

Doula Stakeholder Implementation Workgroup Meeting Chat

Date: July 12, 2024
Time: 10:00AM to 12:00PM
Number of Speakers:
Duration: 2 hours

TRANSCRIPT:

10:15:51 From DCorrie : Dinora Corrie,
Aliados Health, Serving Solano, Sonoma, Napa, Marin, Contra Costa and Yolo Counties.
Fiscal Sponsor for the HEALs-Doula Doula program in Solano and newly implementing
in Sonoma

10:16:39 From Sayida Peprah-Wilson (Dr/She/Her)
to Hosts and panelists : Co-Design team member- Sayida Peprah-Wilson (Inland
Empire/ SoCal)

10:18:53 From Samsarah Morgan
to Hosts and panelists : Co-design team member Samsarah Morgan Oakland Better
Birth Foundation. Oakland Ca

10:20:41 From Aquilah Nelson
to Hosts and panelists : Hello fellow panelists, please ensure your chat function is set
"To: Everyone" rather than "To: Host and Panelists"

10:20:54 From Samsarah Morgan
to Hosts and panelists : Doulas are not visitors

10:21:30 From Sarah Torres :
Do these p&ps need to be available to patients?

10:22:43 From Lauren Vivian (she/her) –
WePair Health : Hi Everyone! Excited to participate in this session. Joining from
Pasadena with WePair Health. We provide assistance with contracting and submitting
claims and would love to get your feedback on how we may be able to assist you. I can
be reached at lauren@wepairhealth.com



10:23:05 From Patricia Schuppert

to Hosts and panelists : What rules are there regarding triage? None of the hospitals in OC and LB where I've been allowed doulas in triage. One client was without her doula for 2 hours bc no bed was available and she was stuck in triage for 2 hours.

10:23:09 From Priya Batra :

Agree with @Samsarah - doulas are reimbursed providers..."visitor" is the incorrect category.

10:23:14 From Karen Guthrie

to Hosts and panelists : When you say you can reach out to the department can you give a specific email address?

10:23:37 From Stefanie Foos :

DoulaBenefit@dhcs.ca.gov

10:23:42 From Ken Wilkerson

to Karen GuthrieAnd all panelists : Doulabenefit@dhcs.ca.gov

10:23:49 From sschram :

There may be issues because the partner is one visitor, doula is another is a total of 2. Usually it is one visitor.

10:25:26 From Emily Erhardt,

Alameda Alliance for Health : Could DHCS create a doula contract that could be used by all MCPs?

10:26:18 From Aquilah Nelson :

Hello fellow panelists, please ensure your chat function is set "To: Everyone" rather than "To: Host and Panelists"

10:26:57 From Ajira Darch

to vrindavani (they/them)And all panelists : They finally made a checklist! Lol

10:26:59 From Stefanie Foos :

PAVE Checklist <https://www.dhcs.ca.gov/services/medi-cal/Documents/Medi-Cal-Doula-Provider-Enrollment-Checklist.pdf>



10:27:24 From Jonte Vega

to Hosts and panelists : This is new area of care for me, but how are doulas integrated into the plan of care/birth plan for the patient? If disclosed to the medical team at time of the doula-patient contract being established either by the doula or the patient, I would believe there would be some reduction in the restricted access at time of birth or even attention given to ensuring they are included by the medical team.

10:29:47 From Patricia Schuppert :

I understand that but why is triage limited to 1 person? Why can't it be a partner and a doula?

10:30:37 From Samsarah Morgan

to Hosts and panelists : Will doulas be able to speak at that meeting?

10:30:51 From Amy Chen

to Hosts and panelists : Just to confirm — that all Medi-Cal MCPs must pay the new rates retroactively to any services provided back to Jan 1, 2024?

10:31:16 From Karen Guthrie

to Hosts and panelists : The rooms are sometimes very small but there mail reason is that they don't get it.

10:31:59 From Liliana Ocegueda (she/her/ella) :

Can you add the webinar link for next week

10:32:20 From Khefri Riley,

Frontline Doulas : @patricia We are working on this request with CA Hospital Association, seeing these are deeply rooted issues within hospital policies, it will take lots of activism and push back. Please add your issues or concerns in this official benefit feedback form created by advocates: <https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>

10:32:24 From Stefanie Foos :

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

10:32:24 From Ajira Darch :

Does this mean that the 2023 rates can be paid and then the difference between 2023 and 2024 paid by Dec 31st?



10:32:35 From Emily Erhardt,

Alameda Alliance for Health : The TRI fee schedule was published in January 2024, but the APL did not come out until July 2024. Is this a typical timeframe we can expect for future TRI fee schedule changes?

10:32:37 From Andrea Ferroni

to Hosts and panelists : Thank you @Erica Holmes and DHCS partners for your responsiveness to those FAQ.

10:32:45 From Ed Torres :

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

10:33:09 From Janet Vadakkumcherry,

Health Center Partners : Thank you for your time and the presentation today. When did you say that the Doula FAQ will be updated on the DHCS website? Also, will DHCS be compiling a list of which hospitals do and do not have a P&P that allows Doula support?

10:34:09 From Priya Batra :

Thank you for breaking out the letter agreements!

10:34:38 From Karen Guthrie

to Hosts and panelists : Can you define fee for service?

10:34:52 From Amy Chen :

@janet, the doula FAQs are posted on the DHCS website already, scroll down to "resources" — <https://www.dhcs.ca.gov/provgovpart/Pages/Doula-Services.aspx>

10:34:53 From Jim Elliott

(DHCS) : Registration for the targeted rate increase webinar is available at <https://www.dhcs.ca.gov/Pages/Medi-Cal-Targeted-Provider-Rate-Increases.aspx>

10:35:43 From Sayida Peprah-Wilson (Dr/She/Her) :

Yes this was a great start to the meeting with lots of important clarifications.

10:35:49 From Ed Torres :

Please review this link for information on Fee-For-Service.

https://www.dhcs.ca.gov/dataandstats/statistics/Pages/Medi-Cal_Fee-for-Service_Expenditures.aspx



10:35:55 From Ajira Darch :

Yes

10:35:57 From Andrea Ferroni

to Karen Guthrie And all panelists : fee for service is directly paid though Medi-Cal rather than through a managed care plan.

10:36:10 From Karen Guthrie

to Hosts and panelists : Thanks!

10:36:29 From Liliana Ocegueda (she/her/ella) :

DHCS, it would be helpful if you added "new" to the updated documents you have added to the website

10:36:57 From Andrea Ferroni :

90% + of Medi-Cal enrolled folks have their benefits through a managed care plan

10:37:10 From Tynesha Bennett (she/her) :

Agree with Liliana Ocegueda's comment

10:37:27 From Ajira Darch :

Seconding Liliana's comment - adding 'new' or 'updated' would be helpful.

10:37:35 From Janet Vadakkumcherry,

Health Center Partners : @Amy Chen - thanks. But I don't think I see the bold and underlined text indicating changes / new updates.

10:37:42 From Jim Elliott (DHCS) :

DHCS will note when documents are updated

10:38:14 From Ajira Darch :

Thank you, Jim!

10:41:27 From Andrea Ferroni :

@Rebecca Sullivan & Kate Ross -how would you like that targeted feedback delivered?

10:42:02 From Jim Elliott (DHCS) :

@Janet Vadakkumcherry -- the updated FAQs will be posted early next week.



10:43:17 From Khefri Riley,

Frontline Doulas : @Rebecca and Kate, can you help support transparency with the doula providers that contact the MCPs doula reps by empowering and educating the doula reps with this information so when doulas express their concerns - they are able to explain what is happening and what or when to expect support? There seems to be a lack of awareness of these higher level conversations.

10:44:26 From vrindavani (they/them) :

Some MCPs are asking for a DONA certification

10:44:58 From Erica Holmes :

@Ajira - To acknowledge your request specifically -yes, we are working on breaking out the doula enrollment data in a more granular and deliberate way for greater understanding.

10:45:13 From Ajira Darch :

Thank you @Erica

10:45:34 From Priya Batra :

For CAPH and LHPC reps - this is important for plans to know. Honor experience pathway, rely on PAVE approval for "credentialing" without creating additional unneeded requirements by plan.

10:46:11 From Andrea Ferroni :

I echo Priya Batra.

10:46:28 From Ajira Darch :

+ Priya's comment

10:46:32 From Sayida Peprah-Wilson (Dr/She/Her) :

Are MCPs allowed to NOT FOLLOW DHCS guidance?

10:46:34 From Jim Elliott (DHCS) :

<https://www.dhcs.ca.gov/services/medi-cal/Documents/Doula-Directory.pdf>

10:46:43 From Kate Ross :

@Khefri happy to help support transparency. Help us with the specific information you think needs to be elevated so I don't misunderstand and miss your ask.



10:46:45 From Nivedita Misra :

Are the MCPs who are asking for certification asking in the context of serving the commercial population or asking for MEdi-Cal? The benefit for commercial enrollees is not required to follow the Medi-Cal qualification criteria

10:46:55 From Khefri Riley,

Frontline Doulas : @priya EXACTLY! However, this is NOT the case across the board and adding considerable challenges for doulas and very off putting to them completing the onboarding with MCPs.

10:46:58 From Ajira Darch :

That's a great question Sayida! I'd like to know, as well!

10:48:12 From Khefri Riley,

Frontline Doulas : @kate - yes maybe it is best to have a brief meeting
khefri@frontlinedoulas.com

10:49:09 From Andrea Ferroni :

I echo Dr. Peprah-Wilson

10:49:30 From Ajira Darch :

@Nivedita - folks have been sharing their experiences in the context of the Medi-Cal doula benefit but that is important to note and it would be helpful to learn what MCPS are creating re. criteria for commercial enrollees.

10:49:47 From Erica Holmes :

@Priya - Yes, absolutely. We are working towards reporting claims/encounter information publicly.

10:49:50 From Ajira Darch :

That 6 month pushback is a lot.

10:50:18 From Ajira Darch :

And this places the burden, once again, on birthworkers and birthing families.

10:50:23 From Brittney Manley :

A lot of doulas in my area; Bakersfield (Kern County) there is a hospital that actively tells patients they don't allow doulas



10:51:04 From Ed Torres :

Ms. Britney, please share the hospital so that this can be address with them.

10:51:32 From DCorrie :

please forward information to dcorrie@aliadoshealth.org

10:51:41 From Brittney Manley :

Will do

10:51:53 From Mia Janay :

agreed @ajira!!

10:51:59 From Ajira Darch :

If you haven't already, please email DHCS DoulaBenefit@dhcs.ca.gov AND you can also share your experiences of obstacles or barriers on the community created Medi-cal Feedback Form bit.ly/MediCalDoulaBenefitFeedback

10:52:23 From Erica Holmes :

@Sayida -- On the TRI/reimbursement question, the answer is yes - doulas should be receiving reimbursement at the pre-1/1/24 rates and MCPs will need to issue retroactive payments as needed to bring reimbursement up to the higher 1/1/24 rates by 12/31/24.

10:52:28 From Cindy Bonaparte (She/her) :

@brittney Manley Here is also a link you can share and use to share feedback CA Medi-Cal Doula Benefit Feedback Form <https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>

10:52:31 From Khefri Riley,

Frontline Doulas : @brittany - can you please send me the names of any hospitals that are doing this, I am preparing an advocacy letter to a large CA MCP, for there support in addressing issues like this khefri@frontlinedoulas.com ALSO PLEASE add these experiences to the feedback form as we are holding these reports as URGENT CA Medi-Cal Doula Benefit Feedback Form <https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>

10:52:54 From Ed Torres

to Brittney ManleyAnd all panelists : Thank you Ms. Britney, you can email me at doulabenefit@dhcs.ca.gov.



10:55:49 From Jemilla White,

CBD, CPD (Lifespan Doulas), Owner of MariMama : Would it be plausible to be connected with DMHC and have conversations with them to create continuity? I am having difficulty innerstanding as to why a standard contract wouldn't be more feasible...How would this slow down the process?

10:56:49 From Amy Chen :

+1 Jemilla — do we need to have a conversation w/ DMHC to make folks there also understand why streamlining would be easier for doula providers?

10:58:38 From Brittney Manley :

Is it possible for the documents we share with DCHS to be shared with the companies? Some of the companies are making it harder to get approved through them and asking for the same things over and over again. It's honestly causing a lot of Doulas in my area to not want to offer support to medical patients.

10:58:39 From Ken Wilkerson :

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

10:59:18 From Ajira Darch :

Thank you Kate and Rebecca for sharing your perspectives, I appreciate you noting that there are folks in MCPs that are doing their best to support and advocate for birthworkers and birthing families... however, as MCPs are arguably one of the most resourced of the stakeholders within this benefit, and this benefit has been active since Jan 1st, 2023, it does seem like MCPs have been slowest to respond to implementation of this benefit and it is challenging to understand why it's taking so long for MCPs to address the obstacles that folks have been mentioning for well over a year.

11:00:31 From Shantay R. Davies-Balch

to Hosts and panelists : Sorry, I just forgot to put my hand down

11:00:46 From Khefri Riley,

Frontline Doulas : Yes Brittany! We see you and hear you and understand that this is very damaging. We value your feedback and please connect with us in the resources we have shared above - the feedback form and my email and our program email for community outreach is connect@frontlinedoulas.com



11:01:06 From Jemilla White,

CBD, CPD (Lifespan Doulas), Owner of MariMama : Amy, yes, it seems like that would be our best bet. We need an easier streamline to funnel this information and create continuity.

11:01:27 From Brittney Manley

to Hosts and panelists : @khefri I will email you today. Thank you!

11:01:42 From Mammissi Samsarah Morgan,

DD,CHT, CD ,LC to Hosts and panelists : Oakland better Birth Foundation has begin hosting monthly meetings to support doulas as they seek to serve medical clients. 510-393-7399 text for details and reg information

11:01:55 From Kate Ross :

I have to jump but thank you all and talk soon.

11:10:05 From Patricia Schuppert :

Would love to address what to do when MCPs send contracts that say they pay "90% of the Medicare rate". Do we not sign it? (When) can they do this?

11:10:55 From Ajira Darch :

✚ @Patricia Schuppert's comment

11:15:34 From Khefri Riley,

Frontline Doulas : I would say do not sign! Which plans are offering this rate? Did they give a reason?

11:17:01 From Deitre Epps

to Hosts and panelists : This may need to be addressed in the open forum" from participant "Would love to address what to do when MCPs send contracts that say they pay "90% of the Medicare rate". Do we not sign it? (When) can they do this?"

11:17:02 From Erica Holmes :

@Patricia - I do want to flag that current Medi-Cal reimbursement is 87.5% of the lowest Medicare rate in the state.

11:18:13 From Ajira Darch :

Is there somewhere we can see what percentage reimbursement is offered by all of the MCPs in CA?



11:18:36 From Patricia Schuppert :
@khefri it was one of the memorial care plans.

11:19:37 From Erica Holmes :
DHCS, to my knowledge, would not have this information. Medi-Cal MCPs negotiate their reimbursement rates directly with their contracted network providers. That said, MCPs typically use Medi-Cal FFS reimbursement rates as the floor when negotiating reimbursement rates/arrangements with their contracted network providers. I'd welcome my DHCS managed colleagues to weigh in with more detailed information.

11:20:46 From Ajira Darch :
That's interesting because doulas have reported consistently that they've been informed by MCPs that they are not willing to negotiate rates with individual providers.

11:21:50 From Sayida Peprah-Wilson (Dr/She/Her)
to Hosts and panelists : Love Drs Cassandra and Anu. I'm happy you all have been chosen for this work.

11:21:51 From Erica Holmes :
@Ajira - As always, it would be helpful to know what specific MCPs are sharing this information so we can work internally with our DHCS managed care colleagues and MCP associations. Thank you!

11:21:59 From Amy Chen :
So glad to have you on board for this report, Dr. Marshall!

11:22:00 From Samantha Reinhardt :
Doulas are also being told "We follow all DHCS rules" but they obviously don't with the difference in pay

11:22:02 From Sayida Peprah-Wilson (Dr/She/Her) :
Love Drs Cassandra and Anu. I'm happy you all have been chosen for this work.

11:22:24 From Andrea Ferroni :
Very excited, well chosen DHCS!

11:22:28 From Khefri Riley, Frontline Doulas :
Thank you Dr. Cassie. Very valuable.



11:22:48 From Cassandra (Cassie) Marshall (she/her) :

Thanks all ❤️

11:22:54 From Ajira Darch :

Agreed, very happy that Drs. Cassandra and Anu have been selected for this research!

11:23:30 From Elizabeth Suarez :

Do doulas have to contract with IPA's as well or the health plan is the responsible payer for doula services?

11:23:37 From Khefri Riley,

Frontline Doulas : Love one of your titles. Our families should not be by themselves! So happy to see the voices of birthing families being uplifted through your work.

11:24:14 From Bianca Hamilton :

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

11:24:35 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 CA Medi-Cal Doula Benefit Feedback Form <https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>

11:26:27 From Bianca Hamilton :

Feedback Form Toolkit- CA Doula Benefit Feedback Form TOOLKIT

11:26:41 From Ajira Darch :

If you want to share about this form, we've created a toolkit with slides and sample language that you can use: <http://bit.ly/MediCalDoulaBenefitFeedbackToolkit>

11:30:15 From Amy Chen

to Hosts and panelists : Apologies I have to leave early for an 11:30 call. Thank you to all for the ongoing work and collaboration!

11:30:36 From Deitre Epps

to Hosts and panelists : Thanks Amy

11:31:02 From Samantha Reinhardt :

Does DHCS have anything in their contracts with MCPs about how to do billing? For reference I have no way to bill my MCP free (I have to pay for forms or software or a clearing house) the MCP does not provide these forms, or software.



11:31:46 From Khefri Riley,

Frontline Doulas : Here is the letter to DHCS - Doula Services as a Medi-Cal Benefit - Implementation issues with MCP Contracts

https://drive.google.com/file/d/194dsJq9mnsSCowZe0Ls_bZlax7ykV9vY/view?usp=sharing

11:31:46 From Brittney Manley :

I have a doula friend here in Bakersfield that has had 7 out 10 claims denied

11:31:48 From Emily Erhardt,

Alameda Alliance for Health : The TRI fee schedule was published in January 2024, and the APL came out in July 2024. Is this a typical timeframe we can expect for future TRU fee schedule changes?

11:33:12 From Tynesha Bennett (she/her) :

As a Medi-Cal approved doula working in this capacity for almost a year now, I STRONGLY second all of the concerns Ajira just mentioned.

11:34:09 From Mia Janay :

likewise @tyneshabennett

11:34:21 From Sayida Peprah-Wilson (Dr/She/Her) :

Facts

11:34:28 From Lupe Ponce Wong :

100%

11:34:35 From Patricia Schuppert :

I agree. So much help with PAVE which I found so easy yet in OC we have tons of MCPs and contracting with them has been a nightmare. No call backs, unanswered emails, unclear which app to complete because no one knows what category to put us in. Paying to file claims through office ally.

11:34:43 From Andrea Ferroni :

Much appreciation to Ajira Darch's work compiling, reporting and drafting this letter.

11:34:45 From Mia Janay :



11:34:51 From Kamilah Davis :
100% @Ajira 🙏

11:34:56 From vrindavani (they/them) :
🙏

11:35:11 From Brittney Manley :
Here in Bakersfield, CA we have been experiencing a huge delay in the providers approving us in a decent time and making it extremely difficult for us to provide care in our area. Asking for the same things over and over again.

11:36:38 From Jim Elliott (DHCS) :
Registration for the webinar on the rate increase is available at
<https://www.dhcs.ca.gov/Pages/Medi-Cal-Targeted-Provider-Rate-Increases.aspx>

11:36:39 From Tynesha Bennett (she/her) :
I would like to also mention the (almost) complete lack of support from the MCPs in regarding to appropriate diagnosis billing codes. Even calling provider relations, all members I spoke to (from several different MCPs) said that they cannot provide any information regarding how to bill, and that there was no option to contact the billing department to receive that information. Central Alliance is the one stand down and included diagnosis codes in their doula onboarding.

11:36:42 From Samsarah Morgan :
<https://bit.ly/Medi-CalDoulaBenefitFeedbackForm>. Doulas please use this form to document your concerns. experiences - thank you.

11:37:25 From Lupe Ponce Wong :
If anyone is looking for free technical assistance from TPA Vendor or want more information please reach out to me at lupe@communitydrivenstrategies.org and check out this free opportunity for TA <https://ca-path.com/ta-marketplace>

11:37:35 From Lupe Ponce Wong :
HI KRISTIN ❤️

11:38:42 From Humaira Theba :
doulabenefit@lacare.org

11:38:56 From Lupe Ponce Wong :
Hello Humaira ❤️



11:39:29 From DCorrie :

Is Partnership Health Plan a part of your collaboration

11:39:30 From Khefri Riley,

Frontline Doulas : Thank you for supporting the doulas Kristin! We appreciate you.

11:39:51 From Kristin Schlater :

doulabenefit@lacare.org

11:39:52 From Humaira Theba :

hi Lupe

11:39:56 From Emily Erhardt,

Alameda Alliance for Health : If there are any contracting questions or concerns for Alameda Alliance please email: DeptContractsInquiry@alamedaalliance.org

11:39:57 From Sayida Peprah-Wilson (Dr/She/Her) :

@Kristen Thank you for being a demonstration of MCP collaboration with your partner doulas.

11:40:11 From Jemilla White,

CBD, CPD (Lifespan Doulas), Owner of MariMama : Hey Khefri, should we share that Doulas Best practices has been created? Is that ready to be disseminated? I know that it highlights Doulas being seen as a part of the care team

11:40:19 From Emily Erhardt,

Alameda Alliance for Health : General doula questions and concerns please reach out to doula@alamedaalliance.org

11:41:18 From Khefri Riley,

Frontline Doulas : Created by advocates for Hospitals and Community - Best Practices for Hospital-Doula Relations <https://bit.ly/doulabestpractices>

11:41:30 From Khefri Riley,

Frontline Doulas : @Jemilla see above YES!

11:42:15 From Andrew Lindbloom :

Any good resources around what information is needed to submit claims?



11:42:16 From Ajira Darch :

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

11:42:18 From Ajira Darch :

If you want to share about this form, we've created a toolkit with slides and sample language that you can use: <http://bit.ly/MediCalDoulaBenefitFeedbackToolkit>

11:42:24 From Tynesha Bennett (she/her) :

That you, Jim. My experience has been that my claims have been denied due to "inappropriate diagnosis codes"

11:42:35 From Tynesha Bennett (she/her) :

Appreciate your expertise

11:42:50 From Erica Holmes :

This information will be included in the upcoming FAQs, but we wanted to provide a preview here. While doulas do not currently need to include a diagnosis code on claims in fee-for-service or managed care, claims for doula services will require a diagnosis code starting November 1, 2024, in order to be paid. This is a federal requirement. Since doulas are not medical practitioners and do not diagnosis members, DHCS has identified general codes that doulas may use for each billing code, which simply describe what occurred during a particular visit. DHCS expects to publish this information in the Medi-Cal Provider Manual by October 2024 and will notify stakeholders and providers prior to implementing this requirement.

11:43:38 From Jo Koumouitzes she/her :

Hello ! For Santa Cruz, Monterey, Merced, San Benito, and Mariposa Credentialing please email me! I want to support!! Jo Koumouitzes, MPH jkoumouitzes@ccah-alliance.org Pronouns: She/Her/Hers Provider Services Credentialing Specialist, Central California Alliance for Health, 1600 Green Hills Road, Suite 101, Scotts Valley, CA 95066

11:43:41 From Ajira Darch :

If you haven't already, please email DHCS to share your experiences DoulaBenefit@dhcs.ca.gov

11:43:41 From Nicole A. Evans :

@DHCS will you be providing MCP specific feedback to ensure there is an opportunity to address concerns?



11:44:03 From Sayida Peprah-Wilson (Dr/She/Her) :

Diversity Uplifts, Inc. has created the Medi-Cal Birthworkers Resource Hub website as 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.

11:44:03 From Patricia Schuppert :

It would also be helpful to be able to talk directly to contracting/credentialing. I agree it's hard to deal with a 3rd person who then has to talk to contracting and then they never call you back

11:44:04 From Sayida Peprah-Wilson (Dr/She/Her) :

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/> Request to Collaborate Form: <https://forms.gle/2PysFyVDoDHSTt1P9>

11:44:05 From Ajira Darch :

Agreed

11:44:13 From Liliana Ocegueda (she/her/ella) :

100

11:44:16 From Raquel Saunders

to Tynesha Bennett (she/her) And all panelists : Which hospital are you receiving these denials?

11:44:21 From Jade Aldrich :



11:44:38 From Ajira Darch :

Also, how can we get all the information we need to fully inform doulas about the process before they begin because that has also been frustrating for many enrollees.

11:45:22 From Ajira Darch :

@Rebecca & @Kate ↑

11:46:06 From Khefri Riley,

Frontline Doulas : Yes, thank you Kate and Rebecca



11:46:16 From Jemilla White,
CBD, CPD (Lifespan Doulas), Owner of MariMama : Thank you Khefri!

11:46:35 From Emily Erhardt,
Alameda Alliance for Health : Emily from Alameda Alliance for Health. Doulas contracted with Alameda Alliance will soon be getting information on perinatal services, submitting claims, and additional points of contact for doulas to utilize with questions/concerns. In the meantime, feel free to email me at eerhardt@alamedaalliance.org. The Alliance is also working on an attenuated contracts for doulas! We hear you, community. Thank you for this invaluable feedback.

11:47:12 From Karen Guthrie
to Hosts and panelists : Where would I find the email addresses for each MCP?

11:47:50 From Sayida Peprah-Wilson (Dr/She/Her) :
Another related question I'm reporting here from someone earlier is "Would love to address what to do when MCPs send contracts that say they pay "90% of the Medicare rate". Do we not sign it? (When) can they do this?"

11:48:08 From Ken Wilkerson :
@Karen Guthrie <https://www.dhcs.ca.gov/services/medi-cal/Documents/Doula-Services-Benefit-MCP-Contact-List.pdf> - MCP Contact List

11:48:57 From vrindavani (they/them) :
There are extra costs to claims - such as the paperwork - and that is another barrier for us as it is not covered in our rates of reimbursement

11:49:05 From Ajira Darch :
Yes

11:49:08 From Tynesha Bennett (she/her) :
Yes

11:54:12 From Ajira Darch :
Transparency is lacking, and seems to be rooted in an assumption about community birthworkers' familiarity with these processes

11:54:18 From Patricia Schuppert :
My LOA from memorial care medical group says we pay 90% of the Medicare rate schedule. Area 18



11:54:32 From Selene Ketchum-

Community-Based Doula Support to Hosts and panelists : Support has been greatly lacking in regards to the steps to credential and bill. Doulas are gathering to support each other to share information. Orgs are getting paid to offer PAVE trainings, why is there no support from these orgs to train on next steps? Billing, credentialing, etc?

11:54:34 From Khefri Riley,

Frontline Doulas : Thank you Patricia

11:55:26 From Jim Elliott (DHCS) :

Information the targeted rate increase for 2024 is available at

<https://www.dhcs.ca.gov/Pages/Medi-Cal-Targeted-Provider-Rate-Increases.aspx>

11:56:17 From Ajira Darch :

Are you saying that the reimbursement rates published are 87.5% of something else or that doulas should expect to be paid 87.5% of the reimbursement rates?

11:56:26 From Patricia Schuppert :

If it's the 90% bc they remove admin cost I know there are doula collectives trying to get the full 100% to pay to the doula plus 10% for admin. So they essentially getting 110% and passing 100% on to the doula. So single owner doulas should get the full 100% to do their own admin

11:56:53 From Karen Guthrie

to Hosts and panelists : Why would we care about Medicare? Birthing moms are not over 65 years old.

11:56:55 From Ajira Darch :

Also, we have been consistently told by MCPs that they will not negotiate rates or consider admin fees for Medi-Cal providers.

11:57:20 From Cassandra (Cassie) Marshall (she/her) :

This is getting pretty confusing and technical for those not immersed in Medicaid and Medicare policy- so maybe we can distill in down to the key points here

11:57:26 From Ajira Darch :

Andrea's been waiting so patiently! Thank you!



11:57:46 From Khefri Riley,

Frontline Doulas : Patricia - we feel it should be more than 10% for a realistic and sustainable practice for CBOs, groups, programs, agencies etc.

11:57:47 From Samsarah Morgan :

It would be so helpful if this speaking would put themselves in the place of community members in this meeting.

11:57:47 From Ajira Darch :

Thank you @Cassandra - that would be helpful.

11:58:08 From Elizabeth Suarez :

Do Doulas need to contract with IPA's or the health plan is the payer for doula services?

11:58:26 From Aquilah Nelson

to Hosts and panelists : Hello, please use this link to give feedback:

<https://forms.gle/C7JU5i5TLEqKa4Pp9>

11:58:43 From Nichole Banks :

7

11:58:44 From Yeiny Souders

to Hosts and panelists : 7

11:58:44 From Samantha Reinhardt :

8

11:58:46 From Jade Aldrich :

3

11:58:47 From Brittney Manley :

6

11:58:49 From Selene Ketchum-

Community-Based Doula Support : 5

11:58:51 From Lenny :

3

11:58:56 From Lupe Ponce Wong :

8

11:58:57 From Elizabeth Suarez :

9

11:58:59 From Jemilla White,

CBD, CPD (Lifespan Doulas), Owner of MariMama : Cassandra I agree. Seeing examples of these scenarios would be helpful with actual numbers

11:59:03 From Samantha Sime (She/Her) :

6

11:59:05 From Gina LaBeaud :

10

11:59:05 From Jera Wongsrijan :

7

11:59:06 From Karen Guthrie

to Hosts and panelists : 4

11:59:07 From Tynesha Bennett (she/her) :

10 Although there are many frustrations with this process, I am very hopeful and reassured that there are so many individuals committed to seeing this through

11:59:08 From Rosaline Cook :

Lots of information. Feeling overwhelmed. 8

11:59:10 From Khefri Riley,

Frontline Doulas : This has opened up a can of worms about reimbursement rates and contracting. This should be taken into consideration for the next co-design planning meeting.

11:59:11 From Humaira Theba :

9



11:59:12 From Ajira Darch :

I think this is in part what I've been referencing, that doulas keep learning more and more about what's expected from them (at additional cost to them) as they move through the process, and it would be helpful for them to have a more clear picture before they even get started.

11:59:16 From Mia Janay :

6

11:59:19 From Jamie Freeman-Ross :

I would like to know is there any training that helps assist with billing?

11:59:20 From Atija Byers_

Butterfly Kisses Doula Services : 5

11:59:21 From Jamie Freeman-Ross :

5

11:59:21 From Heather Pimentel,

Modoc Doula : 7

11:59:22 From Hernandez :

9

11:59:23 From Jordan Gadd :

7 - Yes, more informed. Thank you to all for your contributions to this important work.

11:59:23 From Rosaline Cook :

10

11:59:23 From Meng Fang

(Santa Clara County) : 8

11:59:24 From DeAnna Carpenter :

8

11:59:25 From Patricia Schuppert :

@khefri I totally agree! But individual doula providers should then get 100% of pay not get 10% taken away bc we "don't do admin"

11:59:29 From Jessica Wade :

8

11:59:31 From Priya Kalyan-Masih,

MD Doula : 7

11:59:44 From Jemilla White,

CBD, CPD (Lifespan Doulas), Owner of MariMama : 6

11:59:54 From Khefri Riley,

Frontline Doulas : @patricia for sure!!

12:00:12 From Aquilah Nelson

to Hosts and panelists : Hello, please use this link to give feedback:

<https://forms.gle/C7JU5i5TLEqKa4Pp9>

12:00:13 From Atija Byers_

Butterfly Kisses Doula Services : Me too

12:00:21 From Atija Byers_

Butterfly Kisses Doula Services : Kaiser. Just received the letter

12:00:22 From Lupe Ponce Wong :

Need help with billing/claiming - Sign up for free TA <https://ca-path.com/ta-marketplace>.

Let me know if you need any help lupe@communitydrivenstrategies.org

12:00:25 From Stefanie Foos :

DoulaBenefit@dhcs.ca.gov

12:00:25 From Tynesha Bennett (she/her) :

you bet

12:00:26 From Lauren Vivian (she/her) –

WePair Health : 10 more informed but definitely frustrated by the barriers

12:00:26 From Lenny :

Thanks everyone :)



12:00:29 From Andrea Ferroni :

I want to speak to the MCPs regarding claims being rejected for diagnosis codes/procedure codes and the response that "we can't tell you how to bill." Because there is no diagnosis nuance for doula claims, MCPs certainly can tell doulas how to bill, it is a straightforward. Another area DHCS or this group can gather feedback is what plans are rejecting codes and what code combination? Thank you, Erica!

12:00:48 From Atija Byers_

Butterfly Kisses Doula Services : Thank you Lupe

12:01:06 From Aquilah Nelson

to Hosts and panelists : Hello, please use this link to give feedback:
<https://forms.gle/C7JU5i5TLEqKa4Pp9>

12:01:11 From Lupe Ponce Wong :

@Atija - Your welcome. Reach out if you need some help!

12:01:21 From Lupe Ponce Wong :

Also, Health NEt provides the following resource:
https://www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources/doula-process.html

12:01:31 From Atija Byers_

Butterfly Kisses Doula Services : Will do

12:01:42 From Atija Byers_

Butterfly Kisses Doula Services : Thanks

12:01:52 From Lauren Vivian (she/her) –

WePair Health to Hosts and panelists : I appreciate the work being done to streamline the process but guidance on the codes would be appreciated sooner than the end of the year.

12:01:58 From Sayida Peprah-Wilson (Dr/She/Her) :

@Patricia are you experiencing that individual doula providers are not getting 100% of pay because they "don't do admin"? The idea is 10% admin or more above the base 100% pay



12:01:59 From Tynesha Bennett (she/her) :

Just to put this out there, after my claims were denied after "inappropriate diagnosis codes" I even sent the MCPs the DCHS info that states doulas do not require a diagnosis code and this was ignored. I will send info in regards to which MCPs this was. Thank you for listening. It feels very good to be heard

12:02:53 From Khefri Riley,

Frontline Doulas : Thank you to everyone and to the doulas!

12:03:11 From Ajira Darch :

Roots of Labor Birth Collective offers Pamoja - a community forum and weekly live coaching sessions for doulas interested in or currently enrolling/enrolled as Medi-Cal Doula Providers. <https://bit.ly/joinpamoja>

12:03:14 From Sayida Peprah-Wilson (Dr/She/Her) :

Much more responsive meeting. Thank you so much for continuing to adjust the meeting structure to reflect community needs

12:03:23 From Sayida Peprah-Wilson (Dr/She/Her)

to Hosts and panelists : In the next meeting, will it be possible to enable the Reactions, so folks can thumbs up or star, instead of having to write in the chat ex. "we love this"

12:03:30 From Janet Vadakkumcherry,

Health Center Partners : DHCS and Doula Stakeholders may want to review and consider different billing options, like what is allowed for CBOs in Community Supports. (If they make sense)

12:03:32 From Jemilla White,

CBD, CPD (Lifespan Doulas), Owner of MariMama : Thank you all!

12:03:34 From Lupe Ponce Wong :



Thank you

12:03:41 From Lauren Vivian (she/her) –

WePair Health : Thank you

12:03:41 From Elizabeth Suarez :

thank you.