

**Doula Stakeholder Implementation Workgroup Meeting  
Questions-and-Answers**

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

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**Q&A TRANSCRIPT:**

**Davina (Guest) 10:21 AM**

Davina from For the Village here - Can someone confirm if Molina has paid out the rate increase to ANY doula at all? We've gotten two responses from them about why we're getting the 2023 rates - a) that doulas are not listed as "primary care providers" in their system and the Tri rate increase specifically notes that increases apply to Primary Care providers so doulas were not included and they did not make those updates in their system, and b) that we are not getting the updated rates because we are on an LOA contract not a full contract (which we are working on but they don't know how to do that given our doulas hold their own liability insurance). Those two answers are vastly different and if the reality is A then it's a HUGE issue because that means it would apply to every single doula provider in their network

**Rafael Davtian (Guest) 10:32 AM**

Hello Davina -- Molina has attested to their compliance with the 2024 Targeted Rate Increases (TRI). Regarding a), doulas are an eligible provider type for the TRI rates; see page 2 of All Plan Letter 24-007, <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-007.pdf>. If you continue to receive this response, please reach out to DHCS and we can provide clarification to the health plan. Regarding b), the TRI policy applies to network providers only; an LOA is not a network provider agreement and, thus, not sufficient to meet that requirement.

**Anonymous attendee 10:21 AM**

What time period is the 886 (n) over? Since January 2023?

**Andy Potter (Guest) 10:22 AM**

January 1, 2023 through June 30, 2024.



**Emily Erhardt (Guest) 10:23 AM**

Will DHCS continue to monitor these outcomes?

**Erica Holmes (Guest) 10:35 AM**

Yes, DHCS is absolutely interested in and committed to continuing to monitor doula service utilization and impacts on health outcomes for our members.

**Alexis Robles-Fradet, NHeLP (Guest) 10:37 AM**

Will data on utilization for this benefit be published by DHCS going forward? Any chance for a dashboard?

**Jim Elliott (Guest) 10:38 AM**

Creation a dashboard is one of the recommendations.

**Emily Erhardt (Guest) 10:37 AM**

Thank you!

This question has been answered live

**Felicia Curtis (Guest) 10:40 AM**

Also, will they add us to the medical team rather than as a guest? I have had mothers tell me they were advised that if they choose a hospital assigned doula they can have an additional guest but if they bring their own doula they lose a guest.

**Andrea Ferroni (Guest) 10:43 AM**

Hi Felicia. That hospital's practice is not in alignment with CDPH guidance in the All Facilities Letter <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/AFL-25-13.aspx>

**Anonymous attendee 10:41 AM**

How often is the doula directory updated in terms of contacting doulas who are on the directory and removing doulas who no longer accepts medi-cal clients?

**Jim Elliott (Guest) 10:44 AM**

The directory is generally updated monthly based upon responses to newly enrolled doulas. It reflects doulas who are actively enrolled. We would need to evaluate how to gather data on doulas who longer accept Medi-Cal.



**Alexis Robles-Fradet**, NHeLP (Guest) 10:49 AM  
Will the slides be posted?

**Erica Holmes** (Guest) 10:51 AM  
Yes, we will post the slides on our doula website after today's presentation. They are typically posted within a week or so.

**Anonymous attendee** 10:45 AM  
Can you clarify what you mean when you say you didn't

**Jim Elliott** (Guest) 10:53 AM  
If the numbers for the group are too low, generally 11 or fewer, the actual number is suppressed.

**Alexis Robles-Fradet**, NHeLP (Guest) 10:49 AM  
Will the slides be posted?

**Erica Holmes** (Guest) 10:51 AM  
Yes, we will post the slides on our doula website after today's presentation. They are typically posted within a week or so.

**Anonymous attendee** 10:51 AM  
i have a question. it about more bipoc doulas.

**Jim Elliott (Guest)** 10:53 AM  
Please type in your question in the Q&A

**Anonymous attendee** 10:52 AM  
do i raised my hand via the button?

**Andrea Ferroni** (Guest) 10:53 AM  
Attendees who are not panelists can ask questions in Chat or Q&A, but they do not have the ability to speak.

**Alline's iPhone** (Guest) 10:52 AM  
Does Kaiser have their own Doulas or are they Medi-cal

**Crystal Haswell**, Kaiser Permanente (she, her) (Guest) 11:10 AM  
The numbers for KP are Medi-Cal enrolled



**Anonymous attendee** 10:52 AM  
do i raised my hand via the button?

**Andrea Ferroni** (Guest) 10:53 AM  
Attendees who are not panelists can ask questions in Chat or Q&A, but they do not have the ability to speak.

**Anonymous attendee** 10:59 AM  
thanks. i have a question about doula. in order to qualified as a medi-cal doula, a person needs to take a class training class. that also cost money.

what if there are no doula training classes or it is too expensive? there is only online class, no in person doula classes.  
This question has been answered live

**Ajira Darch** (Guest) 11:13 AM  
(Sorry I clicked on answer live accidentally). Any doula training that meets the requirements listed is acceptable. You can even augment a training if it doesn't contain a required topic (for instance take a separate lactation support training). Where are you located? I would reach out to doulas in your community to find an affordable training, or reach out to trainers to ask about affordable trainings or payment plans or scholarships. There is also the experience pathway if you have already been serving community as a doula.

**Lucy Tyralla**, PSC, Sonoma County MCAH (Guest) 11:22 AM  
Could Crystal Haswell provide the email she mentioned for any questions/issues related to the Kaiser Doula benefit?

**Crystal Haswell**, Kaiser Permanente (she, her) (Guest) 11:22 AM  
Please send your Kaiser specific issues and inquires to Medi-CalDoulaServicesLiaison@kp.org and our team will respond.