

Rhode Island Executive Office of Health and Human Services  
Medicaid Program



RI Medicaid

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Doula Services

*July, 2023*  
*Version 1.2*

**Rhode Island Executive Office of Health and Human Services  
Medicaid Program**

**Revision History**

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<b>Version</b>	<b>Date</b>	<b>Sections Revised</b>	<b>Reason for Revisions</b>
1.0	September 2022	All Sections	Newly Created
1.1	May 2023	Service Limits	Policy Update
1.2	July 2023	Procedure Codes and Rates	MCO Information

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## **Introduction**

The Rhode Island Executive Office of Health and Human Services (EOHHS) partners with Gainwell Technologies as its Fiscal Agent to process the state's Medicaid Program claims, to enroll and train providers, and perform other duties to fulfill State and Federal requirements. EOHHS has the sole responsibility for formatting program policy and procedures.

## **Purpose of Coverage Policy**

The purpose of this policy is to establish the rules of payment for services provided to individuals determined to be eligible for RI Medicaid. The [General Rules](#) for RI Medicaid along with this policy are to be used together to determine eligibility for services.

## **General Policy Requirements**

The Rhode Island Medicaid Program will only reimburse providers for medically necessary services. The RI Medicaid conducts both pre-payment and post-payment reviews of services rendered to recipients. Determinations of medical necessity are made by the staff of the RI Medicaid Program, trained medical consultants, and independent State and private agencies under contract with the RI Medicaid.

## **Overview**

Doula services will support pregnant individuals, improve birth outcomes, and support new parents and families with culturally specific antepartum, intrapartum, and postpartum services. Doula services will improve maternal health outcomes through emotional, cultural, and non-medical support.

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## **Who Can Provide Doula Services**

### **Enrollment Guidelines**

Before a provider can begin seeing RI Medicaid members, an active provider enrollment with Medicaid is required.

Doulas enrolling independently (not part of an agency) will be required to submit proof of Doula certification by the Rhode Island Certification Board (RICB).

When enrolling as a provider group or agency, the provider will need to enter the information on the associated individual doulas and submit RIBC certification for each associated provider.

### **How to Enroll**

Enrollment is completed using the RI Medicaid Healthcare Portal (HCP). To access the RI Medicaid Portal, the following link should be utilized: <https://www.riproviderportal.org>.

Step-by-step [enrollment instruction](#) can be found on the portal home page.

### **Key Information Needed to Enroll**

To enroll as a Doula Provider, you will need the following information:

- NPI and Taxonomy - 374J00000X – Doula: Nursing Service-Related Providers
- Must be certified by RIBC – Rhode Island Certification Board
- Address Information, including postal code + 4
- Tax ID – either EIN or SSN
- Completed W-9 as an attachment, including signature
- You may also need to attach some federally required disclosures

Doula services are considered In Plan services, meaning that doulas should submit claims to the Managed Care Organization (MCO) in which a patient is enrolled. Therefore, on the Request Information page of the application choose:

MCO& RI Medicaid Provider – Billing claims directly to RI Medicaid and through an MCO

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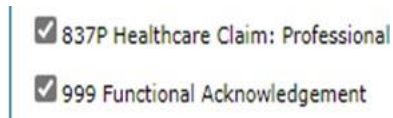
## **Trading Partner Enrollment**

In order to submit Medicaid claims electronically, it is necessary to be enrolled as a Trading Partner. If the organization or person who will submit claims for Doula services is *already* a Trading Partner, it is not necessary to enroll again. Otherwise, it *is* necessary enroll as a Trading Partner.

To enroll as a Trading Partner, go to the Healthcare Portal at this link:  
[Trading Partner Enrollment \(riproviderportal.org\)](http://riproviderportal.org)

Once there, follow these steps:

1. Select Trading Partner Enrollment Application
2. On the Welcome page, click Continue at the bottom of the page.
3. On the new page, complete the fields with a red asterisk in each section and select the continue button to move forward to the next page. You will enter:
  - Provider Name
  - Provider Tax ID/Social Security Number
  - Enrollment contact information
  - EDI information
  - Profile information, including name, address, EDI information
4. When the next page populates displaying X12 transactions, check the 837 professional transaction and the 999 transaction as displayed below.



5. For Online Web Services, check:
  - Remittance Advice
  - Remittance Advice Payment Amount
  - Message Center
6. Select continue, and the Covered provider section populates. This is where you add your Provider NPI, Tax ID/SSN, and Provider Type.
7. The next page will populate with Trading Partner Agreement. You **MUST** click on Trading Partner Agreement, then check off box to accept – type in provider name, Title, and select Submit.
8. When the next page populates, select **confirm** and then **write down the tracking number** for your trading partner enrollment. Once you have completed that, select **Exit**.

## **Covered Services**

A doula may provide services to a pregnant individual such as:

- Services to support pregnant individuals, improve birth outcomes, and support new mothers and families with cultural specific antepartum, intrapartum, and postpartum services, referrals and advocacy;
- Advocating for and supporting physiological birth, breastfeeding, and parenting for their client;
- Supporting the pregnancy, labor, and birth by providing emotional and physical support with traditional comfort measures and educational materials, as well as assistance during the transition to parenthood in the initial postpartum period;
- Empowering pregnant people and new mothers with evidence-based information to choose best practices for birth, breastfeeding, and infant care;
- Providing support to the laboring client until the birth of the baby;
- Referring clients to their health care provider for medical advice for care outside of the scope of doula scope of practice;
- Working as a member of the client's multidisciplinary team; and
- Offering evidence-based information on infant feeding, emotional and physical recovery from childbirth, and other issues related to the postpartum period.

## **The Certified Perinatal Doula Scope of Practice**

- Provide resources to the expectant, laboring, and postpartum individual.
- Provide a range of caring, non-clinical and highly beneficial techniques including physical comfort measures, educational support, and emotional support before, during and after the birth and/or loss.
- Maintain communication between the individual and their birth partner(s).
- Provide resources, education, care, and emotional support for the individual after the pregnancy ends.
- Educate, support, and assist with breastfeeding/infant feeding and refer when needed.
- Support the individual and family in the recovery process and postpartum plan development.
- Work with individuals and families to understand and exercise their rights.
- Support the individual in their right to make decisions about their own body and/or newborn.
- Assist individuals and families to have confidence and autonomy over decisions and resources that affect their health and well-being.
- Encourage individuals to identify and gain access to resources to meet their specific needs and goals.
- Encourage individuals to identify and prioritize their personal and family needs.
- Use language and behavior that is responsive to the diversity of cultures encountered.
- Advocate for and promote the use of culturally and linguistically appropriate services and resources.
- Provide physical, emotional, and educational support.

## Information on Billing Procedure

### Requirement to Verify Eligibility

To ensure that a patient is enrolled in Medicaid and therefore that Doula services provided to the patient may be reimbursed by Medicaid, the Doula must first **verify** the beneficiary's Rhode Island Medicaid eligibility. Eligibility information is located on the Health Care Portal and is available 24 hours per day, seven days per week. The member's eligibility must be verified, by the Doula, on **each date of service**.

### Timely Filing Guidelines

The Rhode Island Executive Office of Health and Human Services has a claim submission restriction of **twelve (12)** months from the date the service was provided to Medicaid recipients.

RI Medicaid must receive a claim for services for Medicaid clients within 12 months of the date of service in order to process claims for adjudication.

### Claims Submission Formats

When submitting claims to Medicaid directly (that is, for a patient who is eligible for Medicaid but not enrolled in an MCO at the time of service), providers have a choice of using the 837 Professional Electronic Claim transaction or CMS 1500 Paper Claim Form (version 02/2012).

To submit claims electronically, providers have access to the free [Provider Electronic Solutions](#) (PES) software. The software along with written instructions for download and setup can be found on the EOHHS website.

### Medicaid ID

It is necessary to include the patient's Medicaid ID on claims submitted to Medicaid. As above, this is in the context of a patient who is eligible for Medicaid but not enrolled in an MCO at the time of service. If the patient does not have their Medicaid card with them and does not know their Medicaid ID number, the Doula Provider can obtain the number in one of two ways:

1. Use the Health Care Portal. By entering the social security number, the Doula Provider can look up the beneficiary's Medicaid ID number.
2. Call the Gainwell Customer Service Help Desk at **401-784-8100** or **Toll Free 1-800-964-6211 for in-state toll calls and border communities**. The provider will be **required** to have the beneficiary's name, date of birth **and** social security number. The Customer Service Help Desk will not release the Medicaid ID if the provider does not have all three (3) pieces of information.



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## **Procedure Codes and Rates**

**Pre-Natal Services:** The rate per visit is \$100.

- S9445 – Patient education, not otherwise classified, non-physician provider (prenatal services).

**Labor and Delivery:** The rate is \$900.

- 59510 – Routine obstetric care including antepartum care, cesarean delivery, and postpartum care (labor & delivery doula services).
- 59400 – Routine obstetric care including antepartum care, vaginal delivery (with or without episiotomy, and/or forceps) and postpartum care.

**Post Natal:** The rate per visit is \$100.00.

- S9446 – Patient education, not otherwise classified, non-physician provider (post-natal services).

Please note that managed care organizations (MCOs - e.g., Neighborhood, United, or Tufts) may require use of a modifier with the CPT codes above when you submit claims for members enrolled in the MCO. Doulas should consult with the plans to make sure they are following the correct billing policy and procedures.

## **Service Limits**

The following are the general limits on the number of visits that may be claimed:

- Pre-Natal Visits: Maximum three (3)
- Post-Natal Visits: Maximum three (3)
- Labor and Deliver Visit: Maximum one (1)

Pre-natal and post-natal visits must be at least sixty (60) minutes in duration to be billed.

For patients under age twenty-one (21), prior authorization may be used to request additional visits that are medically necessary.

In addition, if a patient has not used all of their pre-natal visits and/or their labor and delivery visit, any unused visits may be billed as post-natal visits. For example, if the patient has not had any pre-natal or labor and delivery visits, a Doula Provider may claim up to seven (7) post-natal visits.

At this time, Rhode Island Medicaid does not reimburse doulas for home births/deliveries. Prenatal and postpartum visits may be provided in the beneficiary's home.

## **Payment for Services**

Payment for services is made by EFT (electronic funds transfer) only. You will set this up during enrollment.

Payment frequency is determined by the State Fiscal Year (SFY) Claims Payment and Processing Schedule. The schedule can be found [here](#) on the EOHHS website.

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**Service Documentation**

Doula Providers are required to maintain notes reflecting the dates and time/duration of services provided to beneficiaries. The notes should also reflect information on the nature of the service provided and support that the Doula spent at least sixty (60) minutes with the patient that day.

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## **Appendix**

Access to the RI Medicaid Healthcare Portal (HCP) <https://www.riproviderportal.org>.

The Healthcare Portal Resource Page can be accessed using the following link:  
<http://www.eohhs.ri.gov/ProvidersPartners/HealthcarePortal.aspx>.

State Fiscal Year (SFY) Claims Payment and Processing Schedule  
<https://eohhs.ri.gov/providers-partners/billing-and-claims/payment-and-processing-schedule>

Executive Office of Health and Human Services: <https://eohhs.ri.gov/>

### **Contact Information**

Provider Services: [riproviderservices@gainwelltechnologies.com](mailto:riproviderservices@gainwelltechnologies.com)

Provider Enrollment: [rienrollment@gainwelltechnologies.com](mailto:rienrollment@gainwelltechnologies.com)

Customer Service Help Desk: 401-784-8100 (Local); 1-800-964-6211 (Toll Free)  
Available Monday through Friday 8:00 A.M -5:00 P.M. (EST)

Andrea Rohrer: [andrea.rohrer@gainwelltechnologies.com](mailto:andrea.rohrer@gainwelltechnologies.com) or (469) 897-4389

Amy Katzen (OHHS): [Amy.Katzen@ohhs.ri.gov](mailto:Amy.Katzen@ohhs.ri.gov)

### **Additional Resources**

CMS 1500 Claim Form Example  
[https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/cms1500\\_form\\_1.pdf](https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/cms1500_form_1.pdf)

Instructions to complete CMS 1500 Claim Form  
[https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/cms1500\\_directions\\_1.pdf](https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/cms1500_directions_1.pdf)