

Questions and answers about doula services

FOR DOULAS

1. What is the benefit of joining a managed care plan network such as Blue Shield of California Promise Health Plan?

Once you have completed the Provider Application and Validation for Enrollment (PAVE) process to become a Medi-Cal provider and joined the Blue Shield Promise network, our Maternity Care Management team can refer new members to you. This will help you to expand your business!

2. How do I to qualify to work as a doula for Medi-Cal and Blue Shield Promise?

As noted in [All Plan Letter 23-024](#): "All doulas must be at least 18 years old, provide proof of an adult and infant Cardiopulmonary Resuscitation (i.e., CPR) certification from the American Red Cross or American Heart Association, and attest they have completed basic Health Insurance Portability and Accountability Act training. Additionally, a doula must qualify by meeting either the training or experience pathway, as described below."

Training Pathway:

- Certificate of Completion for a minimum of 16 hours of training which includes all of the following topics:
 - Lactation support
 - Childbirth education
 - Foundations on anatomy of pregnancy and childbirth
 - Nonmedical comfort measures, prenatal support, and labor support techniques
 - Developing a community resource list
- Attest that you have provided support at a minimum of three births.

Experience Pathway:

- Attest that you have provided services in the capacity of a doula in either a paid or volunteer capacity for at least five years. The five years of doula experience must have occurred within the last seven years.
- Three written client testimonial letters, or professional letters of recommendation from any of the following: a physician, licensed behavioral health provider, nurse practitioner, nurse midwife, licensed midwife, enrolled doula, or community-based organization.
 - Letters must be written within the last seven years.

- One letter must be from either a licensed provider, a community-based organization, or an enrolled doula. (“Enrolled doula” means a doula enrolled either through the Department of Health Care Services or through a managed care plan.)

Continuing Education: Following enrollment with Medi-Cal through the PAVE process, doulas must also complete three hours of continuing education in maternal, perinatal, and/or infant care every three years.

3. What will be expected of me when working with Blue Shield Promise?

In addition to providing your standard doula services, you will be asked to:

- Verify member eligibility to receive Medi-Cal services.
- Report on your visits and submit claims for payment once per month using our transaction log.
- Register with Paymode-X so that you can receive payments electronically.

We will provide additional information about these processes in your onboarding training.

4. How do I enroll with Medi-Cal to work as a doula?

Doula applicants may apply to enroll in the Medi-Cal program by submitting an electronic application through the [Provider Application for Validation and Enrollment](#) (PAVE) online enrollment portal, along with all supporting documentation.

For more information about Medi-Cal enrollment requirements, testimonial templates, and required documents, visit www.dhcs.ca.gov/provgovpart/pages/doula.aspx.

5. How do I join the Blue Shield Promise network as a doula?

After enrolling with PAVE, doulas interested in becoming Blue Shield Promise providers should contact our Doula Program office at BSCPromiseDoula@blueshieldca.com or by telephone at (888) 373-2752, Monday through Friday, from 8 a.m. to 12 noon and from 1 p.m. to 5 p.m.

6. Do I have to register on Blue Shield Promise’s provider website? What if I work with a doula organization – do I have to also register separately?

All network participants need to [register on Provider Connection](#) so that we can maintain correct records and so that you can easily access claims information online.

However, if your organization already has a Provider Connection account, you can ask who your Provider Connection account manager is, and have them add you as a user under your organization’s account.

[Click here](#) for step-by-step instructions on how to register for a Provider Connection account as a user.

For instructions on how to register as a Provider Connection Account Manager, please refer to the [Blue Shield Provider Connection Reference Guide](#).

7. How do I charge Blue Shield Promise for my services? How will Blue Shield Promise pay me?

Each month you make a visit you will report your time and submit a claim using our transaction log. Transaction logs are due on the twelfth day of each month. Then, Blue Shield Promise will pay you using Paymode-X to process the transaction electronically.

Please refer to the [Medi-Cal Provider Manual, Doula Services](#) for billing code information.

8. My rates are typically higher than what Medi-Cal is offering. Can I ask my client to pay the difference?

No, asking Medi-Cal patients to pay additional fees for covered services is against both federal and state law. Doing so may result in losing your status with Medi-Cal and Blue Shield Promise.

9. What if a healthcare provider and I have different opinions about the patient's care?

As a doula, you are responsible for providing your opinion to your patient. It is then up to the patient to decide how they want to proceed with their care and birthing experience.

10. Whom do I contact at Blue Shield Promise with questions? Where can I learn more?

Please contact our Doula Program office at BSCPromiseDoula@blueshieldca.com or call us at (888) 373-2752, Monday through Friday, from 8 a.m. to 12 noon and from 1 p.m. to 5 p.m., and we will be happy to advise you.

Additional resources:

- Blue Shield Promise [Maternity Program web page](#)
- [DHCS Doula Frequently Asked Questions \(FAQ\) Sheet](#)
- [DHCS Medi-Cal Doula Services Recommendation](#)
- [Medi-Cal Provider Manual, Doula Services](#)