager, Black Women for Wellness LA



10:07:20 From Tonya (TONE-ya) to Everyone:

Hey Hi Hello all! Im Tonya- community engagement and advocacy associate with the LA County Medi-Cal Doula Hub <3

10:07:31 From Kairis Joy Chiaji to Everyone:

Kairis Chiaji -Sacramento County - <https://www.blackdoulasmatter.com>
Children of the Sun Doula Project/ Doula Benefit Implementation Work Group

10:07:41 From Ed Torres to Zachary Epps(direct message):

Thank you Sir

10:07:45 From Anguyen5 to Everyone:

Alyssa Nguyen, DHCS

10:07:52 From joanne Gomez Knupp BSN, RNC-OB, RN, CD, CCE to Everyone:

Joanne Gomez BSN, RNC-OB, RN peaceful Passages Birthing Support Center
Fresno, LA, Bay Area

10:08:02 From Marché to Everyone:

Hi all! I'm Marché Howell, Program Coordinator for the LA County Medi-cal Doula Hub!

10:08:30 From Nicole Evans, Blue Shield of California Promise to Everyone:

Happy Friday everyone! Nicole Evans, Maternal, Infant & Child Health Equity~ Blue Shield of California Promise Health Plan~ Southern California

10:08:36 From Ajira Darch to Ed Torres(direct message):

Hi Ed! We make a shortened link of this zoom for our community members to join, might be helpful to share in teams (for non-panelists) -
bit.ly/Nov15DoulaWorkgroup

10:08:46 From Angelica Bender to Everyone:

Angelica Bender, Kaiser Permanente



10:09:15 From Zachary Epps to Everyone:

Hello everyone, Zachary Epps from R.A.C.E. for Equity. Please use the Q&A icon to ask specific questions about what is discussed during the meeting. Use the chat to freely discuss any topics you feel are important for today.

10:09:32 From Robert Lancione to Everyone:

Robert Lancione, Healthy Mama Healthy Baby Alliance - Los Angeles

10:10:14 From Andy Potter (he/him), DHCS to Everyone:

Good morning! I'm Andy Potter, DHCS - Quality and Population Health Management Program.

10:10:27 From Raíces y Cariño to Everyone:

I'm here in hopes for an update from my question/request from last meeting... Can the DHCS please allow organizations/doula hubs bill the same way we bill for CHW services by submitting claims with only our NPI-2 instead of both NPI 2 and NPI-1

10:10:52 From Raíces y Cariño to Hosts and panelists:

I'm here in hopes for an update from my question/request from last meeting... Can the DHCS please allow organizations/doula hubs bill the same way we bill for CHW services by submitting claims with only our NPI-2 instead of both NPI 2 and NPI-1

10:11:05 From Kate Ross to Everyone:

Hello. Kate Ross with the California Association of Health Plans (CAHP)

10:11:25 From Lisa Murawski (Asm Health) to Everyone:

Hello! Lisa Murawski here - I cover Medi-Cal for the Assembly Health Committee here in the state Legislature. It's a pleasure to see you all!

10:11:45 From Ed Torres to Raíces y Cariño And all panelists:

Good morning, Please place this question in the Q&A so that someone be able to respond. Thank you



10:12:51 From Elizabeth to Everyone:

Hi! Elizabeth Suárez here- Heluna Health

10:13:41 From Ajira Darch to Hosts and panelists:

Hello! Ajira Darch (they/she), full spectrum birthworker and Executive Director of Roots of Labor Birth Collective, which is based on unceded Lisjan Karkin Ohlone lands, now known as Oakland, CA.

10:14:25 From Amanda McNair-Robinson to Everyone:

Reimbursement

10:14:26 From J. Tranae to Everyone:

billing and reimbursement

10:14:28 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

Sayida Peprah-Wilson (Dr/She/Her), DHCS Co-Design member, Founder & Executive Director of non-profit Diversity Uplifts, Inc., (Lived experience- Black mother of 2 while on Medi-Cal in Los Angeles County, Black Infant Health and WIC participant).

DrSayida@DiversityUplifts.org

10:14:28 From Bianca Hamilton to Everyone:

Billing and reimbursement

10:14:28 From Lindsey (Loula) to Everyone:

Billing and Reimbursement!

10:14:29 From Jennifer Mockus to Everyone:

preparation for the 2025 report

10:14:29 From Devaki Magee, Health Net to Everyone:

reimbursement

10:14:31 From Ajira Darch to Everyone:

Billing and Reimbursement



10:14:33 From Andrea Howard to Everyone:

Billing and Reimbursement

10:14:33 From Mia Janay to Everyone:

Billing and Reimbursement as well as 2025 Report prep

10:14:34 From Anastasia Lester to Everyone:

Report Prep

10:14:35 From Meng Fang (Santa Clara County) to Everyone:

general updates and discussions

10:14:35 From Mary DelPlato - HPSM to Everyone:

Billing and Reimbursement.

10:14:36 From Janet Vadakkumcherry, HCP to Everyone:

Targeted Rate Increases

10:14:37 From Chelsy Marriott to Everyone:

billing rates

10:14:37 From Lindsey (Loula) to Everyone:

Prep for 2025!

10:14:38 From Dominnique Green to Everyone:

Billing and reimbursement

10:14:39 From Khefri Riley to Hosts and panelists:

Good morning, Khefri Riley, Co-Founder and Director, Frontline Doulas, Doula Benefit Stakeholder, Birthworker, Maternal Infant Advocate, Culver City, traditional lands of the Tonga People.

10:14:39 From keira armstrong to Everyone:

Interested in hearing more about about billing and reimbursement.

10:14:42 From LaShayla K to Everyone:

Billing and Reimbursement



10:14:45 From Frontline Doula Hub to Everyone:

Billing and reimbursement

10:14:45 From Leticia Casillas-Sanchez to Everyone:

#2, #3 #5 and #6

10:14:48 From Noel Lara- Molina Healthcare of CA to Everyone:

2025 report

10:14:49 From Leizl Avecilla - Contra Costa Health Plan to Everyone:

3

10:14:49 From Zaire Bailey (she/her) PPAC to Everyone:

Billing and reimbursement

10:14:50 From Juana Rodriguez to Everyone:

Billing and Reimbursement

10:14:51 From Derek Magnaye to Everyone:

2025

10:14:53 From Karen Sykes to Everyone:

Prep for 2025

10:14:59 From Davina to Everyone:

Billing & reimbursement

10:15:01 From Tonya (TONE-ya) to Everyone:

Prep for 2025

10:15:19 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

Billing and reimbursement with new rates. MCPs with more resources to support doula enrollment.

10:15:30 From Stacy Avalos RootedWillowServices.com to Everyone:

Billing and reimbursement



10:15:31 From Paula Taillant RN,BSN, PHN, Perinatal & SIDS Coordinator to Everyone:

Updates and discussion , billing and the report.

10:15:57 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

<https://www.dhcs.ca.gov/services/medi-cal/Documents/24-746-Doula-Guidance-for-Hosps.pdf>

10:16:56 From Khefri Riley to Hosts and panelists:

Very important document for doulas and families to utilize for advocacy on accessing doula care in hospital systems .

10:17:17 From Mashariki Kudumu to Everyone:

Billing, reimbursement and 2025 Report

10:17:22 From Chantel Runnels - Doula to Everyone:

Chantel Runnels - Mother, Doula & Consultant -

The Chaun Collective/Sankofa Birthworkers/Frontline/Medi-cal Provider

10:18:42 From Hernan to Everyone:

Hernan Hernandez, Kern Health Systems

10:20:02 From Mikaela (they/she) Chumash Land/Simi Valley, CA to Everyone:

There's an echo. It's helpful if anyone not speaking can mute, especially if in the same location

10:20:05 From Nish Patel to Everyone:

we are getting an echo- can everyone mute

10:20:08 From Philippe R. (they/them) to Everyone:

I think Ken Wilkerson needs to mute, the captions are picking up Erica's audio twice



10:20:49 From Ken Wilkerson to Everyone:

Doula Density Graphic:

<https://experience.arcgis.com/experience/5408a73121694fec9e12f51b56dbe2b2>

10:21:22 From Chelsy Marriott to Everyone:

Nice!

10:22:11 From Deitre Epps, RACE for Equity she/her to Everyone:

You will see the Hospital guidance link at 10:16 and the Doula Density graphic at 10:20

10:24:41 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

Great to hear that the glitches regarding gender diversity and billing have been resolved.

10:26:17 From Sydney Turner, Health Net to Everyone:

How frequently is DHCS updating the doula density graphic?

10:26:23 From Sandra Rosenblum to Everyone:

Doula density graphic reflects a lot of overlap because of doulas that have signed up to serve multiple counties. For example, there are 9 doulas listed for my county, but only one actually resides in the county and the rest live far enough away to make serving our county kind of unrealistic, except occasionally.

10:26:38 From Samsarah Morgan to Everyone:

Will a doula or doulas be present at all meetings where they are being discussed? If not I request this to happen as it seems that folks still don't know the room of the doula?



10:27:03 From Mia Janay to Everyone:

Numbers on the Doula Density are individual doulas? For example, Merced county 7 means 7 individual doulas?

10:28:04 From Ed Torres to Sydney Turner, Health Net And all panelists:

Good morning Sydney Turner, please place your question in the Q&A section and it will be answered. Thank you

10:28:05 From Jim Elliott to Everyone:

@mia Yanay -- yes, the numbers reflect individual doulas.

10:30:43 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

Doula Directory is on this page, 3rd section, for folks looking.

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

10:32:08 From Frontline Doula Hub to Hosts and panelists:

Dr Sayida, your link sends us to "Page not found"

10:32:38 From Gaby Gonzalez (she/her) to Everyone:

^ The link didn't work on my end ;(But I think this is what you were linking,

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

It's hyperlinked under the Doula Directory section.

10:32:53 From Ed Torres to Everyone:

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

10:32:59 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

Yes that's it



10:33:02 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to

Everyone:

Thanks

10:35:57 From Lee Walker to Everyone:

Lee Walker Doula/owner, Frontline, Sankofa, LA, San Bernardino, and
Riverside counties

10:37:45 From Erica Holmes to Everyone:

<https://www.dhcs.ca.gov/services/medi-cal/Documents/Doula-Implementation-Presentation.pdf> -- The process for adding doula partners to the Doula Directory is outlined in September's slide deck on PDF page 33

10:37:48 From Valerie Paz to Everyone:

What is the turnaround time for doulas PAVE applications to be approved?

10:39:24 From Zachary Epps to Everyone:

Good morning Valerie, please place your question in the Q&A section and it will be answered. Thank you

10:41:47 From Michel Huizar to Hosts and panelists:

MCP contract: <https://www.dhcs.ca.gov/provgovpart/Documents/2024-Managed-Care-Boilerplate-Contract.pdf>

10:42:14 From Carolyn Harris to Everyone:

When hospitals submit claims for doula codes, are doulas required to be present at the procedure or can hospitals bill without a doula present?

10:43:01 From Elizabeth to Everyone:

MCP are required to pay for doula services even if the provider is not contracted yet with the plan?

10:43:02 From Carolyn Harris to Everyone:

reposted my question in the Q&A



10:43:09 From Zachary Epps to Everyone:

Thanks!

10:45:01 From Zachary Epps to Everyone:

Good morning Elizabeth, please place your question in the Q&A section and it will be answered. Thank you

10:45:41 From Khefri Riley to Everyone:

Thank you Michel.

10:48:22 From Chelsy Marriott to Everyone:

Elizabeth, I'm also curious. Ask this in the Q&A so we can see the answer

10:48:39 From vrindavani (they/them) to Everyone:



10:49:46 From Tess Waxman to Hosts and panelists:

Thank you for asking this Ajira!!

10:51:18 From Amanda McNair-Robinson to Everyone:

Thank you for sharing that Ajira!

10:51:51 From Frontline Doula Hub to Hosts and panelists:

Greetings Doulas on the Call! Black and BIPOC doulas are invited to join our California Black Doula Directory. Here is the link where you can join:

<http://caliblackdouladirectory.com>

10:52:06 From vrindavani (they/them) to Everyone:

You heard it here first folks!

10:52:12 From Frontline Doula Hub to Everyone:

Greetings Doulas on the Call! Black and BIPOC doulas are invited to join our California Black Doula Directory. Here is the link where you can join:

<http://caliblackdouladirectory.com>

10:52:53 From vrindavani (they/them) to Everyone:

But we can't wait longer for our money



10:52:57 From Pooja Mittal to Hosts and panelists:

Just joining, sorry to be late.

10:53:08 From Robert Lancione to Everyone:

yes

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



10:54:45 From Ajira Darch to Everyone:

Yes.

10:55:03 From Ajira Darch to Everyone:

If we can have that connected to demographics as well, that would be helpful

10:55:41 From vrindavani (they/them) to Everyone:

The doula directory does not allow to filter by ethnicity - so having something separately that indicates the demographics of doulas would be great

10:55:57 From vrindavani (they/them) to Everyone:

RIGHT!

10:56:05 From vrindavani (they/them) to Everyone:



10:56:21 From Stephanie Vandagriff to Hosts and panelists:

Are Doulas recognized as an APC?

10:56:32 From Talisa Fausto to Everyone:

Absolutely

10:56:32 From vrindavani (they/them) to Everyone:

And then when we enroll and provide services - we don't get paid! Then people don't want to be a Medi-cal doula

10:56:36 From Khefri Riley to Everyone:

@vrindavani Please list yourself here. Black and BIPOC doulas are invited to join our California Black Doula Directory. Here is the link where you can join:
<http://caliblackdouladirectory.com>

10:56:46 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

What's APC?

10:56:56 From vrindavani (they/them) to Everyone:

100

10:57:05 From Lindsey (Loula) to Everyone:

Thank you Linda

10:57:06 From Ajira Darch to Everyone:

Agreed

10:57:09 From Mikaela (they/she) Chumash Land/Simi Valley, CA to Everyone:

100

10:57:11 From vrindavani (they/them) to Everyone:

🔥 🔥 🔥

10:57:14 From Stephanie Lapre, Kaiser Permanente to Everyone:

agreed

10:57:17 From Khefri Riley to Everyone:

Absolutely.

10:57:21 From Tina Louise to Hosts and panelists:

Agree!!

10:57:21 From Robert Lancione to Everyone:

yes



10:57:29 From Mikaela (they/she) Chumash Land/Simi Valley, CA to Everyone:

It's not equitable, it's not sustainable

10:57:30 From Frontline Doula Hub to Everyone:

Agreed

10:58:21 From Sabia Wade to Hosts and panelists:

And there's a lack of understanding that funders that would usually fund doula nonprofits have now changed their strategy based on thinking doulas are getting paid by MCPs so we also aren't able to get funding from other sources they way we would before

10:58:48 From Ajira Darch to Everyone:

That part @Sabia Wade

10:58:55 From Bambi Cisneros to Hosts and panelists:

<https://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx>

10:59:01 From Khefri Riley to Everyone:

Example of complaint collected from feedback form. This is regarding Anthem Blue Cross: "They are completely incapable of processing LOA (Letter of Agreement) claims. We are a company that does billing for several doulas and we have experienced this issue countless times despite resubmitting information over and over and over again -- when you submit an LOA claim, you have to submit it via mail with a copy of the LOA and the provider's W9. Anthem loses the supporting documentation (the LOA and mostly the W9) EVERY SINGLE TIME and then they deny the claim saying that there's missing documentation. Every time! Even when we have called, they found the documentation, and then resubmitted the claim, they will deny the claim for the SAME REASON. It's unbelievable. We're completely at a loss. These poor doulas are missing several thousands of dollars. Many tell



me they're going to stop supporting Anthem clients because it's been impossible to get paid. "

10:59:08 From Stephanie Vandagriff to Hosts and panelists:

APC = Advanced Practice Clinicians

10:59:38 From Pooja Mittal to Hosts and panelists:

It would be great to have DHCS be able to provide an easy two pager around the codes and billing for doulas. The plans can help provide the information. We need to make it easier for the doulas.

10:59:51 From Khefri Riley to Everyone:

From the Feedback form about LA Care: "I have claims that have not been paid that are over a year old, as well as contracting issues"

11:00:04 From Robert Lancione to Everyone:

MCPs are difficult to work with. their credentialing is more difficult than PAVE. and, they often don't reply to requests for information or updates.

11:00:25 From vrindavani (they/them) to Everyone:



11:00:35 From Ajira Darch to Everyone:

Hi Bambi, this list that you shared is for Medi-Cal members to reach contacts at MCPS:

<https://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx>

11:00:35 From Lindsey (Loula) to Everyone:

Bambi, how do we reach out to you? What is the specific info you're referring to?

11:00:45 From Michel Huizar to Everyone:

doulabenefit@dhcs.ca.gov on slide 18



11:00:47 From Khefri Riley to Everyone:

One of the most concerning issues is doulas having to stop delivering services due to non payment, such as this feedback received about Molina: "Lack of support, late replies when following up on claims resulting in longer periods of not receiving payment. Currently, I have had to delay postpartum care for a Molina client, because they have no updates on my claim for a birth that happened in August. I still have not been paid, so I cannot offer postpartum support without knowing that I will get paid eventually."

11:00:56 From Sabia Wade to Hosts and panelists:

And the lack of recognition that we aren't huge enterprises like hospitals and clinics, we don't have reserve to wait for payments for months and especially years.

11:00:59 From Mikaela (they/she) Chumash Land/Simi Valley, CA to Everyone:

There are MCPs who have doulas who have been waiting for a year to contract

11:01:24 From Ajira Darch to Everyone:

@Bambi Cisneros - The contact list for MCPs that's listed on the DHCS website is this one: <https://www.dhcs.ca.gov/services/medi-cal/Documents/Doula-Services-Benefit-MCP-Contact-List.pdf>

11:01:25 From Tess Waxman to Hosts and panelists:

Anthem is impossible to work with. They owe me thousands of dollars for claims from over a year ago, and I can't get any information about the appeals I submitted.

11:01:29 From Robert Lancione to Everyone:

Molina is also slow and often non-responsive

11:01:45 From Ajira Darch to Everyone:

@Bambi, please confirm you see the correct list:

<https://www.dhcs.ca.gov/services/medi-cal/Documents/Doula-Services-Benefit-MCP-Contact-List.pdf>

11:01:57 From Nish Patel to Everyone:

Just to clarify from a plan perspective=- are doulas experiencing not getting paid at all? Or is this specifically about the difference in payment between the old rate and new rate?

11:02:01 From Meng Fang (Santa Clara County) to Everyone:

doula services can be underutilized by Medi-cal member, especially if they don't know about the doula benefit.

11:02:14 From vrindavani (they/them) to Everyone:

We would like to use the time by actually listening to people who are directly impacted by this benefit

11:02:25 From davina to Everyone:

@nish both

11:02:33 From Lindsey (Loula) to Everyone:

@Nish Patel — doulas are experiencing not getting paid at all or experiencing nonsensical denials

11:02:46 From Khefri Riley to Everyone:

@Nish as you can see from my posts above - not being paid at all.

11:02:56 From Gaby Gonzalez (she/her) to Everyone:

I think the current discussion is priority

11:03:05 From Robert Lancione to Everyone:

yes

11:03:07 From vrindavani (they/them) to Everyone:





11:03:13 From Kristin Schlater to Everyone:

Thanks for sharing Khefri. We meet with our doulas and orgs regularly to address any concerns. We have a designated contracting and claims rep to address and help with any issues. If you can share the name of the org or doula offline so that we can directly assist them. Thank you!

11:03:25 From Gaby Gonzalez (she/her) to Everyone:

Thank you, Deitre.

11:03:36 From Ajira Darch to Everyone:

@Bambi, please confirm you see the correct list:

<https://www.dhcs.ca.gov/services/medi-cal/Documents/Doula-Services-Benefit-MCP-Contact-List.pdf>

11:04:02 From Erica Holmes to Everyone:

I do want to lift up that as of November 1, 2024, we have 490 individual enrolled doulas in Medi-Cal and my colleagues in managed care can provide information on MCP contracts to date.

11:04:48 From Ed Torres to Everyone:

Good morning, my name is Ed Torres with DHCS and I am the representative that sends out requests for enrolled doula providers to be included in the doula directory. Please know that approximately 500 doula providers have enrolled in Medi-Cal. Of those 500 doula providers, 290 providers have given permission to be listed in the directory. The MCPs use the directory to contact doulas so approximately 1/3 of providers are not known to the plans because they have not given permission to be listed in the directory. Thank you.

11:04:54 From Tess Waxman to Hosts and panelists:

Kristin, what MCP are you with?

11:05:13 From Kristin Schlater to Everyone:

L.A. Care Health Plan

11:05:33 From vrindavani (they/them) to Everyone:



11:05:37 From Khefri Riley to Everyone:

@kristin, yes happy to share and very grateful for your support. But there are MANY complaints regarding communication and resolving issues within LA Care. Can you confirm the names and contacts of the designated persons? And we look forward to sharing these concerns with you.

11:05:46 From vrindavani (they/them) to Everyone:

Rent is due Jan 1

11:06:03 From Tess Waxman to Hosts and panelists:

I thought the requirement was Dec 31, not Jan 15 🙄

11:06:17 From Robert Lancione to Everyone:



11:06:39 From Michel Huizar to Everyone:

here is some data info on contracts with doulas:

MCPs has reported a total of (individual and group)

491 executed contracts (243 unique NPIs)

240 pending contracts

By County: 46 counties have Doulas with executed contracts.

By Region: Northern, Central, and Southern regions have similar amounts of executed contracts

Northern has 166

Southern Region has 169

Central has 156



11:06:46 From keira armstrong to Everyone:

The email was posted at 11:00 am

11:07:02 From Ajira Darch to Everyone:

@Ed - is there any way that you can share this information with all enrolled doulas who are NOT listed in the directory to make sure that they are aware of this, in case they missed the invitation to consent to being listed on the directory?).

11:07:50 From Ed Torres to Ajira Darch(direct message):

I shall do my best to inform the doulas who have not responded. Thank you
Ms. Ajira

11:07:58 From Sabia Wade to Hosts and panelists:

In the name of research, can we all pull together how many individual doulas and orgs are thousands of dollars behind on payments and how it's impacting the outcome of the benefit? That's the emergency happening that doesn't seem to be held as priority in this space. If Doulas are resourced, the clients will be accessed, resourced and utilizing this benefit.

11:07:59 From vrindavani (they/them) to Everyone:

100

11:08:00 From Kristin Schlater to Everyone:

@ Khefri, yes Norma Carillo and Johanna Aviles are Contracting SMEs which also assist with claims barriers. I will provide their contact info to you.
Thanks!

11:08:09 From Ajira Darch to Ed Torres(direct message):

Thank you, Mr. Ed! Appreciate you!

11:08:28 From vrindavani (they/them) to Everyone:

100

11:08:44 From Ed Torres to Ajira Darch(direct message):

I have always appreciated you Ms. Ajira. For all the support you have given our Medi-Cal birthing families

11:08:44 From Danielle Schell to Everyone:



11:08:58 From Khefri Riley to Everyone:

@thank you Kristin can you also send to
ladoulahubcoordinator@frontlinedoulas.com

11:09:13 From Kristin Schlater to Everyone:

yes

11:09:18 From Robert Lancione to Everyone:

some MCPs tell us if the dates of service are more than 90 days, they won't pay

11:09:20 From vrindavani (they/them) to Everyone:



11:09:23 From Ajira Darch to Ed Torres(direct message):

That's so kind, thank you!

11:09:59 From Robert Lancione to Everyone:

it takes >90 days to get credentialed

11:10:05 From vrindavani (they/them) to Everyone:

What power does DHCS actually have to enforce MCPs to pay us?

11:10:19 From vrindavani (they/them) to Everyone:



11:10:37 From Ajira Darch to Everyone:

Important point @Robert, thank you!



11:11:12 From Sandra Rosenblum to Everyone:

Does anyone have any specific feedback on how billing Partnership Health Plan has gone?

11:11:19 From Ajira Darch to Everyone:

Agreed. Thank you @Kairis!

11:11:53 From Mia Janay to Everyone:

~~100~~ to all of what was just said

11:11:55 From vrindavani (they/them) to Everyone:

@partnership - I have been having so many issues with partnership and no one including departments know anything about the 2024 rates or retroactive payments

11:12:29 From Chelsy Marriott to Everyone:

Sandra, I bill partnership healthplan. They do well and I can't complain with the billing process or timely payments. But they aren't paying the new rates yet.

11:12:56 From Nicole Evans, Blue Shield of California Promise to Everyone:

@Khefri, BSCPHP meets regularly with our doula partners, providing real time technical assistance & guidance. Please share any specific feedback you receive. Happy to connect to discuss specifics as deemed necessary.

11:13:22 From Emily Erhardt, Alameda Alliance for Health to Everyone:

If there are any issues with contracting/credentialing/submitting claims at Alameda Alliance for Health, please email doula@alamedaalliance.org.
Myself and my manager Gil Duran can provide support!

11:13:32 From Kairis Joy Chiaji to Everyone:

We have submitted those time and again, which plans, how long, which regions— we have reported the entire time.



11:13:37 From vrindavani (they/them) to Everyone:

@partnership - my payments haven't been on time, and every time I call to talk to a representative, I get tossed around from dept to dept and no one really provides the support and information I need

11:13:55 From Khefri Riley to Everyone:

@Nicole, we can certainly share data with you. Thank you Nicole.

11:14:28 From Andrea Howard to Everyone:

There are multiple MCPs that do not honor their LOI/LOA agreements and still deny claims

11:14:36 From Nicole Evans, Blue Shield of California Promise to Everyone:

@Khefri, absolutely!

11:15:57 From Deitre Epps, RACE for Equity she/her to Everyone:

here is some data info on contracts with doulas:

MCPs has reported a total of (individual and group)

491 executed contracts (243 unique NPIs)

240 pending contracts

By County: 46 counties have Doulas with executed contracts.

By Region: Northern, Central, and Southern regions have similar amounts of executed contracts

Northern has 166

Southern Region has 169

Central has 156

11:20:05 From Frontline Doula Hub to Everyone:

For doulas on the call if you have complaints please list them on our California Feedback form so we can document all the issues that you are having. If you have submitted past complains and have new ones please continue to update on the feedback form.



Document your complaints here: CA Medi-Cal Doula Benefit Feedback Form

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

11:20:19 From vrindavani (they/them) to Everyone:



11:20:49 From Ajira Darch to Nicole Evans, Blue Shield of California PromiseAnd

all panelists:

Hi Nicole! Can you send me your email address so I can share feedback form responses about doulas experiences with Blue Shield?

11:21:17 From Sabia Wade to Hosts and panelists:

I appreciate your words and I believe most of us, if not all, recognize the work being done. We're aiming not to minimize the work being done but we are bringing to light that the doulas are not doing well more often. If the doulas aren't doing well, the clients can't feel the positive impact at the amount they should feel it two years in.

11:21:31 From vrindavani (they/them) to Everyone:

Its just difficult because we are providing services for free basically when we are supposed to be paid

11:21:56 From Ajira Darch to Everyone:

The burden should not be on doulas or on birthing families.

11:22:08 From vrindavani (they/them) to Everyone:



11:22:36 From Sabia Wade to Hosts and panelists:

It is done collectively for sure. However, people not being able to pay rent is a crisis.

11:22:59 From vrindavani (they/them) to Everyone:





11:23:00 From Nicole Evans, Blue Shield of California Promise to Everyone:

@Ajira, yes of course! Nicole.AEvans@blueshieldca.com

11:23:20 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

I can concur that nationally, our issue still pale in comparison to other states numbers of doulas enrolling and being paid. I can also report that many doulas are reporting that IEHP is doing a great job enrolling and paying them. Also, a doula recently reported that Alameda Alliance is now paying them the current rate. We are always hoping to hear more good reports from doulas, but we will also keep lifting up concerns, as they come in.

11:23:48 From vrindavani (they/them) to Everyone:

Without criticism- how can we get better?

11:23:55 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

MCP's... If you have a doula enrollment website or digital 1 pager for doulas to enroll with you more easily, please email me at DrSayida@DiversityUplifts.org. I would like to add this on our CA Doula Resource Hub Website (See... How To Apply- Steps to Become a Medi-Cal Doula Provider- Section 8: Contact Local MCP) <https://medi-calbirthworker.com/how-to-apply/>

11:24:07 From Mikaela (they/she) Chumash Land/Simi Valley, CA to Everyone:

We have done good work. AND it's important we talk about what isn't working BECAUSE everyone is looking to us. If we can't figure this out then what are we showing everyone else? That it can't be done.

11:24:47 From Pooja Mittal to Hosts and panelists:

A group of plans has also worked to put together a letter to the hospitals supporting the doula work. We will be sending out to ALL of our contracted hospitals.

11:24:52 From vrindavani (they/them) to Everyone:

100

11:24:53 From Ajira Darch to Everyone:

Particularly since the focus of this particular workgroup is to shine a light on the obstacles and barriers that doulas and birthing families are having with this benefit being implemented.

11:24:56 From Sabia Wade to Hosts and panelists:

The doula benefits success is on the back of doulas but everyone else is guaranteed their checks every two weeks but we aren't? It's a big disconnect.

11:25:04 From Kairis Joy Chiaji to Everyone:

The CA Doula Benefit has been spectacularly designed. It's the fact that the reality for the doula providers does not match. The frustration is when we bring it forward we keep getting referred to the design and for specifics that we have consistently provided for the past year.

11:25:07 From Ajira Darch to Everyone:

Massive disconnect

11:25:08 From Nish Patel to Everyone:

@sayida I have some other resources you can share too. We will compile everything we have and send it your way

11:25:09 From vrindavani (they/them) to Everyone:

👉👉👉



11:25:45 From Khefri Riley to Everyone:

Not only do we have a maternal infant health crisis, we will usher in a doula crisis, with burnout and lack of resources to serve the Medi-Cal families.

These are real time issues. We are simply asking for accountability.

11:26:02 From vrindavani (they/them) to Everyone:

2 years into the program and we are seeing so many issues and these need to be addressed or this benefit will fail birthing people and doulas! It is already failing!

11:26:10 From Sabia Wade to Hosts and panelists:

The doula crisis already here

11:26:21 From Hannah Botelho to Everyone:

^^^

11:26:51 From vrindavani (they/them) to Everyone:

exactly!!!

11:26:56 From Ajira Darch to Everyone:

Grateful for the successes, AND completely focused on uplifting the issues and challenges we're having ESPECIALLY since, like @Sabia Wade said above: 'The doula benefits success is on the back of doulas but everyone else is guaranteed their checks every two weeks but we aren't? It's a big disconnect.' AND there's an ongoing perinatal health crisis this whole thing is meant to be addressing.

11:27:12 From vrindavani (they/them) to Everyone:



11:27:33 From vrindavani (they/them) to Everyone:

Its easy to say the "positives" when people speaking have salaries

11:27:51 From Robert Lancione to Everyone:

yes

11:28:02 From Sabia Wade to Hosts and panelists:

Sympathy is different from empathy

11:28:22 From vrindavani (they/them) to Everyone:



11:28:31 From vrindavani (they/them) to Everyone:



11:28:32 From Khefri Riley to Everyone:

We need action and need DHCS to bring down the hammer now!

11:28:39 From vrindavani (they/them) to Everyone:



11:28:51 From vrindavani (they/them) to Everyone:



11:29:33 From vrindavani (they/them) to Everyone:

Like what power does DHCS actually have against these MCPs!?

11:29:45 From Mikaela (they/she) Chumash Land/Simi Valley, CA to Everyone:

PREACH it Ajira!!!!

11:29:46 From Sankofa Birthworkers Collective to Everyone:



11:29:52 From vrindavani (they/them) to Everyone:



11:30:00 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

@Nish thank you, I'll look for it.

11:32:01 From Mammissi Samsarah Morgan to Everyone:

Bay area doulas plz join our newsletter and attend our doula working lunch to discuss this and support each other through it - Managed care programs are invited to come and speak to doulas about how they can partner with



them to provide care. www.niaoaklandbetterbirthfoundation.com 510-393-7380

11:32:14 From Teresa Gibson to Everyone:

I'm still hearing from clients that they did not know the benefit existed

11:32:37 From Colleen Townsend to vrindavani (they/them) And all panelists:

@vrindavani I hear that you are having problems in working with Partnership HealthPlan. Recently our internal teams have more information from DHCS that will allow more clear communication about the implementation of "2024 rates". I continue to work with our team to improve efficiencies in contracting/credentialing and onboarding. We currently have 70 contracted doulas and in the last 90 days processed and paid 900 claims for doula services. We are not perfect, but we aim to improve the processed and access to doula services across our region. Appreciate your feedback.

11:36:55 From Mia Janay to Everyone:

@mammissi samsarah I just signed up! thank you :)

11:37:11 From vrindavani (they/them) to Everyone:



11:37:15 From vrindavani (they/them) to Everyone:

People power!

11:39:34 From Ajira Darch to Everyone:

If you want to add your feedback (as a provider or recipient) to our community feedback form, please do so here:

<https://bit.ly/MediCalDoulaBenefitFeedback>

11:40:21 From Ajira Darch to Everyone:

<https://bit.ly/MediCalDoulaBenefitFeedback>



11:40:27 From Mikaela (they/she) Chumash Land/Simi Valley, CA to Everyone:

100

11:42:31 From Cassandra (Cassie) Marshall, she/her to Everyone:

Are the slides supposed to be up?

11:42:37 From Meng Fang (Santa Clara County) to Everyone:

yes

11:43:23 From Kairis Joy Chiaji to Hosts and panelists:

I have to jump off at 10 til for another meeting on the maternal sepsis crisis.

11:43:52 From Ajira Darch to Everyone:

If you'd like to help share the feedback form with community, here's the toolkit with social media slides and sample captions:

<https://bit.ly/MediCalDoulaBenefitFeedbackToolkit>

11:44:25 From Ed Torres to Kairis Joy Chiaji(direct message):

Thank you for all you and your colleagues have done and continue to do for Medi-Cal birthing families Ms. Kairis.

11:44:54 From Frontline Doula Hub to Everyone:

Families can also fill out this feedback form for complaints: CA Medi-Cal Doula Benefit Feedback Form

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

11:46:32 From Rene Mollow to Hosts and panelists:

BRB need to take a call

11:46:41 From Kairis Joy Chiaji to Ed Torres(direct message):



11:47:17 From Khefri Riley to Ed Torres(direct message):

Hi Ed, thank you for everything. Is there also a phone number that people can call for benefit concerns or payment issues?



11:48:56 From Ed Torres to Khefri Riley(direct message):

Good morning Ms. Khefri, please have them email me at either Doulabenefit@dhcs.ca.gov or Ed.torres@dhcs.ca.gov and I will find a number or an email for them.

11:51:11 From Khefri Riley to Ed Torres(direct message):

Thank you so much.

11:51:33 From Ed Torres to Khefri Riley(direct message):

You are very welcome, Ms. Khefri. I appreciate you.

11:53:42 From Christina Bastida to Hosts and panelists:

Is the study the one being circulated through NHeLP and Frontline Doulas?

11:55:17 From Khefri Riley to Everyone:

@Christina, do you mean in social media? That one is for new reproductive hotlines.

11:56:41 From Christina Bastida to Hosts and panelists:

Thank you for clarifying @Khefri

11:56:48 From Colleen Townsend to Everyone:

successfully reimbursed = claims paid?

11:57:15 From Andrea Ferroni to Everyone:

@MCP representatives: Much appreciation for the <https://www.dhcs.ca.gov/services/medi-cal/Documents/24-746-Doula-Guidance-for-Hosps.pdf> which is directed at facilities. Is there a MCP champion that can offer other MCP their best internal practices for streamlining credentialing/enrollment, billing and reimbursement including staff training and internal evaluation of your processes? The TA and training focus needs to be on MCPs in addition to hospitals and doulas themselves. . There is an imperative here not only to do "as well as" you've been doing for other providers, but to do better than because most doulas are sole or small



group providers who do not have the financial safety net or administrative support of large institutions. When processes are slow or delayed, they are without an income and the workforce cannot scale up.

11:57:34 From Gabriela (Gaby) Gonzalez to Everyone:

Thank you Dr. Marshall ❤️ ❤️

11:57:46 From Darlene Cart Captioner to Everyone:

Hi - I'm your captioner for the next meeting. Can the host please assign me to CC?

11:58:05 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

@Dr. Cassandra and team please consider whether doulas were being reimbursed timely, note how many times they needed to resubmit claims... and if the correct amounts were paid...

11:58:12 From vrindavani (they/them) to Everyone:

What power does DHCS have to enforce MCPs to follow these guidelines?

11:58:15 From Ajira Darch to Everyone:

Can all managed care plan reps who are here please share a contact email?
We'd like to reach out with your plan specific feedback that we've received!

11:58:23 From vrindavani (they/them) to Everyone:



11:58:28 From Erica Holmes to Everyone:

DHCS will be meeting internally to discuss additionally opportunities for MCP-specific TA to address the issues raised today and at prior meetings.

11:58:43 From Nish Patel to Everyone:

IEHP contact- doula@iehp.org



11:58:45 From Ed Torres to Darlene Cart Captioner And all panelists:

Good morning Ms. Darlene, could you please email me at Ed.Torres@dhcs.ca.gov to remind me to assign you for the next meeting.

Thank you.

11:58:47 From Emily Erhardt, Alameda Alliance for Health to Everyone:

doula@alamedaalliance.org for Alameda Alliance for Health

11:58:48 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

@Dr. Cassondra (sorry for the misspelling)

11:59:13 From Cassondra (Cassie) Marshall, she/her to Everyone:

Dr. Sayida- yes, taking that note down!

11:59:16 From Stacy Avalos RootedWillowServices.com to Everyone:

Can we add location should not be a barrier either.

11:59:23 From Deitre Epps, RACE for Equity she/her to Hosts and panelists:

Rene, Jim and Erica we will pass to you to wrap up and close

11:59:27 From Darlene Cart Captioner to Everyone:

Yes, and I mean the one starting in 1 minute

11:59:33 From Colleen Townsend to Everyone:

Partnership HealthPlan of CA: doulaservices@partnershiphp.org

11:59:41 From Angelica Bender to Everyone:

Medi-Cal-State-Program@kp.org

11:59:45 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

Thanks @Erica Holmes for this info- "DHCS will be meeting internally to discuss additionally opportunities for MCP-specific TA to address the issues raised today and at prior meetings."



11:59:45 From Nikki Avila - Bakersfield Doula to Hosts and panelists:

Anthem took 6 months to pay out and they paid at 2023 rates!

12:00:11 From Ryan Spencer, ACOG District IX to Everyone:

Thank you Rene!

12:00:11 From Nicole Evans, Blue Shield of California Promise to Everyone:

BSCPromiseDoula@blueshieldca.com

12:00:15 From Nikki Avila - Bakersfield Doula to Hosts and panelists:

Congratulations on your retirement

12:00:29 From LaShayla K to Everyone:

Congrats!! Wishing you the best

12:00:29 From DeAnna Carpenter to Everyone:

Congratulations and celebrating you, Rene!

12:00:35 From Anastasia Lester to Everyone:

Thank you for all you have done Rene!

12:00:43 From Colleen Townsend to Everyone:

Thank you Rene for your service -- Obviously you were 5 yo and when you started?

12:00:49 From Andrea Ferroni to Everyone:

Thank you and congratulations @ Rene Mallow

12:00:56 From Pooja Mittal to Hosts and panelists:

thank you Rene! Enjoy your next chapter!

12:00:58 From Alex Rounds she/ella to Everyone:

Congratulations and thank you for the service you have done for people of California, Rene!

12:01:01 From Linda Jones to Everyone:

Congratulations!



12:01:09 From Emily Erhardt, Alameda Alliance for Health to Everyone:

Thank you Rene and congratulations!

12:01:11 From Nicole Evans, Blue Shield of California Promise to Everyone:

Congratulations & thank you @Rene!! 30 years!!!!

12:01:12 From Khefri Riley to Everyone:

WOW! That's some serious service and commitment to families. You are an impressive force and it has been a phenomenal honor to work with you Rene.

12:01:13 From Mammissi Samsarah Morgan to Everyone:

Thank you Rene!

12:01:16 From Stacy Avalos RootedWillowServices.com to Everyone:

@Nicole Evans, I was denied due to location can I email you

12:01:17 From Ajira Darch to Everyone:

Congratulations

12:01:23 From Meng Fang (Santa Clara County) to Everyone:

Congratulations Rene!

12:01:23 From Chantel Runnels to Everyone:

CONGRATS!!!!!! THANK YOU!!!!!!

12:01:24 From Frontline Doula Hub to Everyone:

Congrats, Thank you Rene!

12:01:34 From Mia Janay to Everyone:

Thank you @rene mollow ! Cheers 🥂

12:01:35 From Alexis Robles-Fradet, NHeLP to Everyone:

thank you Rene!

12:01:42 From Cassandra Velez to Everyone:

calaim_providers@healthnet.com



12:01:43 From Erica Holmes to Everyone:

Nope -- Rene closed it out beautifully. Nothing more from Jim or me.

12:01:45 From Shanica Davis (she/her) to Everyone:

Congratulations Rene!!!

12:01:50 From Christina Bastida to Hosts and panelists:

Congratulations and thank you for your leadership!

12:02:15 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

@Congratulations on your retirement and Thank you for leaning into this workgroup and all of your work on the co-design process and all of your support on and off the camera.

12:02:22 From Alex Rounds she/ella to Everyone:



12:02:24 From Nicole Evans, Blue Shield of California Promise to Everyone:

Yes @Stacey

12:02:30 From Ajira Darch to Everyone:



12:02:37 From Erica Holmes to Everyone:



12:02:38 From Colleen Townsend to Everyone:

Rene -you have been a grounding force that has helped drive the direction and successes of this program and the work we have shared

12:02:47 From Jim Elliott to Everyone:

We wouldn't have developed the benefit as a model without you!

12:02:48 From Chantel Runnels to Everyone:

You Doula'd this initiative and benefit. History Maker!



12:02:55 From Alexis Robles-Fradet, NHeLP to Everyone:

Rene is a wonderful advocate and has shared how state departments can work with stakeholders. Her impact is national!

12:02:58 From Mammissi Samsarah Morgan to Everyone:

I'm scared of her leaving and pray that her replacement is as attune to doula life!

12:03:39 From Devaki Magee, Health Net to Everyone:

Thank you for your advocacy, Renee. Blessings in retirement.

12:03:39 From Nikki Avila - Bakersfield Doula to Hosts and panelists:

Crying over this, thank you @Rene

12:03:46 From Deborah Landreth to Everyone:

Thank you Rene and congratulations!

12:03:57 From Nish Patel to Everyone:

Thank you for all of your amazing leadership, Rene! We are all so lucky to have done this work with you

12:04:17 From Bianca Hamilton to Everyone:

Your service is truly admirable. Congratulations and Happy retirement!

12:04:47 From Sankofa Birthworkers Collective to Everyone:

So much gratitude for your time, commitment, and dedication to breathing life into this dream. All the best as you birth yourself anew in retirement.

12:05:23 From DeAnna Carpenter to Everyone:

May the integrity and intentionality, passion, commitment, love, and joy with which you poured and gave in these 30 years of service circulate back to you 1000 fold!

12:05:54 From Nicole Evans, Blue Shield of California Promise to Everyone:





12:07:14 From Lisa Murawski (Asm Health) to Everyone:

Rene - you are a phenomenal leader and you led us to new ground by helping bridge the gap between our massive bureaucracy and doula stakeholders. Thank you for everything you have done - you have had a profound impact and we will miss you!

12:07:38 From Ajira Darch to Everyone:

Once a doula...

12:07:51 From Paula Taillant RN,BSN, PHN, Perinatal & SIDS Coordinator to Everyone:

I am new to this group but wish to say thank you for your dedication in this work. We appreciate you! I leave inspired by your work and will continue to support our community. Happy retirement to you

12:10:39 From Sayida Peprah-Wilson (Dr/She/Her) Diversity Uplifts, Inc. to Everyone:

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