

**Doula Stakeholder Implementation Workgroup Meeting
CHAT**

Date: March 14, 2025
Time: 10:00AM to 12:00PM
Duration: 2 hours

CHAT TRANSCRIPT:

09:59:57 From Nikki Avila (She/Her) Bakersfield, CA Yokuts Territory to Everyone:

Good morning everyone

10:00:13 From Peggy Wheeler to Hosts and panelists:

Good morning!

10:00:37 From Ajira Darch to Everyone:

Good morning! Thanks for being here!

10:01:03 From Crystal Haswell, Kaiser Permanente (she, her) to Hosts and panelists:

Good morning, everyone! I'm Crystal Haswell, representing Kaiser Permanente this morning.

10:01:05 From Nikki Avila (She/Her) Bakersfield, CA Yokuts Territory to Everyone:

Hi Ajira 😊

10:01:25 From Ajira Darch to Everyone:

Hi Nikki!

10:01:40 From Jacqueline to Hosts and panelists:

Morning Ajira and all

10:03:07 From Amanda McNair-Robinson to Hosts and panelists:

Hi everyone! Loving the music



10:05:20 From Priya Batra to Hosts and panelists:

Priya Batra - LA County Department of Public Health

10:05:30 From Peg Carpenter to Hosts and panelists:

Peg Carpenter: Covered California, Sacramento

10:05:33 From Ed Torres to Everyone:

Ed Torres, Health Program Specialist, Department of Health Care Services.

Good morning :)

10:05:34 From Peggy Wheeler to Hosts and panelists:

Peggy Wheeler, CA Hospital Association. In Sacramento!

10:05:36 From Sydney Turner to Hosts and panelists:

Sydney Turner representing Health Net, CalViva, and Community Health Plan of Imperial Valley (CHPIV)

10:05:40 From Dr Jennifer Nuovo to Hosts and panelists:

Jennifer Nuovo MD, CMO Blue Shield Promise Health Plan, with membership in Los Angeles and San Diego

10:05:41 From Emily Erhardt to Everyone:

Emily Erhardt, Alameda Alliance for Health, here in Berkeley, CA :)

10:05:43 From Alexis Robles-Fradet, NHeLP to Everyone:

Alexis Robles-Fradet, NHeLP, Los Angeles

10:05:44 From Shanica Davis (she/her) to Everyone:

Shanica Davis - AAIMM Doula Program, Los Angeles County

10:05:44 From Tiffany C to Everyone:

Tiffany Cole - Provider Enrollment Division

10:05:46 From Miranda Pena - CCHP to Everyone:

Miranda Pena - Contra Costa Health Plan in the Bay Area 😊

10:05:51 From Mayra Serrano (she/ella) to Everyone:

Mayra Serrano, CHEO, Anthem Blue Cross, Los Angeles



10:05:55 From Kyle Trivedi to Everyone:

Kyle Trivedi from Aeroflow, which is based out of North Carolina

10:05:57 From Katherine Heck to Everyone:

Katherine Heck, UCSF

10:05:57 From Crystal Haswell, Kaiser Permanente (she, her) to Everyone:

Good morning, everyone! I'm Crystal Haswell from Kaiser Permanente.
Joining from Sacramento.

10:06:01 From Katie Balderas to Everyone:

Good morning, Katie Balderas. Director of Equity & Community Health,
CalOptima Health - Orange County CA

10:06:03 From Linda Jones to Everyone:

Mama Linda Jones, Exec. Director and Co-Founder, Black Women Birthing
Justice, Inc. 35 year birth and postpartum doula, Oakland

10:06:05 From Tara Brickey to Hosts and panelists:

Tara Brickey, Anthem Blue Cross. We operate in 16 counties in the Ca.

10:06:10 From Curley Palmer to Everyone:

Curley Palmer, County of Riverside, Perinatal Equity Initiative , Program
Coordinator

10:06:11 From Meng Fang to Everyone:

Hello and Good Morning Everyone. Meng Fang, Public Health Nurse, Santa
Clara County Public Health Department MCAH Program

10:06:13 From Jonathan Ring to Hosts and panelists:

Jonathan Ring - Benefits Division

10:06:14 From Devaki Magee, Health Net to Everyone:

Devaki Magee, Health Net - serving CA statewide

10:06:16 From Gaby Gonzalez (she/her), LAC DPH to Everyone:

Gabriela Gonzalez, LA County Medi-Cal Doula Hub



10:06:18 From Jim Elliott to Hosts and panelists:

Jim Elliott with the Benefits Division

10:06:19 From Heidi Pringle, IEHP to Everyone:

Heidi Pringle, Inland Empire Health Plan

10:06:19 From Nicholas Leach to Hosts and panelists:

Nick Leach, Capitated Rates Development Division at DHCS, Branch Chief

10:06:20 From Keachelle Lewis to Everyone:

Keachelle Lewis, Program Manager Blue Shield California Promise Health Plan Serving San Diego and Los Angeles county.

10:06:22 From Ivana Tan to Everyone:

Ivana Tan - Programs Administrative Manager, Therapeutic Play Foundation

10:06:22 From Elizabeth Simmons (she/her) to Everyone:

Elizabeth Simmons - The Doula Network and Pomelo Care

10:06:25 From Amy Chen to Everyone:

Amy Chen, NHeLP, OC and LA

10:06:26 From Kristina Armstrong to Everyone:

Kristina Armstrong, DHCS QPHM Program Evaluation Section

10:06:26 From Gil Duran, Alameda Alliance for Health to Everyone:

Gil Duran, Alameda Alliance for Health

10:06:26 From Samsarah Morgan to Hosts and panelists:

Samsarah Morgan - oakland better birth foundation - oakland ca - doula, founder,exective director

10:06:28 From Davon Crawford to Everyone:

Davon Crawford representing my organization Divine Birthright, LLC dab Doula Doula) we currently service Solano County, the Greater Bay Area and Beyond.



10:06:29 From Nakeya T. Fields, Therapeutic Play Foundation to Everyone:

Nakeya T. Fields, Therapeutic Play Foundation

10:06:29 From Chelsy Marriott to Everyone:

Chelsy Marriott - Birth Doula in Siskiyou County

10:06:29 From Bambi Cisneros to Hosts and panelists:

Bambi Cisneros, Assistant Deputy Director Managed Care, DHCS

10:06:30 From Andy Potter (he/him), DHCS to Everyone:

Andy Potter, Program Evaluation Section Chief, DHCS

10:06:31 From Erica Holmes to Everyone:

Erica Holmes, Division Chief, Benefits Division, and Interim Division Chief,
Pharmacy Benefits Division.

10:06:34 From Lydia Nakavuma to Hosts and panelists:

Lydia Nakavuma, Program Manager, R.A.C.E. for Equity

10:06:37 From Sankofa Birthworkers Collective to Everyone:

Deidre Medley C., Sankofa Birthworkers Collective of the Inland Empire,
Executive Director,

10:06:38 From Carolina Ruvalcaba-IEHP to Everyone:

Carolina Ruvalcaba-IEHP

10:06:39 From Angelica Bender to Everyone:

Good morning, Angelica Bender - Kaiser Permanente

10:06:40 From Jess Hernandez to Everyone:

Jessica Hernandez Frontline Doula

10:06:41 From Liliana Ocegueda to Everyone:

Liliana Ocegueda, Perinatal Services Coordinator, San Francisco Department
of Public Health

10:06:44 From Marisol Ramirez Hall to Everyone:

Marisol Ramirez Doula Kern county Bakersfield yourblissfullbirthdoula



10:06:50 From Michel Huizar to Everyone:

Michel Huizar, Branch Chief, Managed Care Program Oversight Branch,
Managed Care Quality & Monitoring Division, DHCS.

10:06:51 From Lydia Nakavuma to Everyone:

Lydia Nakavuma, Program Manager, R.A.C.E. for Equity

10:06:58 From Linda Jones to Everyone:

Make sure you have Everyone chosen or everyone can't see your intro

10:06:59 From Nikki Avila (She/Her) Bakersfield, CA Yokuts Territory to Everyone:

Nikki Avila, In the Waiting Doula Services, located in Bakersfield, CA Kern
County (Yokuts Territory)

10:07:00 From Robert Lancione to Everyone:

Robert Lancione. Happy Mama Healthy Baby Alliance, Los Angeles

10:07:01 From Heather Pimentel to Everyone:

Heather Pimentel, Modoc Doula

10:07:02 From Zennoma to Everyone:

Zennoma Richardson, Clinical Nurse Consultant Specialist III

10:07:07 From Stefanie Foos to Everyone:

Stefanie Foos, Analyst with the Benefits Division

10:07:15 From Nancy Lomeli to Everyone:

Nancy Lomeli - Kaiser Permanente

10:07:17 From Nicole Evans to Everyone:

Nicole Evans, Blue Shield of California Promise Health Plan | Southern
California. Good morning everyone!

10:07:18 From Charlotte Scully, CAHP to Everyone:

Charlotte Scully, Associate Director, CAHP



10:07:22 From La'Shayla to Everyone:

La'Shayla-Client Coordinator/Claim Assistant, For The Village, Inc serving San Diego.

10:07:29 From Brenda Jones to Everyone:

Brenda Jones Kaiser Regional MCH Director

10:07:30 From Emily Downing to Everyone:

Emily Downing, Doula representing the About Families Inc Doula Group

10:07:41 From Denise Ramirez (Blue Shield of California Promise Health Plan) to Everyone:

Hi all! Denise Ramirez, Program Coordinator - Blue Shield of CA Promise Health Plan- Serving both Los Angeles and San Diego

10:07:41 From Rebecca Sullivan, LHPC to Hosts and panelists:

Rebecca Sullivan, Local Health Plans of California.

10:07:42 From Michelle Rodriguez (she/her) to Everyone:

Morning everyone! Michelle (ChiChi) Rodriguez, Full Spectrum Doula. Member of Oakland Better Birth Foundation and Graduate student researcher at Princeton University. Grateful to be here ❤️

10:07:48 From DeAnna L. Carpenter to Everyone:

Happy Friday! DeAnna L. Carpenter, Program Manager, Frontline Doulas :)

10:07:48 From Nneoma Ojiaku, DHCS Medical Consultant I to Everyone:

Nneoma Ojiaku, Medical Consultant I with DHCS Audits and Investigation. Good Morning!

10:07:52 From tsikes to Everyone:

Good morning, Tonishia Sikes - Gold Coast Health Plan, Provider Contracting.



10:08:00 From Janet Vadakkumcherry, HCP to Everyone:

Janet Vadakumcherry, AVP Managed Care, Health Center Partners of Southern California

10:08:03 From Jennifer Dias to Everyone:

DoulaBenefit@dhcs.ca.gov

10:08:23 From Colleen Townsend to Hosts and panelists:

Colleen Townsend, Regional Medical Director Partnership HealthPlan of CA

10:08:41 From Kelly Laban to Everyone:

Kelly Laban, Director , Gold Coast Health Plan

10:08:57 From Raquel Saunders to Everyone:

Raquel Saunders, Section Chief, Benefits Division

10:09:07 From Stanis Askew to Hosts and panelists:

Stanis Askew - Diversity Uplifts Board Member, Frontline Doula and Sankofa Doula, Southern California

10:09:10 From Jacqueline to Everyone:

Jacqueline Diaz, she/any, living in Miwok lands, birthworker and Indigenous education in Northern California and member of Roots of Labor

10:09:43 From Khefri Riley to Everyone:

Khefri Riley, Co-Founder and Director, Frontline Doulas, Co-Design and Stakeholder workgroup member, Birthworker for 20 years, Maternal-Infant Advocate, Mother, Yogini, on the traditional lands of the Tonga people, Culver City.

10:09:50 From Ryan Spencer to Hosts and panelists:

Ryan Spencer, American College of OB/GYNs, Sacramento

10:10:32 From Alexis Robles-Fradet, NHeLP to Everyone:

Public cannot see people's hands up, we can only see the current speaker



10:10:45 From Sa Nguyen to Everyone:

Sa Nguyen, DHCS - Managed Care Quality and Monitoring Division
(MCQMD), Health Program Specialist, Northern CA

10:10:46 From Nicole Morris to Everyone:

Nicole Morris, Alameda County Public Health Department, Doula Services
Coordinator. Hello Everyone!

10:10:54 From Ajira Darch to Everyone:

Thanks for letting us know, Alexis!

10:11:08 From Alex Rounds to Everyone:

Alex Rounds, Perinatal and Early Childhood Support Manager, First 5
Mendocino: also independent Licensed Midwife and Lactation Consultant

10:11:28 From Jaimee De Pompeo, PCMC (she/ella) to Everyone:

Jaimee DePompeo, The Parenting Connection of Monterey County

10:11:55 From Kristin Schlater, L.A. Care Health Plan, Los Angeles to Everyone:

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

10:12:06 From Jessica Wade to Everyone:

Hey Family! Jessica Wade - Program Director (Healthy Start San Bernardino
,CA) Founder - Mighty Little Giants

10:12:12 From Ajira Darch to Hosts and panelists:

Alexis, a member of the public mentioned that they can't see hands up? So
apparently, that only shows up for panelists. Can we list the two groups in
the chat for the public attendees?

10:12:23 From Janet Hughes to Everyone:

Janet MarLee Hughes, Healing N Wholeness dba Heart & Womb Doula
Services, Full Spectrum Doula



10:13:59 From Lee Walker to Everyone:

Lee Walker, doula @Momma Lee's Douliveries

Health coach with the Abundant Birth Plan

10:14:03 From Etecia Burrell to Everyone:

Etecia Burrell, Community Doula

Sr. Health Advocate Western Center on Law & Poverty

10:14:18 From Anna King | Maternal Health Network of San Bernardino County to Everyone:

Anna King, Program Manager, Maternal Health Network of San Bernardino County | Deputy ED, Diversity Uplifts, Inc.

10:17:05 From Ed Torres to Deitre Epps(direct message):

Ms. Deitre, for Q&A, could you please ask the questioner to put their name down, in case we're not able to answer right away, we can email them after the meeting to respond. Thank you.

10:17:13 From Sayida Peprah-Wilson (Dr/She/her), Diversity Uplifts, Inc. to Hosts and panelists:

Thank you Rafael for the update. Thank you DHCS for responding to the co-designs request to address this front and center during this meeting. The transparency is important and appreciated.

10:17:37 From Sayida Peprah-Wilson (Dr/She/her), Diversity Uplifts, Inc. to Hosts and panelists:

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, Founding member of 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



10:20:21 From Mashariki Kudumu to Everyone:

Good morning 🌞 Mashariki Kudumu, Kudumu Partnerships for Equity and Justice & CA Black Birth Equity Summit

10:23:33 From Anu Manchikanti Gomez (she/hers) to Everyone:

Anu Manchikanti Gomez, Associate Professor, University of California, Berkeley

10:23:49 From Sayida Peprah-Wilson (Dr/She/her), Diversity Uplifts, Inc. to Everyone:

This link <https://www.dhcs.ca.gov/services/medi-cal/Documents/SB65-Applicant-List.pdf> is a response to the following question mentioned in the chat. (Question- Alexis, a member of the public mentioned that they can't see hands up? So apparently, that only shows up for panelists. Can we list the two groups in the chat for the public attendees?)

10:23:57 From Sayida Peprah-Wilson (Dr/She/her), Diversity Uplifts, Inc. to Everyone:

Thank you Rafael for the update. Thank you DHCS for responding to the co-designs request to address this front and center during this meeting. The transparency is important and appreciated.

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

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, Founding member of 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

10:25:05 From Marché Howell to Everyone:



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

10:26:27 From Ryan Spencer to Hosts and panelists:

I can't seem to find the text box for Q&A so I will enter it here. When will the Prop 35 implementation begin and the subsequent increases. Prior to passage and in the original budget for 24-25, there was a proposal to increase OB rates, including those for doulas, to 100% of Medicare. Any updates?

10:27:20 From Ed Torres to Ryan Spencer(direct message):

Good morning Sir, if you scroll your mouse, you should see the Q&A Icon at the bottom bar.

10:28:29 From Robert Lancione to Everyone:

that form is great for doulas, how do the doula service providers complain?

10:28:33 From Khefri Riley to Everyone:

Thank you Rafael.

10:28:46 From Ryan Spencer to Ed Torres(direct message):

Thanks Ed. For some reason, the text box where I can ask the question doesn't seem to appear. It's okay. I can check with Rafael via email

10:29:01 From Ed Torres to Ryan Spencer(direct message):

Thank you Sir.

10:29:24 From Khefri Riley to Everyone:

@Robert, can you clarify what doula service provider means? and yes, that form can be used for that.

10:29:46 From Rafael Davtian to Everyone:

Thank you, everyone, for your time today and opportunity to share an update.

10:31:36 From Robert Lancione to Everyone:

an organization affiliated with a doula thru PAVE



10:32:21 From Robert Lancione to Everyone:

an org that bills an MCP on a doula's behalf

10:32:43 From Khefri Riley to Everyone:

@Robert, yes you can use the form for any issues

10:34:19 From Peg Carpenter to Hosts and panelists:

Would love to know how plans are socializing the new network additions too

10:34:51 From Peg Carpenter to Hosts and panelists:

to their members

10:38:27 From Jacqueline to Everyone:

Anyone Anthem Blue Cross NorCal that would be able to help with getting an approval number for billing for a Medi-Cal member who has asked to have her file assigned to work with me?

10:39:51 From Mashariki Kudumu to Everyone:

How long the provider dispute process usually take to resolve and for Doulas to get paid?

10:41:25 From Jacqueline to Everyone:

@mashariki Kaiser said responses can take up to 45 days to respond.

10:41:41 From Khefri Riley to Everyone:

Addressing the resources mentioned earlier. For doulas who wish to file a Provider Payment Complaint with their MCP, that information is available on each MCP website and we are working on an informal sheet to gather all of this data. For the other complaint form, here you go -

<https://www.dmhca.ca.gov/FileaComplaint/ProviderComplaintAgainstaPlan/SubmitaProviderComplaint.aspx>



10:43:09 From Davina to Everyone:

Molina requires a pre-authorization and an LOA both and it is really slowing down our intake, to the point where we have lost clients - it is my understanding that only the LOA is required by this benefit. Can someone clarify?

10:44:16 From Jacqueline to Everyone:

@davina I'm experiencing that also with Anthem otherwise it's not recognized at billing

10:44:39 From Davina to Everyone:

Our doula was denied entry into the OR at Sharp <https://www.sharp.com/>

10:46:56 From Peggy Wheeler to Hosts and panelists:

Thank you, Khefri. We will continue to follow up on each instance of hospital barriers. Remain committed to overcoming these barriers.

10:47:58 From Amanda McNair-Robinson to Hosts and panelists:

My doula provided services and Kaiser denied her claims. I had to call benefits and also speak with someone in claims and submit a grievance. That seems to have helped as her claims seem to be approved now. She is just waiting on actual payment.

10:48:21 From Tara Brickey to Everyone:

Jacqueline - Mayra Serrano is the Doula Point of Contact for Anthem Blue Cross MediCal. Mayra.Serrano@elevancehealth.com

10:49:08 From Cindy Bonaparte to Everyone:

CA Medi-Cal Doula Benefit Feedback Form
Statewide concerns, complaints, or feedback on DHCS Doula Benefit for Families and Doulas:
<https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>



10:49:54 From Sayida Peprah-Wilson (Dr/She/her), Diversity Uplifts, Inc. to

Everyone:

FYI- Kaiser has different representatives in different areas. I spoke last week to the Kaiser Representative for the Medi-Cal Doula Benefit over Riverside, San Bernardino, Ventura. She ask me to share her contact information so that doulas in these regions know who to contact for any support they need in onboarding. Her name is Gillian Stucki. Email: gillian.h.stucki@kp.org

10:50:44 From Crystal Haswell, Kaiser Permanente (she, her) to Everyone:

Thank you for sharing your concerns and issues working with Kaiser. If you can send your issues directly to this email, we will reach out to you to resolve any issues. Medi-CalDoulaServicesLiaison@kp.org

10:51:03 From Jacqueline to Everyone:

My question in the question area might not be on the agenda today but urge it to be added for the future. It's important, if there are only so many doulas set up with MCPs and if those doulas are scheduling births for commercial members, those Douglas are not available for medi cal members

10:54:24 From Priya Batra to Hosts and panelists:

Sharing recent media coverage of the payment issue ICYMI:

<https://laist.com/news/education/early-childhood-education-pre-k/medical-california-medicaid-doulas-benefit-late-payments>

10:54:32 From Nikki Avila (She/Her) Bakersfield, CA Yokuts Territory to Everyone:

Kaiser provides absolutely NO PORTAL training.

10:57:19 From Peg Carpenter to Hosts and panelists:

Agree, Linda. Back to what Prya said in the beginning. Public reporting on performance and compliance is so important.



10:57:19 From Jacqueline to Everyone:

MCPs adding extra hoops to jump through at billing that essentially make referral a must even when a standing referral is in place

10:57:28 From Khefri Riley to Everyone:

"I have Medi-Cal clients through Anthem LA Care who I have not been paid for at any rate, since October 2024. Anthem's Media-Cal division refuses to acknowledge my claims even with a previous approval of these clients. I have about \$27K unpaid claims from LA Care due to me, a single mom, who also has Medi-Cal. I am a provider dedicating my life to help families inside a system of which I hoped would help benefit my own family's livelihood as well but the funds simply aren't being released. "

10:57:45 From Marisol Ramirez to Everyone:

Yes!!!!

10:58:40 From Khefri Riley to Everyone:

"Partnership Health Plan has not reimbursed me properly with their TRI payments. I am owed over \$10,000 still. Their argument was that I wasn't contracted, so they didn't need to pay me the 2024 rates in 2024. I have a letter of agreement with them (LOA) that states they will pay 100% of the Medi-Cal rate during the time I was out of contract. "

10:59:08 From Ajira Darch to Everyone:

Please continue to use the CA Medi-Cal Doula Benefit Feedback Form to share your statewide experiences, concerns, complaints or feedback on DHCS Medi-Cal Doula Benefit for Families and Doulas:
<https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>

10:59:12 From Priya Batra to Everyone:

Some folks in the chat are citing instances of not having "approval" from an MCP - can you please provide more detail? Doula services should not



require prior authorization; also there is a standing order from the state. I would like to know more about this.

10:59:29 From Robert Lancione to Everyone:

The MCPs have a financial incentive not to pay.

10:59:30 From Mayra Serrano (she/ella) to Everyone:

@Khefri, please feel free to refer that doula to me if there are having any issues with payment and they are working with an Anthem member.
mayra.serrano@anthem.com We are currently working to be compliant and have implemented the TRI rates to all doula claims.

11:00:12 From Khefri Riley to Everyone:

@Mayra, I would be happy to! Thank you Mayra.

11:00:21 From Ajira Darch to Everyone:

'I have been waiting 18 months to contract with LA Care. I have submitted my application 3 times.'

11:00:30 From Robert Lancione to Everyone:

yes, why is LA CARE shorting us?

11:00:35 From Ajira Darch to Everyone:

'We have not received payment from the LOA's, we have not received retropay from Kaiser or Health Net'

11:00:36 From Crystal Haswell, Kaiser Permanente (she, her) to Everyone:

Regarding the comment about Kaiser not providing portal training, I wanted to share the following information:

Monthly training sessions and orientation welcome packets are available through KP's Regional Provider Relations. These trainings are general and specialty-agnostic, designed to help new providers navigate KP resources. Doulas have been regularly attending these training sessions.



KP is also in the process of developing doula-specific webinar training scheduled to launch in April 2025. More information forthcoming.

While orientation enhancements and provider-specific trainings are currently under development, KP's Provider Solutions team can provide real-time guidance during these transitions and doula providers can inquire by reaching out to CAMediCalContracting@kp.org

11:01:07 From Sayida Peprah-Wilson (Dr/She/her), Diversity Uplifts, Inc. to Everyone:

Thank you for the transparency @Kristin Schlater

11:01:38 From Ajira Darch to Everyone:

From a Medi-Cal member: 'LA Care does not offer doula/lactation consultation services, so I had to choose Health Net instead.'

11:01:42 From Priya Batra to Hosts and panelists:

I have to leave for another meeting; thank you for including me. Reachable at pbatra@ph.lacounty.gov; looking forward to provide comments on the recommendations in writing.

11:01:56 From Sydney Turner to Everyone:

Hi Ajira, I am representing Health Net and would like to help escalate your issue to ensure your issue gets the attention you need. Would you mind dropping me your email, and I will respond requesting a description or details on the issue. Thank you

11:02:02 From Khefri Riley to Everyone:

Thank you Kristin, this indeed is so helpful. Glad to hear this is going to the top!



11:02:42 From Priya Batra to Everyone:

I would like to see ALL MCP staff (across departments) committed to the success of this benefit. We often hear that contracting/claims/other areas of the plan are the issue...I feel like that's not a great explanation.

@Kristen/@Kate

11:02:46 From Amanda McNair-Robinson to Hosts and panelists:

I am contracted with LA CARE through The Doula Network and I am still NOT being paid the current rate and have NOT been paid any retro pay

11:02:55 From Khefri Riley to Everyone:

It helps to hear the actions being taken!

11:03:25 From Robert Lancione to Everyone:

MEDI-CAL is MEDI-CAL, we should be able bill directly

11:04:22 From Ajira Darch to Everyone:

If any managed care plan representatives here would welcome receiving the feedback folks have shared, please share your email in the chat and I'll forward those to you.

11:05:21 From Ajira Darch to Everyone:

Hi @Sydney Turner - my email is ajiradarch@gmail.com. I look forward to hearing from you.

11:06:05 From La'Shayla to Everyone:

Molina Maria Torres is the worst with LOAs for months. Clients who have Molina are not getting support like other MCP. It's really sad

11:06:16 From Stevie Merino to Everyone:

Kaiser tells their patients that they can chose a doula who is not contracted and then will either pay less or deny claims



11:06:19 From Dr Jennifer Nuovo to Hosts and panelists:

Hi, Jennifer Nuovo from Promise. My email is
Jennifer.nuovo@blueshieldca.com. I look forward to hearing from you.
Thanks!

11:06:24 From Mayra Serrano (she/ella) to Everyone:

@Ajira, please have folks reach out to me for any feedback on Anthem
mayra.serrano@anthem.com

11:06:51 From Robert Lancione to Everyone:

Molina owes our doulas \$16K

11:07:09 From Dr Jennifer Nuovo to Hosts and panelists:

At Promise, we have training ppt deck as well as video training. We do
personal 1:1 meetings with doulas before and during contracting process
and are available for any issues.

11:07:37 From Robert Lancione to Everyone:

Trying for 8+ months to get the doulas paid

11:07:41 From Dr Jennifer Nuovo to Hosts and panelists:

At Promise we have been paying TRI rates since they went into effect in
2024

11:07:49 From Emily Erhardt to Everyone:

Any questions or concerns with Alameda Alliance, please email
doula@alamedaalliance.org.

11:08:29 From Jacqueline to Everyone:

Another question is that miscarriages, I've supported two and was not able
to bill because the parents did not have their pregnancy documented by
their care provider yet BUT it's happening so often that they can't even
access an OB until late, I had someone not have an OB until 32 weeks, that
did result in a live birth but the overall concern is that people are not able to



get OBs at early stages, even later ones as medical members struggle to get ALL care

11:08:31 From Khefri Riley to Everyone:

@Robert, please add your complaints to the form and we will also submit to them to support your claims.

11:09:05 From Samsarah Morgan to Hosts and panelists:

The contact person for Kaiser (northern) changes almost weekly

11:09:21 From Ajira Darch to Everyone:

'Molina are paying lower than the 2024 rates'

11:10:19 From Deitre Epps to Marisol Ramirez, Hosts and panelists:

Hello, Please place your question in the Q & A space

11:10:24 From Stevie Merino to Everyone:

Many managed care plans won't provide contracts unless includes commercial patients as well

11:10:46 From Crystal Haswell, Kaiser Permanente (she, her) to Everyone:

@sayida let me get back to you regarding the regional contacts

11:10:57 From Ajira Darch to Everyone:

'I am contracted with LA Care through The Doula Network. I have had clients matched with me who have LA Care commercial insurance. I didn't know that I had signed on as a commercial insurance provider with LA Care with the same compensation rates as Medi-Cal but it looks like that's what has also happened.'

11:11:20 From Lee Walker to Everyone:

Molina is offering prior authorizations instead of LOAs

11:11:31 From Jacqueline to Everyone:

Some are requiring prior authorization



11:11:51 From Ajira Darch to Everyone:

'When I approached Kaiser about being a Medi-Cal doula provider, they provided me with a contract to become a provider for both Medi-Cal and Kaiser Commercial insurance provider, both with the same compensation rates at 100% of Medi-Cal rates. When I inquired about the possibility of contracting as a Medi-Cal provider, they said that there was no way to do that. I believe this is creating a barrier to Medi-Cal members who need services because they are not allowing doulas who disagree with compensation rates for commercial insurance to contract for Medi-Cal insurance only.'

11:12:02 From La'Shayla to Everyone:

Molina San Diego wants prior auth and a LOA

11:12:17 From Sydney Turner to Everyone:

Hi Stevie Merino, Health Net allows you the doula to choose whether you contract with Medi-Cal and/or Commercial. We do not require one, the other, or both - purely your choice. Let me know if you have additional questions.

11:12:33 From Dr Jennifer Nuovo to Hosts and panelists:

Blue SHield is not doing "all line of business" contracts, we are doing Medi-Cal specific contracts

11:12:45 From Robert Lancione to Everyone:

we provided doula services to Molina via LOAs in mid-2024. They still have not paid us.

11:12:54 From Deitre Epps to Hosts and panelists:

We are over time and need to progress to the report

11:12:59 From Crystal Haswell, Kaiser Permanente (she, her) to Everyone:



Kaiser is to continuously improving, and we'd love to hear specific examples of how we can enhance education, systems, or processes to better support you. Medi-CalDoulaServicesLiaison@kp.org

11:13:02 From Robert Lancione to Everyone:

not even \$0.01

11:14:10 From Dr Jennifer Nuovo to Hosts and panelists:

Promise does not require a Prior Authorization, however we do ask doulas to get a LOA prior to providing services which allows for claims payment to work more easily

11:14:14 From Kristin Schlater, L.A. Care Health Plan, Los Angeles to Everyone:

@Ajira, I will share you concerns with our Contracting Manager regarding Covered Ca rates. thanks

11:14:18 From Deitre Epps to Everyone:

We are past time for this conversation and will need to move forward to discuss the report.

11:14:36 From Ajira Darch to Everyone:

The fact that the burden remains on doulas to resolve these issues is deeply unjust. We're asking doulas to do even more in order to be paid for work they've already done and billed for.

11:15:02 From Elizabeth Simmons (she/her) to Everyone:

Sydney Turner - can you share your contact information?

11:15:19 From Robert Lancione to Everyone:

we have resubmitted the LOA claims countless times to Molina..... with recommended changes.....still reject everything

11:15:25 From Samsarah Morgan to Hosts and panelists:



I request (for the second or third time) for kaiser to reach out to doulas in oakland to let them discuss the very real challenges and to make bridges with them - this isn't happening. 510-393-7380

11:15:25 From Khefri Riley to Everyone:

What about doulas being able to have co-pays or other billing measures to have their true rates observed.

11:15:28 From Sydney Turner to Elizabeth Simmons (she/her), Hosts and panelists:

Sydney.a.turner@centene.com -- look forward to your email, thank you

11:15:28 From Lee Walker to Everyone:

WE know the difference between LOAs and Prior Auths, but they (Molina) are not familiar with the process it seems. They make your fill out an arbitrary prior authorization form and once that is approved (if it is) then they submit it to the LOA department.

11:15:43 From La'Shayla to Everyone:

Molina pays less than 2023 rates. No one at Molina can answer my question but keep refusing my claims

11:15:51 From Mayra Serrano (she/ella) to Everyone:

Anthem has separate contracting for Doulas for Medi-Cal and Commercial. I am the contact for Medi-Cal. mayra.serrano@anthem.com

11:16:06 From Ajira Darch to Everyone:

It's also not helpful for folks to respond here that it shouldn't be the way that doulas are reporting - give us contact information so you can follow up with folks and resolve this for your contracted providers.

11:16:24 From Samsarah Morgan to Hosts and panelists:

Listen. To wheat doulas are saying - not just pie chars fro the corporations



11:16:32 From Robert Lancione to Everyone:

it's time to take this to Sacramento

11:16:34 From Khefri Riley to Everyone:

@Bambi, several MCPs are doing just that, they are issuing contracts for both Medi-Cal and Commercial.

11:17:00 From Robert Lancione to Everyone:

DHCS has not made much progress

11:17:07 From Sayida Peprah-Wilson (Dr/She/her), Diversity Uplifts, Inc. to Everyone:

@Mayra thank you for clarifying that Anthem has separate contracting for Doulas for Medi-Cal and Commercial. I am the contact for Medi-Cal. Are they paying the same or higher rate on the commercial side?

11:17:32 From Ajira Darch to Everyone:

Super concerning that so many MCPs are just using the Medi-Cal doula benefit as a template for their commercial doula services and NOT consulting with doula providers about what their services include or what they'd like to be paid.

11:19:30 From Robert Lancione to Everyone:

we have admin costs and have to pay billers

11:20:49 From Chelsy Marriott to Hosts and panelists:

Is there a contact for anthem's commercial insurance to contract with them as a doula? I have not found any information if anthem's commercial is covering doulas and if they are, how to contract with them

11:20:59 From Robert Lancione to Everyone:

everyone in a government job gets paid on time, our doulas do not



11:21:22 From Chelsy Marriott to Everyone:

Is there a contact for anthem's commercial insurance to contract with them as a doula? I have not found any information if anthem's commercial is covering doulas and if they are, how to contract with them

11:22:51 From Mayra Serrano (she/ella) to Everyone:

@Sayida, I am working to get more information on our commercial line of business. Please feel free to email me or provide your email and I will follow up with you and get you more details about our commercial line.

11:22:58 From Amy Chen to Everyone:

I don't seem to be able to submit a Q&A and I know we're moving on to the report now, so perhaps DHCS could take this question back as well and respond at a later date. Could we please get a complete list of ALL the private health plans in CA that are currently reimbursing for doula care? I know some of the Medi-Cal managed care plans are as of 1/1/2025, but it's not clear to me that ALL health plans are. It's hard to do advocacy or monitoring when we don't have a good sense of the entire field of coverage. Much appreciated.

11:24:33 From Mayra Serrano (she/ella) to Everyone:

@Chelsy sent you a message so we can connect via email.

11:24:49 From Ed Torres to Robert Lancione, Hosts and panelists:

Good morning Sir, I just wanted you to know that I am make notes regarding the issues you have mention regarding Molina. I will forward these issues to leadership and giving you what follow-up responses leadership and if possible, Molina, provides us. Thank you, Ed Torres

11:25:25 From Erica Holmes to Ed Torres(direct message):

We get the entire Q&A with doula questions and our answers, right? Some of this stuff needs to be added to the various FAQs



11:26:04 From Ed Torres to Erica Holmes(direct message):

Ms. Erica, I will make copies of the questions, which were answered and which were not.

11:27:49 From Deitre Epps to Hosts and panelists:

From @Amy Chen I don't seem to be able to submit a Q&A and I know we're moving on to the report now, so perhaps DHCS could take this question back as well and respond at a later date. Could we please get a complete list of ALL the private health plans in CA that are currently reimbursing for doula care? I know some of the Medi-Cal managed care plans are as of 1/1/2025, but it's not clear to me that ALL health plans are. It's hard to do advocacy or monitoring when we don't have a good sense of the entire field of coverage. Much appreciated.

11:28:48 From Khefri Riley to Everyone:

Thank you Jim and team for listening to the community!

11:32:59 From Erica Holmes to Ed Torres(direct message):

Great! Thank you :) I just want to be able to pull the questions and answers for inclusion in an FAQ.

11:33:23 From Jacqueline to Everyone:

Addressing those disparities will mean working on specific hospitals and clinics. I've had discussions with local Indian Healthcare clinics and know that members are often being served at the same places

11:34:02 From Ed Torres to Erica Holmes(direct message):

I will provide Jim, Ms. Raquel, Michael Freeman, and you with the Questions asked, Answered, and Dismissed. Thank you.

11:34:44 From Jennifer Dias to Everyone:

DoulaBenefit@dhcs.ca.gov



11:35:13 From Ajira Darch to Everyone:

Thank you Jim for that summary of recommendations.

11:36:05 From Emily Erhardt to Everyone:

*Dr. Sayida

11:36:21 From Amy Chen to Hosts and panelists:

Apologies, I have a conflicting call and need to hop off. Thank you Deitre for lifting up the question I had about the private plans. Thanks also for the report info and draft recommendations, and I can provide feedback on the recommendations before the deadline as well.

11:36:37 From Sayida Peprah-Wilson (Dr/She/her), Diversity Uplifts, Inc. to

Everyone:

@Jim Can you share the flyer you were mentioning that needs a new picture

11:38:49 From Raquel Saunders to Everyone:

These were the flyers that were shared with the doula stakeholders.

11:40:02 From Janet Hughes to Everyone:

Would you share the flyer again please?

11:40:39 From Dr Jennifer Nuovo to Hosts and panelists:

Promise is available to personally partner with doulas. As doulas go from LOA's to contracts, issues with billing and using portals or clearing houses are likely to bubble up. Please let us know!

11:41:22 From Andrea Ferroni to Hosts and panelists:

<https://www.dhcs.ca.gov/CalAIM/Documents/BD-Perinatal-Services-Offered-Flyer.pdf>

11:42:22 From Ajira Darch to Everyone:

@Dr. Nuovo - can you share a contact email for doulas to check in about billing, contracting etc. and also, best email for me to send feedback we've received about Blue Shield Promise?



11:43:17 From Ajira Darch to Everyone:

Can MCPs also share what the best way is for doulas to have their complaints addressed within your organization?

11:43:22 From Keachelle Lewis to Everyone:

All feedback and questions about billing, contracting etc for Blue Shield Promise can be sent to bscpromisedoula@blueshieldca.com

11:43:46 From Keachelle Lewis to Everyone:

Our inbox is monitored directly by our Doula Program Office and will respond directly within 48 hours

11:46:07 From Emily Erhardt to Everyone:

If you have any issues with Alameda Alliance claims, you can find the provider dispute form on our website here:
<https://alamedaalliance.org/providers/billing/claims/>

11:47:04 From Jacqueline to Everyone:



11:47:13 From Nikki Avila (She/Her) Bakersfield, CA Yokuts Territory to Everyone:

@samsarahmorgan you are such an amazing Mama, thank you for always carrying our stress.

11:47:48 From Marisol Ramirez to Hosts and panelists:

Yes. 🙌

11:48:21 From Ajira Darch to Everyone:

I'd like to see more about outreach efforts, how many members have tried to access doula benefits, how many members have received doula benefits and how many doulas are being contracted by the various MCPS. Updates on PAVE enrollment would be great as well.



11:49:46 From Jim Elliott to Everyone:

@ajira Darch -- enrollment updates are later in this presentation and will be posted online. Next month's meeting will have a presentation on data.

11:50:33 From Ajira Darch to Everyone:

Thank you Jim

11:50:50 From Khefri Riley to Everyone:

Thank you Michai: These are urgent: Alternative formats for contracts, other accommodations, accessible and clear contact persons for the MCP benefit and that doulas can receive accessible training.

11:51:31 From Colleen Townsend to Hosts and panelists:

I need to step away for another meeting.. Thank you for a great meeting with actionable feedback.

11:51:49 From Khefri Riley to Everyone:

See you soon Colleen.

11:52:11 From Janet Vadakkumcherry, HCP to Everyone:

FYI that member facing materials (flyers) can be found on these DHCS pages (Feb 2025):

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

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

11:53:38 From Ajira Darch to Everyone:

Thank you Michai

11:55:49 From Samsarah Morgan to Hosts and panelists:

Kaiser has said that they will not pay of rpm too hospital birth

11:57:10 From Lydia Nakavuma to Hosts and panelists:

<https://forms.gle/BuAiniwEqEveMyDc8>



11:58:32 From Ajira Darch to Everyone:

Thank you to everyone who attended and shared feedback in the chat. We appreciate y'all.

11:58:41 From Elizabeth Simmons (she/her) to Everyone:

I don't see the evaluation

11:58:57 From Lydia Nakavuma to Hosts and panelists:

<https://forms.gle/BuAiniwEqEveMyDc8>

11:59:00 From Khefri Riley to Everyone:

Thank you California Doula and Advocate Community!

11:59:26 From Cindy Bonaparte to Everyone:

Doula Mingle registration - <https://bit.ly/doulaminglelaunch>

11:59:46 From Khefri Riley to Everyone:

We invite LA Doulas to our Doula Mingle and Launch of LA County Medi-Cal Doula Hub! March 20

12:00:03 From Khefri Riley to Everyone:

Any supporter of doulas is welcome to attend.

12:00:10 From Sayida Peprah-Wilson (Dr/She/her), Diversity Uplifts, Inc. to Everyone:

We see the efforts the DHCS team is making. Clearly the biggest issues lie with the MCPs and we appreciate your support in all the areas needed.

12:00:38 From Sayida Peprah-Wilson (Dr/She/her), Diversity Uplifts, Inc. to Everyone:

Thank you for all you do!

12:00:39 From Ajira Darch to Everyone:

Agreed @Sayida Peprah-Wilson

12:01:16 From Mia Janay to Everyone:

with you @saida peprah-wilson



12:01:47 From Crystal Haswell, Kaiser Permanente (she, her) to Everyone:

Here is the Kaiser email address again. Please contact us if you have issues that need resolution Medi-CalDoulaServicesLiaison@kp.org

12:02:00 From Samsarah Morgan to Hosts and panelists:

Every month obbf hold our doulas meetings 5103937380 for infor