



L.A. Care
HEALTH PLAN®

For All of L.A.

The Medi-Cal Doula Benefit Provider Webinar



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997

Objectives

- Overview of the Medi-Cal doula benefit and covered services
- Define doula, their role, and benefits
- Inform and educate providers on the process to recommend doula services and how to promote access to doula services
- Overview of L.A. Care Maternity Care Programs and other resources available for members

Background

- The Department of Health Care Services (DHCS) added doula services to the list of preventative services covered under the Medi-Cal program effective January 1, 2023.
- A doula is a trained individual who provides continuous physical, emotional, and informative support to beneficiaries and their families throughout pregnancy, childbirth, and postpartum experience.
 - Support can also be provided for miscarriage, stillbirth, and abortion.
- A doula is not a health care professional (non-clinical) and does not diagnose medical conditions, give medical advice, or perform any type of clinical procedures or conduct any type of physical or behavioral assessment/exam.
- The aim of doula services is designed to improve the maternal experience, reduce disparities in care, help reduce infant mortality, low birth weight babies, and improve the entire perinatal experience immediately after conception to birth to postpartum care.

Covered Services

- A member qualifies for doula services if they are pregnant or were pregnant within the past 12 months (postpartum).
- Doula services can be provided virtually or in-person with locations in any setting including, but not limited to, homes, office visits, hospitals, or alternative birth centers.
- An **initial** recommendation, approved by statewide standing order, for doula services includes the following:
 - One initial visit
 - Up to eight additional visits that may be provided in any combination of prenatal and postpartum visits
 - Support during labor and delivery (including labor and delivery resulting in a stillbirth), abortion, or miscarriage
 - Up to two extended three-hour postpartum visits after the end of a pregnancy
 - The extended three-hour postpartum visits do not require the beneficiary to meet additional criteria or receive a separate recommendation.



Standing Order Process

- Members can visit [L.A. Care's Provider Directory](https://www.lacare.org/pregnancy). The members can locate and contact the preferred in-network doula/doula organization of their choice. [lacare.org/pregnancy](https://www.lacare.org/pregnancy).
- Members may also self refer by calling Member Services line or the number on the back of their L.A. Care Health Plan identification card.
- Providers may also call the Provider Service Unit toll free line at 1-844-858-9938 to recommend doula services for the member.

The Provider (Doula) Directory

The Provider Directory can be accessed via the link below:

<https://www.lacare.org/providers/provider-resources/forms-manuals>.

- Instructions to locate a doula organization on the Provider Directory:
 - First, the Medi-Cal line of business option will need to be selected.
 - Next, select the “Facility” tab.
 - Under the column that states “By Coverage and Care Requirements”, the following drop downs will need to be selected:
 - Facility Type: Ancillary Organization
 - **Specialty: Doula**
 - Lastly, click the button that says “Find a Facility”. A list of doulas and doula organizations should appear.

Additional Covered Visits

Members may be eligible for additional postpartum visits from a doula:

- A recommendation from a physician or other licensed practitioner of the healing arts acting within their scope of practice is required for **up to nine (9) additional postpartum visits**.
- A recommendation for additional 9 or fewer visits during the postpartum period cannot be established by standing order.
- Doula services may be recommended by a physician or other licensed practitioner of the healing arts, which includes (but not limited to):
 - Obstetricians
 - Physician assistants
 - Nurse practitioners
 - Registered nurses
 - Nurse midwives
 - Pharmacists
 - Etc.
- The recommendation can be provided through the following methods:
 - Recommendation Form (L.A. Care or DHCS) signed by a physician or licensed practitioner of the healing arts.



L.A. Care's Recommendation Form



Doula Services Benefit Recommendation Form



Doula Services Benefit Recommendation Form

Doulas are birth workers who provide health education, advocacy, and physical, emotional, and non-medical support for pregnant and postpartum persons before, during, and after childbirth, including support during miscarriage, stillbirth, and abortion. Doulas are not licensed and they do not require supervision. Doulas also offer various types of support, including health navigation; lactation support; development of a birth plan; and linkages to community-based resources. Doula services can be provided virtually or in-person with locations in any setting including, but not limited to, homes, office visits, hospitals, or alternative birth centers.

L.A. Care members may receive doula services if they are pregnant, or were pregnant within the past year (12 months). All requests for doula services can be submitted directly to the contracted doula organization or the independent doula by a licensed professional. This recommendation form is valid for L.A. Care Members **ONLY**.

Please do not use this form for Kaiser Permanente, Blue Shield Promise Health Plan, Anthem, and/or any non-L.A. Care members.

Date of Recommendation:

An initial recommendation for doula services includes the following visits:

- One initial visit.
- Up to eight additional visits that can be provided in any combination of prenatal and postpartum visits.
- Support during labor and delivery (including labor and delivery resulting in a stillbirth), abortion, or miscarriage.
- Up to two extended three-hour postpartum visits after the end of a pregnancy.

Doula support requested for: Pregnancy Postpartum High Risk Pregnancy

Doula services provided by: (Doula organizations and independent doulas must be enrolled in Medi-Cal).

- L.A. Care contracted doula organization. L.A. Care contracted independent doula provider.

Member Information

Member's First Name:

Member's Last Name:

Gender:

- M F Non-binary Transgender

DOB:

Age:

Due Date:

Language(s) Spoken:

Language(s) Written:

Member ID/CIN:

Line of Business:

- Medi-Cal L.A. Care Covered™/Direct

Current Mailing Address:

City:

Zip Code:

Phone Number:

Doula Information

Name of Organization/Independent Doula:

Address:

Phone Number:

Email Address:

Fax Number:

Recommending Provider Information (Doula Services require a written recommendation submitted by a provider who is a physician or other licensed practitioner of the healing arts acting within their scope of practice. The licensed practitioner does not have to be enrolled in Medi-Cal or a network provider. Please check the type of license you hold)

- | | | |
|---|--|---|
| <input type="checkbox"/> Clinical Nurse Specialist | <input type="checkbox"/> LMFT | <input type="checkbox"/> PPG |
| <input type="checkbox"/> LCSW | <input type="checkbox"/> Nurse Midwife | <input type="checkbox"/> Primary Care Physician |
| <input type="checkbox"/> Licensed Midwife | <input type="checkbox"/> Nurse Practitioner | <input type="checkbox"/> Psychologist |
| <input type="checkbox"/> Licensed Professional Clinical Counselor | <input type="checkbox"/> OB/GYN | <input type="checkbox"/> Public Health Nurse |
| <input type="checkbox"/> Licensed Vocational Nurse | <input type="checkbox"/> Physician Assistant | <input type="checkbox"/> Registered Nurse |
| <input type="checkbox"/> Other (specify): <input type="text"/> | | |

Recommending Provider's First Name:

Recommending Provider's Last Name:

Title:

Agency Name, if any:

NPI#:

Email Address:

Phone Number:

Fax Number:

A second recommendation is required for up to nine additional visits during the postpartum period:

Second recommendation: Yes No

Summary of member issue(s), need(s), and concern(s):

Independent Doula/Doula organization:

Please submit a copy of this completed form and any questions to Doulabenefit@lacare.org



Non-Covered Services under Doula Benefit

- Belly binding (traditional/ceremonial)
- Birthing ceremonies (i.e. sealing, closing the bones, etc.)
- Group classes on baby wearing
- Massage (maternal or infant)
- Photography
- Placentia encapsulation
- Shopping
- Vaginal steams
- Yoga

Doula Contracting Process

- Interested in contracting with L.A. Care as a Doula?
 - Doulas may complete and submit a provider interest form on the lacare.org website. Doulas may visit lacare.org and follow the following pathway: Click **For Providers** > **Join Our Network** > **Ancillary** click “[Letter of Interest Form](#)” > Enter your information on the form and click submit.
 - Once the Letter of Interest is received, the L.A. Contracting department will contact the doula or doula organization to request required documents to begin the credentialing and contracting process.
- Please note this process may take at least 3 months to complete.



Doula Qualification Requirements

- All doulas must be at least 18 years old, possess an adult/infant CPR certification, and completion of basic HIPAA training.
- Doulas must complete 3 hours of continuing education in maternal, perinatal, and/or infant care every three years. (No CEU's required).
- Doulas must meet qualification requirements through the **training or experience** pathway described per DHCS.



Credentialing Requirements

L.A. Care's Credentialing process is separate and distinct from PAVE enrollment. The following documents will be needed to become part of our network:

- Application, including Addendums A and B.
- Curriculum Vitae/Resume.
- Liability Insurance.
- DHCS Medi-Cal enrollment.
- Individuals should have a type 1 NPI. Organizations should have a type 2 NPI.
- Emergency Plan Attestation.



Promoting and Ensuring Access to Doula Services

- If a member desires to have a doula present during labor and delivery, the California Department of Public Health (CDPH) endorses that a doula be present.
- For more information, the CDPH All Facilities Letter 21-31.2 can be found at: <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/AFL-21-31.aspx>.
- To help ensure there are no access barriers for doulas, L.A. Care urges OBGYNs and facilities to create an administrative process that supports a seamless entry for doulas when accompanying members for prenatal/postpartum visits, labor and delivery support.
- L.A. Care highly encourages the Provider network to recommend doula services to its pregnant member population.
 - Studies have shown that individuals who receive doula support during their pregnancy have a decreased risk of cesarean section, shortened labor time, less use of epidurals, and improved emotional well-being.



L.A. Care Maternal Health Programs



Maternal Health/Perinatal Programs

- **Healthy Pregnancy Program**

- L.A. Care identifies and conducts outreach to pregnant members offering perinatal educational materials. Members are mailed monthly trimester specific pregnancy materials and relevant resources informing members to seek prenatal care early within their pregnancy.

- **Healthy Mom Program**

- L.A. Care conducts member outreach calls to provide education on the importance of postpartum visits and assist scheduling appointments for members that have not had a postpartum visit. Visits should occur within 7-84 days of birth.
- L.A. Care offers interpreting and transportation services to Medi-Cal members to encourage attendance of postpartum visits.
- Select L.A. Care members may be eligible for a \$40 postpartum visit incentive depending on their coverage.



Maternal Health/Perinatal Programs

Transitional Care Services (Birthing Population)

- Outreach calls are conducted to all L.A. Care Medi-Cal (MCLA) pregnant members that are discharged from the hospital. Scheduling assistance is provided for follow-up visits and members are connected to applicable resources such as behavioral health, doula services, Meals as Medicine and more.
- Criteria includes pregnant members or pregnant within 12 months.
- Eligible members may be referred to ECM program.



Maternal Health/Perinatal Programs

- **Website/Educational Materials**

- Pregnancy and maternal health materials are available via www.lacare.org/pregnancy.
- “Healthy Pregnancy African-American Resource Guide” is mailed to members which includes culturally congruent resources and home visitation programs for Black/African American (B/AA) families.
- Materials are available in English and Spanish (other languages available upon request).

- **Text Messaging Campaign**

- Prenatal Campaign – All Medi-Cal members and all L.A. Care Covered Commercial members.
 - Eligible members receive text messages emphasizing the importance of **prenatal care visits** and includes links to WIC, Doula and Behavioral Health info. 6 weeks of messages.
- Postpartum Campaign – All Medi-Cal and LACC members.
 - Eligible members receive text messages regarding the importance of **postpartum care visits** and resource links.



Enhanced Care Management (ECM)

- ECM is a statewide Medi-Cal benefit that provides intensive coordination of services and comprehensive care management to high-cost, high-need members.
- ECM is community-based, person-centered and prioritizes on-the ground/in person services.
- In order to be eligible, members must be enrolled in a Medi-Cal Managed Care Plan and meet **at least one** of the ECM Populations of Focus.

**See Appendix for additional information on the ECM benefit*

Enhanced Care Management (ECM)

ECM Populations of Focus

- Individuals Experiencing Homelessness: Adults, families or unaccompanied Children/Youth
- Individuals At Risk for Avoidable Hospital or ED Utilization: Adults/Children
- Individuals with Serious Mental Health and/or SUD Needs: Adults/Children/Youth
- Individuals Transitioning from Incarceration: Adults/Children/Youth
- Adults Living in the Community and At Risk for LTC Institutionalization
- Adult Nursing Facility Residents Transitioning to the Community
- Children and Youth Enrolled in CCS or CCS WCM with Additional Needs Beyond the CCS Condition
- Children and Youth Involved in Child Welfare
- Birth Equity Population

Birth Equity Eligibility Criteria

- Birth Equity Population went live 1/1/24.
- Adults and Youth who are:
 - Pregnant and are postpartum (through 12 months period) **and**;
 - Subject to racial and ethnic disparities as defined by the California Public Health data on maternal morbidity and mortality.
 - Black
 - American Indian and Alaska Native
 - Pacific Islander
- Notes on the Definition:
 - “Postpartum” means having delivered, whether a live birth or stillbirth; or a late term abortion.

ECM Referral Process

- Click on the link below to access the ECM referral form with instructions on how to submit a referral to LA Care:
 - [Manuals and Forms | L.A. Care Health Plan \(lacare.org\)](https://www.lacare.org/manuals-and-forms)

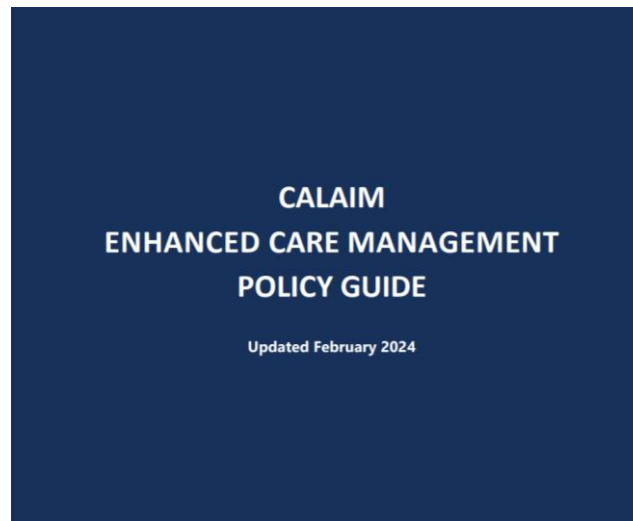
Enhanced Care Management (ECM) Benefit Links

- **DHCS ECM Policy Guide:**

- <https://www.dhcs.ca.gov/CalAIM/ECM/Documents/ECM-Policy-Guide.pdf>

- **ECM Population of Focus definitions with Eligibility Criteria:**

- <https://www.lacare.org/providers/ecm/eligibility>



Community Supports and the Doula Benefit

- Members who meet requirements of both the doula benefit and Community Support(s) may receive both services.
 - Doula: Qualifies for doula services if they are pregnant or were pregnant within the past 12 months (postpartum).
 - Community Supports (CS): Qualifies by meeting program specific eligibility requirements
 - Review individual eligibility criteria on L.A. Care's website and submit Service Authorization Forms. More information [here](#)



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C-Section Reduction Resources/Information

Nulliparous Term Singleton Vertex Cesarean Birth rate Reduction (NTSVCB)

- NSTV C-section rate national target 23.6% or below.
- **Tips to Improve C-section Rates**
 - [CMQCC Toolkit](https://www.cmqcc.org/VBirthToolkit): Comprehensive evidence-based “how-to” guide designed to educate and motivate maternity clinicians to apply best practices for supporting vaginal birth. <https://www.cmqcc.org/VBirthToolkit>
 - [CMQCC Maternal Data Center](https://www.cmqcc.org/maternal-data-center): Online web tool that generates near real-time data and performance metrics on maternity care services for hospital participants. <https://www.cmqcc.org/maternal-data-center>
- **Provide Unbiased Care**
 - [Perinatal Health Equity Training](https://www.diversityscience.org/perinatal-care-equity/): Free Provider training on implicit racial bias that complies with the California senate Bill 464. <https://www.diversityscience.org/perinatal-care-equity/>



Conclusion

- To learn more about the doula benefit at L.A. Care, please visit our website at: <https://www.lacare.org/providers/thepulse/doula-support-expectant-mothers>.
- L.A. Care Maternity Care webpage: [lacare.org/pregnancy](https://www.lacare.org/pregnancy)
- DHCS Doula Benefit All Plan Letter: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-024.pdf>
- If you have any doula related questions, please email DoulaBenefit@lacare.org.

*Thank
you!*

Questions?