

# Doula Implementation Stakeholder Meeting

DHCS Benefits Division

April 12, 2024

# Workgroup Logistics

- » Workgroup members are the only stakeholders who can speak during the meeting.
- » All other attendees are in listen-only mode.
- » All stakeholders can use the chat feature.
- » The chat and transcript of the meeting will be posted on the DHCS website by April 19.
- » DHCS will review all feedback/comments on discussion topics submitted via email ([DoulaBenefit@dhcs.ca.gov](mailto:DoulaBenefit@dhcs.ca.gov)) and via the chat function.

# Instructions for Closed Captioning

- » **Accessing Zoom Controls:** Once in the meeting, locate the Zoom toolbar at the bottom of the screen.
- » **Click on “Closed Captioning”**
- » **View Captions:** Once you've enabled captions, you should start seeing them displayed on the screen as the meeting progresses. Captions will typically appear at the bottom of the Zoom window.

# Agenda

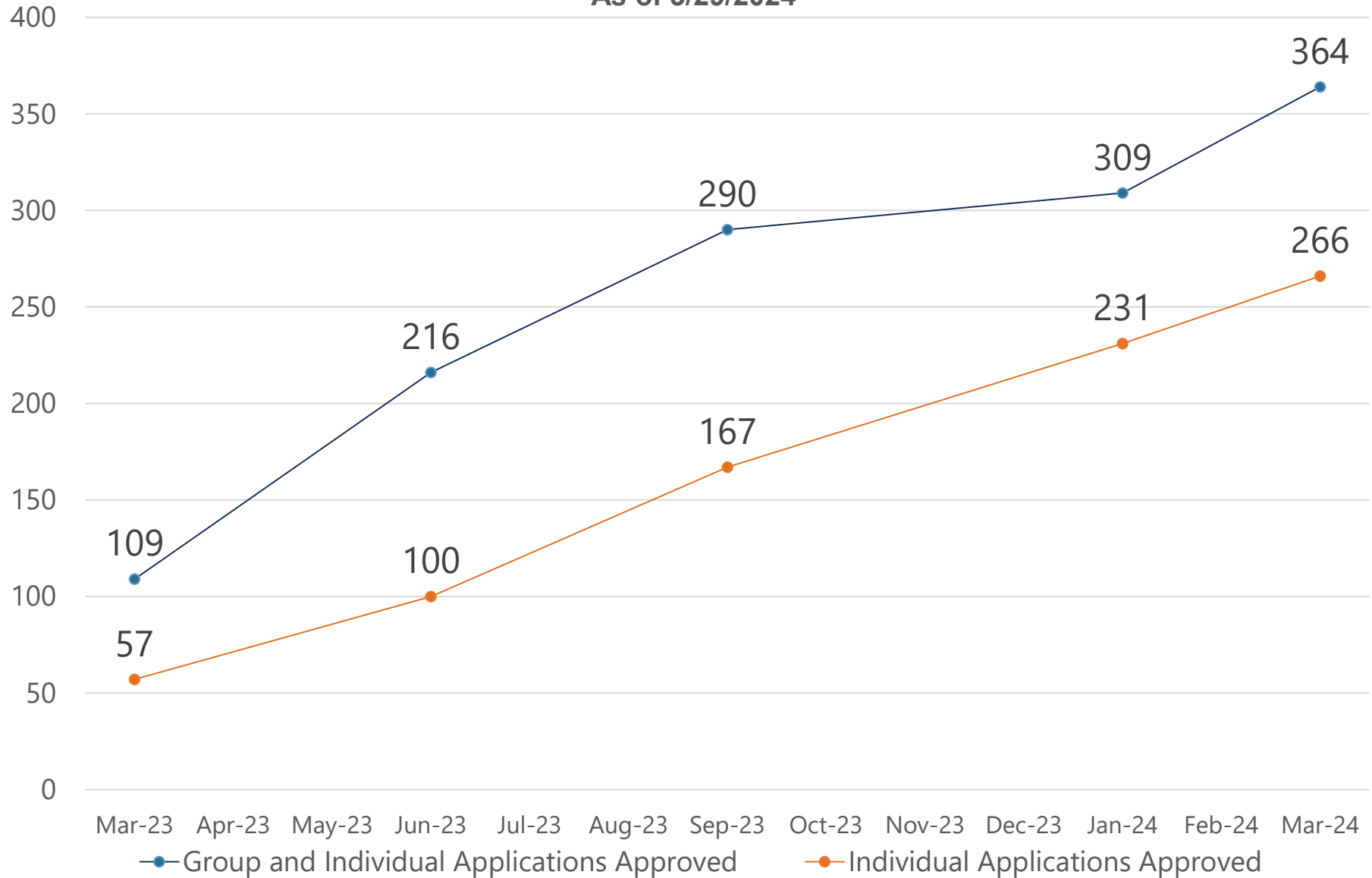
1	Welcome, Purpose, Agenda	DHCS Staff Zachary Epps RACE For Equity
2	DHCS Updates and Discussion	DHCS Staff, RACE For Equity
3	Doulas and Managed Care Plans	DHCS Staff, Deitre Epps
4	SB 65 Requirements for the Workgroup's Report	DHCS Staff, Deitre Epps
5	Break	RACE For Equity
6	Discussion on Barriers	DHCS Staff, RACE For Equity
7	Chat Questions	DHCS Staff, RACE For Equity
8	Next Steps and Closing	RACE For Equity

# DHCS Updates



# Provider Enrollment

Doula Enrollment Progress  
As of 3/29/2024



# Doula Coding Requirements

## » Diagnosis Codes Requirements



- Due to federal reporting requirements, claims will need to include additional coding information.
- This coding requirement is not just for doulas but for all Medi-Cal providers.
- These codes are referred to diagnosis codes in name only. Doulas are not making a diagnosis.
- DHCS will issue guidance in a future meeting, along with instructions on where the codes go on the claim forms.
- The billing codes for doula services have not changed.
- This will **not** impact how doulas are paid. It is just an additional code that must be included on the claim form for reporting purposes.

# Doula Coding Requirements

- » Z32.2 Encounter for childbirth instruction
- » Z32.3 Encounter for childcare instruction
- » Z33.1 Pregnant state, incidental
- » Z39.0 Encounter for care and examination of mother immediately after delivery
- » Z39.1 Encounter for care and examination of lactating mother
- » Z39.2 Encounter for routine postpartum follow-up



# Doula Coding Requirements

SIGNED  Signature		DATE 	
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL.		15. OTHER DATE QUAL. MM DD YY	
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE		17a.	18.
		17b. NPI	
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)			20.
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind.			22.
A.	B.	C.	D.
E.	F.	G.	H.
I.	J.	K.	L.
24. A. DATE(S) OF SERVICE From To MM DD YY MM DD YY		B. PLACE OF SERVICE	C. EMG
		D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER	E. DIAGNOSIS POINTER

# Resources for Doulas

- » The DHCS Doula Services webpage contains helpful resources to all doula providers:
  - [Medi-Cal Provider Manual for Doula Services](#)
  - [Managed Care Plan Contact List](#)
  - [Doula Training regarding enrollment and billing](#)
  - [DHCS Medi-Cal Doula Services Recommendation Form](#)
  - [DHCS Standing Recommendation for Doula Services](#)
  - [Frequently Asked Questions for Doulas](#)
  - PAVE Workflow Checklist

# Doula Frequently Asked Questions (FAQs) Updates

- » DHCS has reformatted the Doula FAQ to better address the feedback received from stakeholders.
- » The FAQ will be updated on a flow basis to reflect frequent questions that come up about the doula service benefit.
- » The document includes a date when it is updated, a version number, and any updates or changes to the language will be **bolded and underlined**, so updates can be easily identified.

# Hospital Access



# **Medi-Cal Managed Care Plans Update**



# What is Medi-Cal Managed Care?

- » Medi-Cal Managed Care provides high quality, accessible, and cost-effective health care through managed care delivery systems.
- » Medi-Cal Managed Care contracts for health care services through established networks of organized systems of care, which emphasize primary and preventive care.
- » Medi-Cal managed care plans are a cost-effective use of health care resources that improve health care access and assure quality of care.
- » Today, approximately 15.2 million Medi-Cal beneficiaries in all 58 counties receive their health care through managed care.
- » Medi-Cal providers who wish to provide services to managed care Members must participate in the managed care plan's provider network.

# Medi-Cal Managed Care Plan Doula Services Monitoring

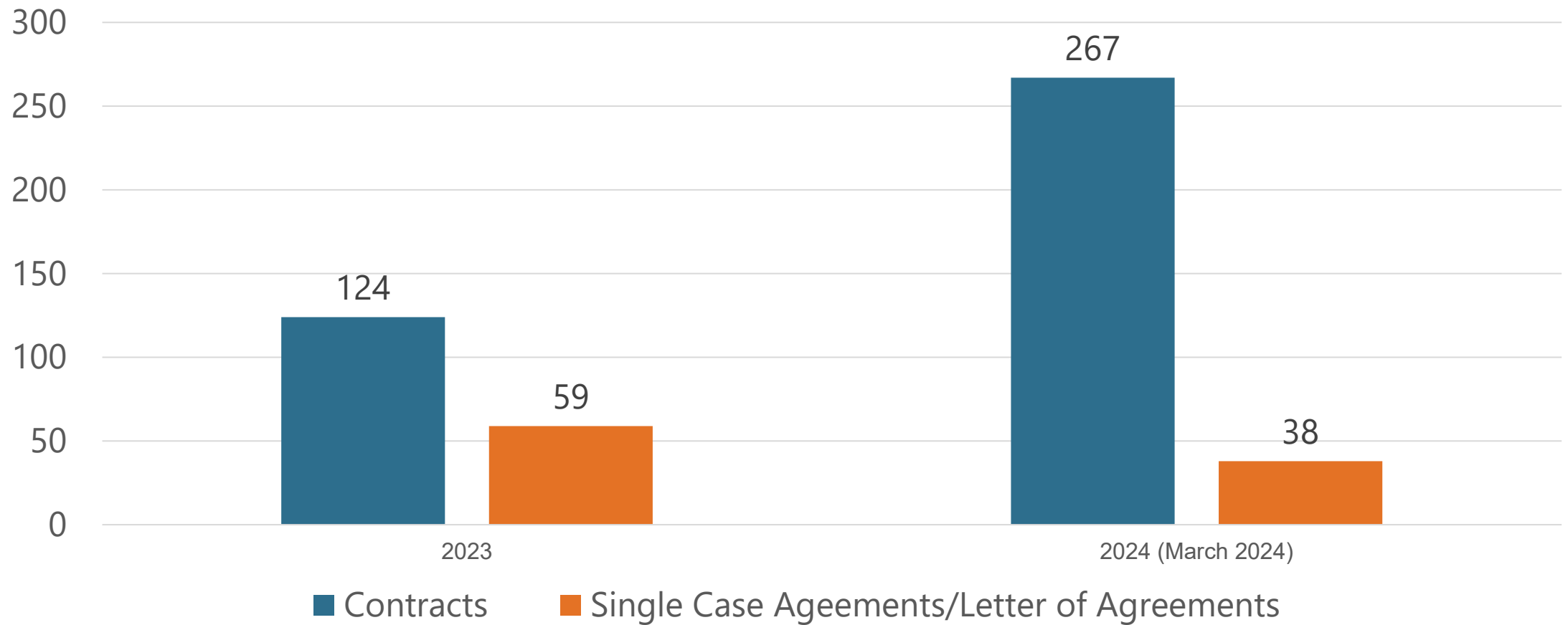
- » DHCS is responsible for the monitoring and oversight of all Medi-Cal managed care health plans. It is a goal of the Department to increase transparency pertaining to managed care data.
- » Performance monitoring, such as surveys and reporting templates, aids DHCS in creating appropriate policies for improving the health outcomes of beneficiaries and to ensure access to high quality health care for all health plan members.

# Medi-Cal Managed Care Plan Doula Services Guidance

- » Policy guidance via All Plan Letter (APL) 22-024.
- » Standing Recommendation for Doula Services for pregnant and post-partum Medi-Cal members on November 1, 2023.
- » Doula Services as a Medi-Cal Benefit Webpage, with guidance including:
  - MCP Doula Services directory and FAQs
- » Additional DHCS support example:
  - Doula Services Provider List



# Medi-Cal Managed Care Plan Doula Services Contracting Progress



# Medi-Cal Managed Care Plan Doula Services Marketing and Communications

- » Managed Care Plans have informed Members, Health Care Providers, and Hospitals/Birthing Centers about Doula Services in several ways:
  - Host webinars, forums, or focused meetings
  - Partner with local health jurisdictions and collaboratives
  - Conduct provider training with education materials
  - Send newsletters, bulletins, or mailers

# **SB 65 Requirements for the Workgroup's Report**



# Doula Benefit Implementation Report

Senate Bill 65 (2021) sought to ensure DHCS and stakeholders worked together to ensure success of the doula benefit.

- » Requires the DHCS to publish a report by July 1<sup>st</sup>, 2025, that:
  - Addresses the number of Medi-Cal recipients utilizing doula services
  - Compares birth outcomes among people who use doulas and those who do not.
  - Identifies barriers that impede Medi-Cal members' access to doulas
  - Includes recommendations from the workgroup on ways to reduce barriers to services
- » DHCS' Birth Equity Focus
  - How has the benefit improved birth outcomes for Black and Indigenous pregnant, birthing, and postpartum people?
- » The report will include concerns raised by the workgroup and DHCS' response to them.

# **Doula Workgroup will address the following:**

- » Ensuring that doula services are available to Medi-Cal members who are eligible for and want doula services.
- » Minimizing barriers and delays in payments to a Medi-Cal doula or in reimbursement to Medi-Cal recipients for doula services.
- » Making recommendations for outreach efforts so that all Medi-Cal members who are eligible for services are aware of the option to use doula services.
- » Inform DHCS' report to the Legislature with data on Medi-Cal members using doula services and recommendations to reduce any identified barriers to doula services

# DHCS Roles and Responsibilities

- » Work with the Doula Implementation Workgroup to address the SB 65 requirements.
- » Collect and provide data for the workgroup to consider in its recommendations to include in the report to the Department and Legislature.
- » Write the report and share draft report with stakeholders in spring 2025.
- » Post the report on the DHCS website by July 1, 2025.

# Access to doula services

- » “Ensuring that doula services are available to Medi-Cal beneficiaries who are eligible for and want doula services.”
- » What barriers may have impeded members access to doula services?
  - » Can they be measured?
  - » Have there been improvements?
  - » What issues remain?
  - » Potential solutions
  - » Who could address these barriers?
    - » DHCS? Stakeholders? Community groups? Legislators?

**Break**





# Payment and reimbursement

- » “Minimizing barriers and delays in payments to a Medi-Cal doula or in reimbursement to Medi-Cal recipients for doula services received.”
  - » What are current barriers and delays?
  - » Have there been improvements?
  - » What issues remain?
  - » Potential solutions?

# Outreach recommendations

- » Making recommendations for outreach efforts so that all Medi-Cal recipients within the eligible and other target populations are aware of the option to use doula services.
- » Current communication:
  - Member notice to be mailed late summer
  - All Plan Letter to managed care plans
  - Information in Member packets from plans
  - Requirement included in managed care contracts
  - Doula directory on webpage

# Outreach recommendations

- » Have there been improvements?
- » What issues remain?
- » Potential solutions?
- » Who could address these barriers?
  - » DHCS? Legislature? Managed Care Plans? Others?

# Chat Questions



# Next Steps Closing



# Future Stakeholder Meetings

- July 12, 2024, 10 a.m. to 12 p.m.
- September 27, 2024, 10 a.m. to 12 p.m., Process for developing report
- November 15, 2024, 10 a.m. to 12 p.m., Discuss data elements and reimbursement
- January 10, 2025, 10 a.m. to 12 p.m., Discuss data to include in report
- March 14, 2025, 10 a.m. to 12 p.m., Develop recommendations for report
- April 11, 2025, 10 a.m. to 12 p.m., Finalize recommendations, discuss draft report
- May 9, 2025, 10 a.m. to 12 p.m., Discuss final draft of report

» Dates are posted on the Doula Services Webpage

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

# Closing Remarks



# Contact Information

Written comments can be sent to the dedicated doula mailbox:

[DoulaBenefit@dhcs.ca.gov](mailto:DoulaBenefit@dhcs.ca.gov).

For more information:

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