

Doula Stakeholder Implementation Workgroup Meeting CHAT

Date: May 9, 2025
Time: 10:00AM to 12:00PM
Duration: 2 hours

CHAT TRANSCRIPT:

10:00:19 From Crystal Haswell, Kaiser Permanente (she, her) to Hosts and panelists :

morning everyone! is there an agenda for the meeting?

10:02:24 From J Hernandez :

Good morning. This is Jessica Hernandez. I am a community birth worker of Frontline Doulas and Akasha Birth LA.

10:02:27 From vrindavani (they/them) :

Hi everyone - who is in the space? Vrindavani (they/them)- full spectrum birthworker in Sacramento region. sacbirthwork.com

10:03:00 From Erlinda 424-603-7180 to Hosts and panelists :

Erlinda - full spectrum Birthworker's Los Angeles

10:03:39 From Nikki Avila (She/Her) Bakersfield, CA Yokuts Territory :

Good morning everyone.

10:04:03 From Miix Estrada to Hosts and panelists :

Good morning! Miix Estrada (they/elle/she) here, full spectrum Indigenous birthkeeper & Frontline Doula Community DouLA Champion!
miixestrada.com



10:04:17 From Miix Estrada :

Good morning! Miix Estrada (they/elle/she) here, full spectrum Indigenous birthkeeper & Frontline Doula Community DouLA Champion!
miixestrada.com

10:05:21 From Gina Benson, Atala Doula Services (she/her) :

Good morning! Gina (she/her), birth/postpartum/bereavement doula in Sacramento area, Atala Doula Services.

10:05:37 From Felicia Curtis :

Greetings! The music is gone! I loved it!

10:05:39 From Crystal Haswell, Kaiser Permanente (she, her) :

Good morning! Crystal Haswell (she/her), Kaiser Permanente Health Plan

10:05:47 From Eboney Pearson :

Happy Friday, (She/Her) Eboney Pearson, Leader Health Initiatives, Social Good Solutions

10:05:50 From Annie Chang :

Good morning. Annie Chang, Health Education Assistant with Fresno County Public Health-Perinatal Equity Initiative Program.

10:06:25 From Angelica Bender :

Good morning! Angelica Bender, Kaiser Permanente Health Plan

10:06:28 From Carly Goldblatt :

Happy Friday! Carly Goldblatt, Health Net

10:06:45 From Deborah Landreth :

Good morning Deborah Landreth DHCS -Provider Enrollment Division

10:06:48 From Peggy Wheeler :

Good Morning and Happy Friday! This is Peggy at the CA Hospital Association.



10:06:56 From Ryan Spencer to Hosts and panelists :

Good morning! (She/her/Ella) Erica Barrios ACOG Representative

10:06:58 From Randy VonFeldt - Health Net :

Good Morning and Happy Friday! Randy VonFeldt, Health Net.

10:07:01 From Amy Houghtaling :

Hello, Amy Houghtaling. Doula in Central Valley.

10:07:04 From Felicia Francis-Edwards :

Good morning everyone , Felicia Francis-Edwards Community Doula with Frontline Doulaa

10:07:07 From Gaby Gonzalez (she/her) :

Gaby Gonzalez, LA County Medi-Cal Doula Hub Coordinator w/ DPH

10:07:13 From Cindy Bonaparte :

Good morning! Cindy Bonaparte, Community Engagement & Outreach Coordinator LA County Medi-Cal Doula Hub/Frontline Doulas. (She/her) Tongva Territory.

10:07:26 From J Hernandez :

Cindy 🙋

10:07:29 From Katherine Heck :

Katherine Heck, UCSF Center for Health Equity

10:07:37 From Sandra Rosenblum- Marin County MCAH :

Sandra Rosenblum, Marin County MCAH Program

10:07:41 From Felicia Curtis :

I'm Felicia White Curtis a Full Spectrum Doula, a doula mentor and instructor in the Sacramento to the East Bay! I am the founder and doula of Growing Seeds Wellness Services, Inc. and The Melanated Doula Collective!



10:07:42 From Jade to Hosts and panelists :

Morning everyone! Jade Daniels, LA County Medi-Cal Doula Hub
Communications Manager 🙏

10:07:50 From Amy Chen :

Amy Chen (she/her), Senior Attorney @ National Health Law Program

10:07:50 From Lucy Tyralla, PSC, Sonoma County MCAH :

Lucy Tyralla Sonoma County MCAH

10:07:52 From Miranda - CCHP :

Miranda Pena, Contra Costa Health Plan

10:07:52 From Kairis Joy Chiaji to Hosts and panelists :

Kairis Chiaji Sacramento Region, Co-Design Team
<https://www.blackdoulasmatter.com>

10:07:53 From Samantha Sime (she/her) :

Good morning all. Samantha Sime, researcher at UC Davis.

10:07:55 From Michel Huizar :

Michel Huizar, Managed Care Quality & Monitoring Division

10:07:57 From Liliana Ocegueda :

Liliana Ocegueda, Perinatal Services Coordinator, SFDPH/MCAH

10:07:57 From Iris Poveda - HPSJ to Hosts and panelists :

Good morning, Iris Poveda - Health Plan of San Joaquin

10:07:59 From Mary.DelPlato :

Mary Del Plato, Provider Network Liaison / Health Plan of San Mateo

10:07:59 From Alline's iPhone :

Charmaine, Sacramento Doula

10:07:59 From Sa Nguyen :

Sa Nguyen, DHCS - Managed Care Quality and Monitoring Division



10:08:02 From Victoria Truong, L.A Care Health Plan :

Victoria Truong, L.A. Care Health Plan, CA

10:08:03 From Kristina Armstrong :

Kristina Armstrong, Research Scientist, DHCS. Working on Doula Benefit Report.

10:08:10 From Jordan Gadd :

Jordan Gadd, Heluna Health

10:08:13 From Lee Walker to Hosts and panelists :

Good morning, Lee Walker, doula/owner Momma Lees Douliveries LA, San Bernardino, Riverside counties

10:08:17 From Priya Batra to Hosts and panelists :

Good morning - Priya Batra, LA County Department of Public Health

10:08:23 From Nancy Lomeli, Kaiser Permanente :

Good morning! Nancy Lomeli, KP Health Plan

10:08:23 From Anu Manchikanti Gomez (she/hers) :

Anu Manchikanti Gomez, faculty at UC-Berkeley. Working on the qualitative part of the doula benefit report

10:08:25 From Colleen Townsend to Hosts and panelists :

Colleen Townsend, Family Physician, Regional Medical Director Partnership HealthPlan of CA Northern CA

10:08:26 From Amy Houghtaling :

Amy Houghtaling, owner and doula with Wave's Embrace Doula Services, in Central Valley of California.

10:08:28 From Cindy Bonaparte :

Jessica! And Doula champions! 🏆

10:08:30 From Ashley Nguyen (she/her) :

Good morning - Ashley Nguyen, UC Berkeley



10:08:31 From DeAnna Carpenter :

DeAnna Carpenter, Frontline Doulas

10:08:42 From Christi Suchil :

Morning all. Christi (she/her) Tri-County Doula Hub (based in Santa Cruz) outreach coordinator. Raices y Carino is a Medical-Cal program grantee too so working on enrolling our new cohorts (with four languages, two indigenous) & affiliates.

10:08:43 From Andy Potter :

Andy Potter, DHCS Program Evaluation Section

10:08:44 From Mayra Serrano :

Mayra Serrano, CHEO, Anthem Blue Cross

10:08:48 From Nicole Aevans to Hosts and panelists :

Good morning everyone, Happy Friday! Nicole Evans, Blue Shield of California Promise Health Plan-Southern California

10:08:49 From Sayida Peprah-Wilson, (Dr/She/Her), Diversity Uplifts, Inc. :

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

10:09:09 From Mariposa Burciaga :

Good Morning, Mariposa Burciaga Frontline Doula Champion, Full Spectrum Doula serving the Central Valley/ Los Angeles county

10:09:30 From Adah Glenn :

Adah Glenn, LACMDH



10:09:48 From Tonya (TONE-ya) :

Tonya, LACMDH

10:10:26 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

Good Morning from HAPPY MAMA HEALTHY BABY COMMUNITY DOULA PROGRAM

10:10:35 From Lupita Ambriz :

Lupita Ambriz, she/her, UCSF Latino/x Center of Excellence

10:10:36 From Kairis Joy Chiaji to Ed Torres(direct message) :

Are you able to pin the speakers?

10:11:15 From Bianca H (she/her) :

Good morning! Bianca Hamilton, she/her, Frontline Doulas

10:12:20 From Carla Brown :

Carlabrownandco@gmail.com Doula, Central Valley and beyond

10:12:25 From Andrea Ferroni :

Morning. Andrea Ferroni (she/her) Maternal Child Adolescent Health Division of CDPH. Midwife. Implementation stakeholder workgroup and co-design member.

10:12:44 From Khefri Riley to Hosts and panelists :

Khefri Riley, CLEC, CPYT, HCHD, DHCS Co-design Stakeholder group team member, Co-Founder - Director of Frontline Doulas, Director of Impact and Development, Los Angeles County Medi-Cal Doula Hub, Maternal Infant Advocate, Doula, Educator, Trainer, Mother, daughter, sister, yogini.

10:13:07 From Zachary Epps to Ed Torres(direct message) :

Ed, are you comfortable spotlighting the speakers? Only the host (or co-host) can spotlight.



10:13:28 From Samsarah Morgan to Hosts and panelists :

Hello im Samsarah Morgan Oakland Better BirthFoundation 510-393-7380
www.niaoaklandbetterbirthfoundation.com

10:13:37 From Khefri Riley to Hosts and panelists :

Khefri@frontlinedoulas.com IG/FB @frontlinedoulas Khefri's IG
@soulmommagoddess

10:14:14 From Linda Jones :

Mama Linda Jones, Birth and Postpartum Doula, Co-Founder and Executive
Director, Black Women Birthing Justice, Oakland.

10:14:15 From Alex Rounds (she/ella) :

Alex Rounds (she/ella), Member of Doula Co-design team, Perinatal Support
Manager at First 5 Mendocino, Independent Licensed Midwife, Doula,
International Board Certified Lactation Consultant

10:14:54 From Marisol Ramirez Hall :

Marisol Ramirez Hall /Birth doula /lactation education specialist / co founder
of Three moons doula collective / Your Bliss full birth doula services. Kern
County Bakersfield

10:15:53 From Maximina Juson :

Maximina Juson, Interim Program Manager, Los Angeles Medi-Cal Doula
Hub

10:16:36 From Zachary Epps to Ed Torres(direct message) :

Do you see the "spotlight for everyone" option? Pin is just for you

10:17:22 From Zachary Epps to Ed Torres(direct message) :

It should be another option on the same list as pin

10:18:12 From Aquilah Nelson to Hosts and panelists :

Good morning Panelists, please make sure your messages are sent to
"Everyone" not just the "Host and panelists"



10:22:55 From Peggy Wheeler to Hosts and panelists :

these are great slides. Will slides be shared?

10:23:27 From Raquel Saunders :

The slides will be available on the DHCS Doula webpage.

10:23:28 From Peggy Wheeler :

these are great slides. Will slides be shared?

10:24:01 From Colleen Townsend :

Colleen Townsend, Regional Medical Director Partnership Health Plan,
Northern CA

10:24:38 From Nish Patel- IEHP :

why were members selected strictly based on a birth encounter with a doula
as opposed to capturing members that had more verified encounters with
doulas? It is hard to determine causation based on a single encounter

10:24:47 From Raquel Saunders :

[https://www.dhcs.ca.gov/provgovpart/Pages/Doula-Implementation-
Stakeholder-Workgroup.aspx](https://www.dhcs.ca.gov/provgovpart/Pages/Doula-Implementation-Stakeholder-Workgroup.aspx)

10:25:03 From Nish Patel- IEHP :

4 or more encounters would make more sense

10:25:04 From Felicia Curtis :

Also what about hospital led doula programs?

10:25:32 From Andrea Ferroni :

Preterm birth? Low birth weight? Breastfeeding rates?

10:25:35 From Amy Houghtaling :

Also, we only have so many visits with our clients. If we have more visits
and a longer amount of time with them prior to end of pregnancy and
labor, we might be able to affect cesarean numbers even more.



10:25:51 From Felicia Curtis :

Also if it's based on claims how is it a true outcome when Doula's are not receiving payment? Is it the claim in or paid?

10:26:29 From J Hernandez :

Yes based on claims in not paid

10:26:31 From Pooja Mittal :

The dose as a correlation would be very helpful.

10:27:05 From Felicia Curtis :

Also will Medi-Cal begin to cover classes to help marginalized communities prepare for birth to help with the medical concerns before pregnancy.

10:27:41 From Miix Estrada :

people don't know that they have access to this benefit

10:27:50 From Marisol Ramirez Hall :

I found that medical providers have referred mothers to me that already were high risk and usually close to end of pregnancy or breach and well the clients outcomes of how they birth where already pre determined by doctor. So I feel like my support ends up being emotional and educational and not outcome based

10:27:50 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

Yes, @Felicia Curtis.

10:27:54 From Miix Estrada :

that's why we end up getting these clients so late in their pregnancy

10:27:55 From Sayida Peprah-Wilson, (Dr/She/Her), Diversity Uplifts, Inc. :

Also consider... Preterm birth? Low birth weight? Breastfeeding rates? Increase of utilization of other Medi-Cal support services.

10:28:30 From Amy Houghtaling :

Yes, my point exactly. As they learn more about doulas and what we do, they are more likely to hire us earlier, giving us that time I mentioned that helps better prepare and build trust. This affects labor and C-section outcome.

10:28:48 From Kairis Joy Chiaji :

Is there a narrative included that would discuss all the data that isn't available and perhaps mention the data since then?

10:28:51 From Sayida Peprah-Wilson, (Dr/She/Her), Diversity Uplifts, Inc. :

Yes to noting impact on PMADs for the future

10:29:10 From Felicia Curtis :

@Cordelia I would love to chat with you.

10:29:15 From Marisol Ramirez Hall :

Patients still don't know who doulas are and how we can help.

10:29:26 From Felicia Curtis :

Yes!!!Mama Linda!

10:29:30 From Khefri Riley :

Pre-term, low birth weight, breast/chestfeeding at birth, were all measured during CA Doula Pilot programs.

10:29:51 From Felicia Curtis :

We know we make an effect!

10:29:58 From Amanda McNair-Robinson :

Absolutely. Thank you for bringing this up.

10:30:21 From Ajira Darch :

EXACTLY!

10:30:24 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

@Felicia Curtis - email me. Cordelia.Hanna@motherbabysupport.net



10:30:24 From Felicia Curtis :

Yes!

10:30:31 From Amy Houghtaling :

Just being in their labor is not enough to build the trust, education and feeling of safety, and new ability to advocate for themselves.

10:30:41 From Amanda McNair-Robinson :

exactly

10:30:53 From J Hernandez :

Thank you for this comment. Lets look at a complete study to see our impact

10:30:58 From Samsarah Morgan to Hosts and panelists :

Exactly

10:31:11 From Marisol Ramirez Hall :

Providers are not referring mothers to doulas enough!

10:31:16 From Felicia Curtis :

Also are these claims from hospital programs in these numbers as well.

10:31:20 From Ajira Darch :

I think what this report is demonstrating is that the implementation of this benefit has not been as effective as we would have hoped

10:31:26 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

@SayidaPeprah YES on PMADs!

10:31:26 From Amy Houghtaling :

We are not to walk into a labor and believe, or tell anyone, that we can alter the outcome. We are support.

10:31:34 From Felicia Curtis :

If so this will change the data as well.



10:31:57 From J Hernandez :

Thank you @AmyHoughtaling

10:32:09 From Emily Erhardt :

Will DHCS continue to monitor these outcomes?

10:32:17 From Emily Erhardt :

+ those mentioned above?

10:32:20 From Alex Rounds (she/ella) :

Many additional impacts to consider as discussed and birthing person reported experience of birth related trauma and severity.

10:32:37 From Amy Houghtaling :

Please include going forward the impact of prenatal preparation with the client.

10:32:57 From Miix Estrada :

there needs to be marketing and funds funneled to advertise doulas covered by insurance

10:33:29 From Miix Estrada :

the earlier they access our care, the more prepared they will feel which will support the lowering of interventions

10:33:39 From Felicia Curtis :

Hospitals should be sharing outside doula information not creating their own doula programs!

10:33:55 From Felicia Curtis :

It water downs the true role of a doula.

10:34:26 From Felicia Curtis :

It's a conflict of interest!

10:34:36 From Amy Houghtaling :

As long as studies continue, the expanse of the breadth of information would likely get better. Thank you for working directly with doula stakeholders for this reason.

10:36:08 From Pooja Mittal :

We are most likely to start seeing effects on postpartum visit follow up, perinatal mood disorder screening and c/s rates as we get more data. As we increase the number of people receiving doula care, we should start to see impacts on preterm birth.

10:36:37 From Amy Houghtaling :

YES! Thank you Ajira!

10:36:50 From Kairis Joy Chiaji :

Has the lack of data been tied to challenges of enrollment in the narrative?

10:37:26 From Peggy Wheeler :

Perhaps the report should not just address limitations but highlight the research and lived experience that demonstrates the positive impact doulas have had for decades.

10:38:08 From Khefri Riley :

@peggy wheeler absolutely!

10:38:33 From Amy Houghtaling :

Yes, logical and expected Kristin. Thank you for pointing this out about prenatals.

10:38:36 From Christi Suchil :

@felicia curtis absolutely agree. We've a hospital requiring 12 hour shift 'volunteer doulas' which seems to be contradictory to most services clientele focused approach. Not midwife/nurse assisting

10:39:05 From Peggy Wheeler :

Excellent!

10:40:17 From Amy Chen :

I understand the limitations of this particular report that is going to the state legislature. Is there a way to submit an addendum that includes additional resources or publications that do address some of the issues that many of the doulas and stakeholders are bringing up on positive impacts? Or perhaps this is already part of the report? For example, others including DHCS folks have already mentioned some of Dr. Cassondra Marshall's and Dr. Anu Manchikanti Gómez's work: <https://share.berkeley.edu/publications/>

10:41:11 From Erica Holmes to Hosts and panelists :

@Amy - Excellent question/point. Let us take that one back for consideration.

10:41:56 From Amy Chen to Hosts and panelists :

Thank you Erica! 🙌

10:42:10 From Pooja Mittal :

The work that Dr. Marshall has shared is very important, I was speaking to continuing to collect this data moving forward.

10:42:12 From Lydia Nakavuma to Hosts and panelists :

Good morning Panelists, please make sure your messages are sent to "Everyone" not just the "Host and panelists"

10:42:50 From Andrea Howard :

Going forward how will data continue to be collected?

10:43:00 From Alex Rounds (she/ella) :

It would be interesting to see how the doula research might come out in future Listening to Mothers surveys.

10:45:01 From Amy Houghtaling :

Yes, I have a grant through CCAH to help doulas get into Medi-Cal and their MCP in my area. This is great.

10:45:14 From Miix Estrada to Hosts and panelists :

surprised San Diego county isn't on there

10:45:39 From Miix Estrada to Hosts and panelists :

ahh good

10:46:40 From Priya Batra to Hosts and panelists :

Absolute number and rate/1000 births is really useful to see side by side!

10:47:50 From Andy Potter :

@Amy and @Pooja, Drs. Marshall and Manchikanti Gómez have directly contributed to this report, including on the experience of members, doulas, health care providers, and health plan staff. @Amy yes, a significant amount of prior research is cited in the report, both in the background and then again as context for each analysis comparing outcomes between doula users and non-users.

10:48:16 From Felicia Curtis :

Interesting

10:48:32 From Amy Houghtaling :

Thank you. This is my first time attending as a listener. I appreciate your response.

10:49:07 From Melissa :

so will there

10:49:09 From Miix Estrada to Hosts and panelists :

CalOptima doesn't pay their doulas and makes it difficult to enroll in their managed care plan



10:49:18 From Pooja Mittal to Ed Torres(direct message) :

These numbers do not look right - we have over 150 doula in our network.

10:49:26 From Ajira Darch :

Was that Raquel speaking? Can y'all spotlight the speaker?

10:49:28 From Amy Chen :

Super interesting to see all this data from the claims info! In case it's helpful, I also wanted to share my colleague, Alexis Robles-Fradet's, analysis published late last year which was based on a survey of doulas in CA, and supported by doula cultural connectors across the state. The NHeLP analysis includes similar doula demographic, language, geographic information, etc. of doulas who responded to the survey (425 doula respondents):

<https://healthlaw.org/nhelp-doula-survey/>

10:49:35 From Khefri Riley :

Thats what we said!

10:49:42 From Ajira Darch :

yep

10:49:56 From Melissa :

can we asked questions?

10:50:06 From Ajira Darch :

Can you show us that slide again?

10:50:13 From Melissa :

i have a question

10:50:18 From Miix Estrada to Hosts and panelists :

I'm in LA county and Kaiser is my #1 of client report

10:50:21 From Ajira Darch :

@Melissa you can ask a question through the Q&A button



10:50:59 From Amy Houghtaling :

I am contracted with Kaiser for two counties here in the Central Valley. Eff. 1/1/25, they added commercial plans to my contract. This has so far doubled my 2025 KP client volume so far.

10:51:14 From Lydia Nakavuma :

Please place your questions in the Q&A next to the green button at the bottom of your screen

10:51:23 From Jim Elliott :

Attendees who are not panelists can ask questions in Chat or Q&A, but they do not have the ability to speak.

10:51:28 From Eboney Pearson :

Thank you Amy

10:51:49 From Miix Estrada :

LA county doula here- most of my clients ARE Kaiser

10:51:51 From Davina :

San Diego county - contract was initiated (FTV group)

10:51:56 From Colleen Townsend :

Could this also be presented as the number of doulas relative to the size of membership of the health plan?

10:52:01 From Priya Batra to Hosts and panelists :

Have to leave early, so sorry! Thank you, all!

10:52:01 From Felicia Curtis :

I am too!

10:52:01 From Lee Walker to Hosts and panelists :

We are contracted. I think they are doing a lot better now with contracting from what I'm hearing from doulas

10:52:20 From Felicia Curtis :

@ Amy do you advertise?

10:52:54 From Felicia Curtis :

It can work against us as well.

10:53:24 From Kristin Schlater :

L.A. Care will provide an updated doula count. We have approx. 50 in our network.

10:53:24 From Amy Houghtaling :

Website, Insta and fb. In 2024, a lot of boots on the ground networking and talking it up. No one knew Medi-Cal covered. Providers, staff, resource groups, mothers.

10:53:49 From Alexis Robles-Fradet, NHeLP :

If you would like to stay in the loop through NHeLP's Doula Medicaid Project, check out these listservs:

<https://healthlaw.org/doulamedicaidproject/#doula-medicaid-project-listservs>

10:55:05 From Amy Houghtaling :

Now, I don't do anything extra. I have more work than I can handle with only insurance clients. Mostly Medi-cal and only commercial since 1/1 this year. My clients talk me up on their Moms groups on fb and in their lives. That is big as well.

10:55:13 From Ajira Darch to Ed Torres(direct message) :

Hey Ed! Can you spotlight the speaker so folks know who's talking? Since you're the host, if you hover over the top right corner then three dots will come up and you can click on that to see a drop down where you can select spotlight so we know who is speaking



10:55:25 From Crystal Haswell, Kaiser Permanente (she, her) :

As of April, Kaiser Permanente's service area includes 166 unique Medi-Cal Doula NPIs with fully executed contracts, and 27 unique NPIs currently pending or under negotiation (doula groups = one NPI)

10:56:04 From Ajira Darch :

Wow Crystal. That is quite the turnaround. I look forward to seeing a county breakdown.

10:56:05 From Felicia Curtis :

@Amy Beautiful!

10:58:01 From Amy Houghtaling :

Good to note. how many virtual to counties far and wide and how many focusing on narrowing it down to a safe distance so they can do in-person care. I am very concerned about doula safety in travel, as I prefer to do all work in-person and must be safe.

10:58:09 From Alex Rounds (she/ella) :

Did we see the 3rd page of County Medi-Cal doulas by 1000 births?

11:00:10 From Khefri Riley :

@Crytal, I wonder where these doulas are located? Where they live.

11:00:14 From Miix Estrada :

MCP are slow with contracting

11:00:22 From Sandra Rosenblum- Marin County MCAH :

Anyone billing Partnership? Are you getting the 2024 rates?

11:00:37 From Ajira Darch :

I'm wondering that too Khefri

11:00:42 From Emily Erhardt :

@Samasarah, thank you!



11:00:48 From Linda Jones :

Agree about Alameda Alliance!

11:01:00 From Emily Erhardt :

Thank you Mama Linda!

11:01:07 From J Hernandez :

Thank you for highlighting this regarding Kaiser

11:01:34 From vrindavani (they/them) :

MCPs have told me that it is okay to submit claims before contracting but now it is hard to get paid and be contracted with them!

11:01:55 From vrindavani (they/them) :

I have been having issues with contracting and getting paid from Contra Costa Health Plan

11:02:15 From Colleen Townsend to Sandra Rosenblum- Marin County

MCAHAnd all panelists :

Hi Sandra, please feel free to reach out to me and our claims department (claims@partnershiphp.org) regarding claims and payment questions as well. ctownsend@partnershiphp.org

11:02:38 From Jim Elliott :

@Khefri. We'll see if we can get the data on doula contracts with plans.

Some other data represents the counties where doulas live, and many report that they also serve neighboring counties.

11:02:40 From Melissa :

i am unsure if my question gets answer

11:03:01 From Melissa :

i have a question about medi-cal doulas

11:03:14 From Lydia Nakavuma :

Hi Melissa, what was your question?



11:03:19 From Ajira Darch :

Is your question in the chat or the Q&A, Melissa?

11:03:22 From Lydia Nakavuma :

Can you put it on the Q&A?

11:03:42 From Khefri Riley :

@Jim That would be helpful

11:03:45 From Ajira Darch :

There has been a high turnover for Kaiser reps here lol

11:04:12 From Khefri Riley :

@Crystal, we look forward to working with you.

11:04:20 From Melissa :

one of the barriers in poor women

11:04:23 From Samareen Shami, Molina :

Is there another slide here --- is this alphabetical?

11:04:32 From Samareen Shami, Molina :

Thank you!

11:04:35 From Amy Houghtaling :

Kaiser in my area recently implemented a form that my client and their doula have to sign. I basically says I will be appropriate or I can be asked to leave. That's concerning.

11:04:42 From Melissa :

is lack of access to medi-cal doula

11:05:03 From Lucy Tyralla, PSC, Sonoma County MCAH :

I would very much appreciate the email Crystal Haswell mentioned that she would share.

11:05:19 From Jessica :

Will this recording be available to view at a later time?

11:05:32 From Samareen Shami, Molina :

Yes please, can this recording be made available?

11:05:35 From Ajira Darch :

Yes, Jessica. It'll be posted on the website.

11:05:49 From Miix Estrada :

a lot of MCP take forever to get contracted and their reps ignore our emails for LOAs

11:05:50 From Amy Houghtaling :

I also just asked my local KP hospital this morning if I could register for a Stork Tour and was told, after being on hold for a few minutes, that I cannot attend myself. I can only take an in-person tour with a client. Again, concerning.

11:06:18 From Ajira Darch :

Oh wait. Sorry. Not the video recording - just the slides, chat and transcript!
<https://www.dhcs.ca.gov/provgovpart/Pages/Doula-Implementation-Stakeholder-Workgroup.aspx>

11:08:22 From Melissa :

in order to be a medi-cal doula a person needs to take a pathway class but there are limited in person doula training class that can give a person a certificate.

11:09:02 From Priya Kalyan-Masih, MD Doula :

Thank you for hearing our concerns about Kaiser, look forward to communicating with you

11:10:48 From Amy Houghtaling :

Melissa, what do you mean class? I have a grant and a fellow doula and I present twice a month on how to navigate PAVE and getting into Medi-cal. It's free to anyone. And Medi-Cal does not require doulas to be "certified" doulas to be a provider with them.

11:11:31 From Melissa :

how do we make it more acessable for for bipoc to take doula traning classes.

11:11:48 From Melissa :

in order to be medi-cal doula

11:12:06 From Melissa :

a person take a doula class for over 16 hrs

11:12:13 From Amy Houghtaling :

Many trainers offer scholarships or discounts. Just inquire.

11:12:42 From Amy Houghtaling :

Madriella is very thorough, completely online and very cost efficient for someone on a tight budget.

11:12:55 From Amy Houghtaling :

Although, I myself and DONA trained.

11:14:00 From Melissa :

and must be trained in child birth, cpr, before medi-cal allowed you to apply and contract with them.

11:14:54 From Melissa :

where i live there are only one in person training class, everything else is online. that is a barrier for them.

11:15:34 From Linda Jones :

Melissa - are you presently a doula?



11:16:10 From Melissa :

the in person training class is \$800 for

11:16:15 From Melissa :

in person

11:16:59 From Melissa :

no but i am taking class that charge \$800 for 4 days training doula class

11:17:55 From Linda Jones :

@Melissa - after you get that there are many orgs helping you to navigate
PAVE and contracting with MCPs

11:17:56 From Melissa :

so that was one barrier facing medi-cal women

11:17:58 From Samsarah Morgan to Hosts and panelists :

@crystal. Greetings my number is 510-393-7380 the fastest way to reach
me is via text if you can, lsamsarahmorgan@gmail.com email

11:18:31 From Melissa :

limited in person doula training class

11:18:40 From Ajira Darch :

Thanks for adding that

11:18:59 From Miix Estrada to Hosts and panelists :

everyone should get extended pp visits

11:19:04 From Ajira Darch :

agreed

11:19:21 From Miix Estrada :

everyone should get extended pp visits

**11:20:14 From Crystal Haswell, Kaiser Permanente (she, her) to Hosts and
panelists :**

thank you, samsarah! i will reach out to you.



11:20:24 From Melissa :

so one my question is how do we make in person doula training class more accesible for those who cant afford the course.

11:20:39 From Khefri Riley :

Thank you for addressing that concern.

11:21:45 From Khefri Riley :

@melissa we will have free doula trainings in LA County. There are many doula programs that are NO COST and funded. Where are you locate?

11:22:06 From Crystal Haswell, Kaiser Permanente (she, her) :

Please send your Kaiser specific issues and inquires to Medi-CalDoulaServicesLiaison@kp.org and our team will respond. We will follow-up about our doula network after the meeting.

11:22:10 From Linda Jones :

@Melissa - these classes are costly to provide. You would have to find an org that has funding to provide these trainings.. Where ae you located?

11:22:38 From Melissa :

my other question is to create a maternity home for the pregnant person. there is none in my county.

11:22:48 From Melissa :

i am in humboldt county

11:23:08 From Gaby Gonzalez (she/her) :

Los Angeles County Medi-Cal Doula Hub - Doula Training Interest Form
<https://forms.gle/G1KthzJnxkjK7Sfp7> (trainings will be located in LA County)

11:23:33 From Amy Houghtaling :

Yes, already being contacted about becoming ECM



11:23:57 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

We have had coverage for Licensed Midwives under Medi-Cal for at least 5 years and the MCPs still don't recognize them.

11:24:00 From Melissa :

there is a lot of doulas but only one in person training class that offers hand on training and it cost \$800 to take it.

11:24:02 From Amy Houghtaling :

AND in the surgical Recovery Room

11:24:32 From Alex Rounds (she/ella) :

@Amy- operating room is addressed in this recommendation.

11:24:47 From Melissa :

there are lots of doulas but medi-cal doulas are very small.

11:24:52 From Khefri Riley :

@melissa, you may have to travel for a training or advocate at a county level to bring one to your community.

11:24:58 From Amy Houghtaling :

Love that! Need more in all counties.

11:25:05 From Alex Rounds (she/ella) :

@Amy- good point recovery room!

11:26:19 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

@Melissa: Happy Mama Healthy Baby Alliance offers doula trainings in LA County and can travel to deliver. We offer scholarships for BIPOC persons.

<https://motherbabysupport.net>



11:26:19 From Lucy Tyrala, PSC, Sonoma County MCAH :

Doulas should be allowed across the board at Epidural placement and in the operating room. If the Hospital wants to provide training regarding their protocols to ensure patient safety, that should be offered. But Doulas should not be left out at these critical parts of the birthing person's experience during their labor and birth.

11:26:45 From Melissa :

yes that one of the barrier facing bipoc doulas

11:27:16 From Melissa :

is how expensive it is

11:28:42 From Linda Jones :

@Melissa, people must look at this charge as an investment in their business. As with other professions training, they would have to save up...they will get reimbursed with ONE birth.

11:29:10 From Melissa :

now pregnant bipoc on medi-cal lack access to medi-cal doulas because of the limited doulas that does accept medi-cal

11:29:16 From Khefri Riley :

We welcome Black and BIPOC doulas to register on our <https://www.CaliBlackDoulaDirectory.com>

11:29:49 From Melissa :

in humboldt there are a lot of doulas but very small group of medi-cal doulas

11:30:30 From Melissa :

so pregnant bipoc on medi-cal cant access doula services



11:30:43 From Amy Houghtaling :

How about including providers on that directory that research shows to be beneficial to pregnant women, such as chiropractics and acupuncture.

11:30:47 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

@Melissa: Happy Mama Healthy Baby Alliance has 12 African-American doulas available to serve. We are in Los Angeles County. We have 3 Latinx doulas as well. We all are Medi-Cal credentialed.

<https://motherbabysupport.net>

11:31:48 From Amy Houghtaling :

Do you mean scammers who try to manipulate a doula?

11:32:02 From Melissa :

that is one barrier facing bipoc pregnant women and those who cant afford to take a doula training class.

11:33:01 From Ajira Darch :

Yes. Is there an intention, what would that look like, who would we need to be following up with to find out what's happening next, lol.

11:33:02 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

@Melissa: Happy Mama Healthy Baby Alliance offers scholarships for BIPOC persons wanting to become a doula. We have a June doula training in Los Angeles and we can also travel to conduct training in your community.

11:33:23 From Ajira Darch :

Yes.

11:33:24 From Colleen Townsend :

@melissa please reach out to me at Partnership HealthPlan of CA the MCal Managed Care Plan in Humboldt and we may be able to connect you to additional Humboldt resources for training
doulaservices@partnershiphp.org

11:33:45 From Ajira Darch :

However your pregnancy concludes, you are entitled to doula support.

11:34:06 From Teresa Gibson :

Teresa Gibson ,Doula ,San Luis Obispo

11:34:13 From Ajira Darch :

yes

11:34:46 From Melissa :

really

11:34:56 From Melissa :

might get in touch

11:35:18 From Amy Houghtaling :

What are the steps to get the evidence of pregnancy? I don't recall that in my contracts. You're saying this is new?

11:35:48 From Melissa :

another concern are there are no maternity homes for pregnant women

11:36:10 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

The State of California working on reparations for African American people should consider adding money for doula trainings.

11:36:16 From Melissa :

those available are religious

11:36:57 From Miix Estrada :

is the rep for CalOptims here??

11:37:05 From Melissa :

so do we create a maternity homes for them

11:37:12 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

@Melissa: there are few if any maternity homes anywhere in California.

There are birth centers however.



11:37:13 From Sayida Peprah-Wilson, (Dr/She/Her), Diversity Uplifts, Inc. :

@Amy they are just referencing that the only way to get paid for doula services is to have some code related to pregnancy in the records. Its not new, this is just referring to the billing process

11:37:29 From Melissa :

yes

11:37:46 From Melissa :

as a person traning to becoming a doula

11:38:23 From Ajira Darch :

Share your experience as a member or doula in accessing or offering doula support services under this benefit:

<http://bit.ly/MediCalDoulaBenefitFeedback>

11:38:26 From Amy Houghtaling :

Thank you Sayida. Sounded like I need my client to provide some form of proof.

11:38:53 From Melissa :

one barrier is lack of maternity homes

11:38:58 From Ajira Darch :

Your feedback has been crucial in our advocacy efforts. Thank you to everyone who has shared the barriers and challenges you've been navigating. We appreciate you!

11:38:59 From Cindy Bonaparte (she/her) :

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

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

11:39:30 From Cindy Bonaparte (she/her) :

Share this feedback form with your clients as well!

11:39:41 From Melissa :

i think there should be one of the goal is to provide maternity homes for secular purpose

11:39:49 From Ajira Darch :

Yes, please share with your doula clients so they can share their experiences as well.

11:40:10 From Amy Houghtaling :

What if not a Google platform user? It won't open

11:40:58 From Ajira Darch :

You should be able to access it still Amy. What's your email? Send it to me directly if you don't want to post it in the chat: ajiradarch@gmail.com

11:41:33 From Amy Houghtaling :

wavesembrace@outlook.com

11:42:01 From Ajira Darch :

I'll follow up with you once I check the form after this meeting.

11:42:19 From Amy Houghtaling :

Thank you

11:43:26 From Alline's iPhone :

I'm a new Doula, still enrolling in PAVE. My first birth was interesting, in the birthing space, some hospital is a bit resistant. I think it is important for Doulas to be counted but not as a visitor. I had to switch in and out with family. Great convo

11:44:29 From Amy Houghtaling :

The form for the 9 Additional PP sessions requires a licensed provider of the healing arts to complete it.



11:44:46 From Peggy Wheeler :

Thank you for the comment, Alline. We would like to follow up if you can share the hospital in question. my email is pwheeler@calhospital.org.

11:45:15 From Melissa :

yes there should be a secular maternity home

11:45:34 From Melissa :

how one start it?

11:45:43 From Melissa :

in humboldt county

11:45:48 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

@Melissa: Write a grant for one in your community!

11:46:15 From Samareen Shami, Molina :

Cant see the speaker

11:46:17 From Ajira Darch :

@Amy just emailed you.

11:46:43 From Ajira Darch :

Samareen - the speaker has their hand up (Dr. Sayida Peprah-Wilson)

11:46:51 From Samareen Shami, Molina :

Ok thanks

11:47:06 From Miix Estrada :

is the rep for CalOptims here?? i'm trying to get an LOA

11:47:18 From Amelia :

It has been a pleasure for The California Health Care Foundation to support this work! Thank you all!

11:47:50 From Ajira Darch :

Thank you Amelia!



11:48:09 From Khefri Riley :

You are appreciated Amelia.

11:48:12 From Amy Chen :

Thank you Amelia and CHCF for providing that support!

11:48:19 From Linda Jones :

We truly appreciate you Amelia

11:48:24 From Eboney Pearson :

Much kudos to Sayida and Khefri

11:48:45 From Lee Walker :

Much love to the doula hub

11:48:50 From Melissa :

thanks

11:49:23 From Sayida Peprah-Wilson, (Dr/She/Her), Diversity Uplifts, Inc. :

Thank you La Roux and The Stupski Foundation for all of your support

11:49:28 From Melissa :

yeah but who are programs willing to offer a grant for a maternity home

11:49:33 From Gaby Gonzalez (she/her) :

The work continues <3

11:49:35 From Ajira Darch :

Please check out the Medi-Cal Birthworker Resource Hub which was created by doulas to support us with this benefit: <https://medi-calbirthworker.com/>

11:50:17 From Gaby Gonzalez (she/her) :

If you're in LA County and need support with the Medi-Cal doula benefit, the LA County Medi-Cal Doula Hub is here for you! ladoulahub.com

11:50:33 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

@Melissa, you have to do a grant search.



11:52:05 From Melissa :

thanks

11:52:21 From Amy Houghtaling :

Melissa, check with your individual MCPs. Two in our area are now offering different grants

11:52:51 From Ajira Darch :

Join our Pamoja forum to connect with other doulas at every stage of the enrollment process (from curiosity to established and serving Medi-Cal clients) <https://bit.ly/joinpamoja>

11:52:55 From Cordelia Hanna, Happy Mama Healthy Baby Alliance :

@Amy: what MCPs?

11:54:01 From Sayida Peprah-Wilson, (Dr/She/Her), Diversity Uplifts, Inc. :

Medi-Cal Birthworker Resource Hub Website

Diversity Uplifts, Inc. has created the Medi-Cal Birthworkers Resource Hub website as a state-wide, community-lead resource for interested and enrolled doulas. Both DHCS Pave and MCP Application information are there, as well as LOCAL community-based support by advocates and organizations. IF YOU HAVE LOCAL SUPPORT FOR DOULAS ENROLLING OR ENROLLED, please fill this form, so we can add your information.

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>



Local Community-Based Org with Resources and Support for Enrolling and Enrolled Medi-Cal Doulas <https://medi-calbirthworker.com/find-support/>

11:55:41 From Alexis Robles-Fradet, NHeLP :

If you would like to stay in the loop through NHeLP's Doula Medicaid Project, check out these listservs:

<https://healthlaw.org/doulamedicaidproject/#doula-medicaid-project-listservs>

11:55:56 From Lee Walker :

We navigated the wild Wild West

11:56:04 From Chantel Runnels :

Yes Lee!

11:57:00 From Melissa :

what is the name

11:57:02 From Khefri Riley :

@eboney thank you!

11:57:15 From Melissa :

of the place offering grants?

11:57:19 From Ajira Darch :

Congratulations!

11:57:20 From Amy Chen :

That's amazing Peggy!!!! ♥

11:57:21 From Sandra Rosenblum- Marin County MCAH :

Fantastic!

11:57:25 From Davina :

<3

11:57:25 From Devaki Magee, Health Net :

That's awesome!

11:57:27 From Chantel Runnels :

Beautiful!

11:57:27 From DeAnna Carpenter :

That's so beautiful! Congratulations!

11:57:30 From Amy Houghtaling :

Yay! Good for you!

11:57:35 From Jennifer O :



11:57:41 From Linda Jones :

Yay Peggy! Welcome to the coven 🧿

11:57:41 From Bianca H (she/her) :

Beautiful Peggy!

11:57:41 From Khefri Riley :

You better werk Peggy! Welcome to the doula-hood!

11:58:02 From Chantel Runnels :

Families will be so lucky to have you as their doula Peggy :-)

11:58:06 From Nicole Aevans :



11:58:31 From Christi Suchil :

That's awesome Peggy 🎉 congrats

11:58:32 From Sayida Peprah-Wilson, (Dr/She/Her), Diversity Uplifts, Inc. :

@Peggy Welcome Peggy to the doula world. We've appreciated your partnership and look forward to move.

11:58:56 From Cindy Bonaparte (she/her) :

So beautiful to see!

11:59:02 From Alex Rounds (she/ella) :

Seeing the time and the hands raised, I'll share my thanks with you all here. I value each and everyone one of you on this and all the calls we've met on. Grateful for the work of the doulas throughout the state, DHCS team, MCPs, CBOs, CDPH, and all. Look forward to seeing us all continue to work together here and in perinatal child health in our communities and systems.

11:59:13 From Aquilah Nelson to Hosts and panelists :

We ask the workgroup members to complete the survey to share feedback about this meeting: <https://forms.gle/TjHaXJucUuMy4RKt8>

11:59:28 From Khefri Riley :

Amen! Wahe Guru! Amin! Aho!

11:59:57 From Nicole Aevans :



12:00:21 From Cindy Bonaparte (she/her) :

Means so much coming from you Mamma Linda <3

12:00:29 From Adah Glenn :



12:00:37 From Ajira Darch :

Thank you to everyone who's been a part of this process in all the ways you've done so.

12:00:40 From Sayida Peprah-Wilson, (Dr/She/Her), Diversity Uplifts, Inc. :

Thank you Pooja & Health Net for all of your support. We love you

12:01:18 From Lee Walker :

Thank you Mama Linda!!

12:01:23 From Cindy Bonaparte (she/her) :

Thank you Co-Design team and DHCS this is a monster project and its the right work.

12:01:24 From Alex Rounds (she/ella) :



12:01:27 From Sankofa Birthworkers Collective :



12:01:32 From Amy Chen :

I also want to share appreciation for everyone who has participated in these calls, meetings, advocacy work, etc. since 2021!! I can tell you from working with doulas and State Medicaid Agencies in other states that the ultimate partnership we've been able to achieve here in California is truly special and unique. ❤️

12:01:33 From Pooja Mittal :



12:01:36 From Sayida Peprah-Wilson, (Dr/She/Her), Diversity Uplifts, Inc. :

Thank you Dr. Priya both when you were at IEHP and now in LA County for all of your support. We love you.

12:01:37 From Khefri Riley :

The door has been opened! So now doulas just have to keep coming across the threshold! Come get it!

12:02:03 From Cindy Bonaparte (she/her) :



12:02:27 From Aquilah Nelson to Hosts and panelists :



12:02:36 From Aquilah Nelson to Hosts and panelists :

We ask the workgroup members to complete the survey to share feedback about this meeting: <https://forms.gle/TjHaXJucUuMy4RKt8>

12:02:56 From Alex Rounds (she/ella) :

and big thanks to the RACE for Equity Team!!!

12:03:12 From Pooja Mittal :

I am so sorry, I have to drop. Thank you.

12:03:28 From Miix Estrada :

we need midwives covered too

12:03:35 From Khefri Riley :

Thank you for everything Pooja!

12:03:37 From DeAnna Carpenter :

Hats off to each of you who were tasked with this Visionary Lift. We see you, appreciate you, and give thanks for you! May all your efforts be fruitful and multiplying!

12:04:18 From Cindy Bonaparte (she/her) :

Midwives ❤️ 100

12:04:19 From Alex Rounds (she/ella) :

Midwives can contract with Medi-Cal and there is more work being done there as well @Miix.

12:05:56 From Khefri Riley :

@DeAnna and @Cindy thank you for all the work you have done to support this process and the doulas who deliver the care! Y'all are the best!

12:06:36 From Kairis Joy Chiaji :

Midwives don't get a facility fee through medi_cal so they actually lose about \$3k per client when they serve through the benefit.

12:06:48 From Alex Rounds (she/ella) :

<https://www.midwiferyaccessca.org/>

12:06:52 From Cindy Bonaparte (she/her) :

@khefri ❤️ ❤️ 🙏



12:07:18 From Aquilah Nelson to Hosts and panelists :

We ask the workgroup members to complete the survey to share feedback about this meeting: <https://forms.gle/TjHaXJucUuMy4RKt8>

12:07:38 From DeAnna Carpenter :

@khefri 🙏 Thank you and we love you! It is an honor.

12:08:07 From Khefri Riley :

Thank you Race 4 Equity! You have held it down!

12:08:10 From Aquilah Nelson to Hosts and panelists :

♥ ♥ ♥

12:08:19 From Ajira Darch :

Thank you to all the doulas and advocates who've shown up to these calls and been witnessing our process and sharing thoughts/comments in the chat.

12:08:25 From Ajira Darch :

We appreciate you!

12:08:36 From Alex Rounds (she/ella) :

I am, sitting on the CALM board and working with MACA

12:08:49 From Alex Rounds (she/ella) :

oops that was for @Kairis.

12:09:15 From Ajira Darch :

DoulaBenefit@dhcs.ca.gov

12:09:24 From Miix Estrada :

are the reps for LA Care and CalOptima here? I would love your emails to get more info on enrolling with your MCP



12:09:29 From Sayida Peprah-Wilson, (Dr/She/Her), Diversity Uplifts, Inc. :

Thank you to the Race4Equity Team. You came along side in this journey and really made the communications and organization of the meetings more conducive to the goals of co-designing, developing, making recommendations for implementation. We appreciate you all. Deitre, Lydia, Aquilah, Zachary!

12:09:36 From Jennifer O :

THank you everyone!

12:09:40 From Aquilah Nelson :

Thank you all!

12:09:46 From Bianca H (she/her) :

Thank you all!

12:10:00 From Gina Benson, Atala Doula Services (she/her) :

Thank you so much, everyone!!

12:10:21 From Felicia Francis-Edwards to Hosts and panelists :

Thank you

12:10:34 From Aquilah Nelson :

Thank you to you all. It's truly been an honor!

12:12:18 From Carla Brown to Hosts and panelists :

Thank you