

Jackson Care Connect doula coverage FAQ: External guidance document

Last Updated: 09/24/21

Jackson Care Connect is committed to supporting our membership during the perinatal and birth experience. Doula care is a covered benefit for Oregon Health Plan (OHP) members whose benefit package covers labor and delivery. We are working closely to build our relationship with birth workers across the state to improve access to doula services, as well as increasing awareness of this service/benefit to our members. Below is information outlining the process and covered benefit for doulas interested in serving Jackson Care Connect members.

Covered doula services

Under the current OHP benefit, Jackson Care Connect will provide reimbursement for doula services when a certified doula submits a claim with required billing information. This includes being listed as active on Oregon's State THW Registry (see Jackson Care Connect's "Traditional health worker claims submission guide" for more information):

- OHP covers doula support once per pregnancy for any birthing parent whose benefit package covers labor and delivery.
- The standard doula benefit includes, at a minimum, four support visits (two visits before delivery and two visits after delivery), and doula support during the labor and delivery event. These services can be billed as a bundle or itemized.
- Support visits can take place at the birthing parent's home, as part of an office visit, or virtually.

Reimbursement for doula services

Based on the current OHP benefit, doula care can only be reimbursed when a certified Doula submits a claim with the required billing information following coding guidelines per OAR 410-130-0015 Doula Services. Doulas can be compensated at a bundled rate when they provide all covered services, or at the itemized rate when not all covered services can be provided.

We are enhancing our fee schedule at rates that are higher than Fee for Service (FFS). As of 8/1/2020, Jackson Care Connect has enhanced our reimbursement rates for the bundled services and itemized labor/birth service, beyond the OHP Fee-for-Service (FFS) rates. A contract is not needed for enhanced rates to be paid.

The OHP Fee-for-Service (FFS) rates for doula services are below. Please reach out to the Jackson Care Connect support contact at jaccthw@careoregon.org for more information about Jackson Care Connect's enhanced rates. Please note, due to laws and regulations we cannot tell how to bill and suggest working with a medical billing company if additional support is needed.

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Please note it is important that you bill your standard billing costs regardless of insurance even if they are higher than noted below or the enhanced rates. Billing your standard rates will allow us to capture this data for encounter purposes and take that into consideration for future rate setting.

Service		Codes	Description	Modifier	OHP FFS Rate
Bundled	<ul style="list-style-type: none"> • 2 prenatal visits minimum • Labor and delivery support • 2 postpartum visits 	59400	Vaginal delivery	U9	\$350
		59510	Cesarean delivery		
		59610	VBAC		
		59618	Attempted VBAC/ cesarean		
Itemized	Prenatal/postpartum visits	59899	Support visits	U9	\$50
	Labor and delivery	59409	Vaginal delivery	U9	\$150
		59514	Cesarean delivery		
		59612	VBAC		
		59620	Attempted VBAC/ cesarean		

Submitting doula claims

- Doula claims fall under the OHP pregnancy benefit, where a pregnancy diagnosis is used; therefore, timely filing requires a claim to be received within 365 days from the date of service (OAR 410-141-3565).
- Doula services may only be billed once per pregnancy. Additional payment is not available for multiple births (i.e., twins, triplets).
- Certified doulas should be listed as the rendering provider for doula services.
- When billing for itemized services, include the most appropriate place of service on the claim form. When billing for bundled services, use the place of service that best describes where labor and delivery took place. Place of service codes are available [here](#).

Confirming client/patient insurance status

Prior to submitting a claim, the client/patient's insurance status should be verified so that the correct insurer is billed:

- After enrolling as a DMAP provider, you will be entered into the *Medicaid Management Information System*. Use the PIN you were provided during enrollment to access this system to check insurance status.
- We recommend confirming eligibility for the date that the service was provided.

Coding per OAR 410-130-0015 Doula Services

Doula services should be billed using the appropriate codes, followed by the unique Medicaid modifier of U9. Billable codes for doula services as they relate to the diagnosed condition of pregnancy are as follows:

- Global (bundled) doula package:
 - » CPT 59400+U9, 59510+U9, 59610+U9, or 59618+U9
 - » One-time claim per pregnancy
 - » When billing for the global package, all services must be provided by the same doula
- Itemized (support visits) billing:
 - » CPT 59899+U9 for each visit, up to four (not to exceed the bundle total)
- Acceptable day-of-delivery-only codes:
 - » 59409+U9, 59514+U9, 59612+U9, or 59620+U9

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Billing examples

Below are two examples of the CMS-1500 form, from OHA’s *Billing for Doula Services guide*. These examples show billing for the standard doula benefit, including:

- The licensed practitioner services are billed using the appropriate delivery code.
- The doula services are billed using the appropriate code(s), followed by modifier U9, with the enrolled doula listed as the rendering provider.
- Please note that Place of Service is a required field, although it is not shown in these examples.

CMS-1500 Example 1 – Single birth																	
24.	A. DATE(S) OF SERVICE						B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES			E. DIAGNOSIS POINTER	F. \$ CHARGES	G. DAYS OR UNITS	H. EPSDT Family Plan	I. ID. QUAL.	J. RENDERING PROVIDER ID. #
	From	To				(Explain Unusual Circumstances)											
MM	DD	YY	MM	DD	YY			CPT/HCPCS	MODIFIER								
1	05	01	15	05	01	15		59409					1			NPI	
2	05	01	15	05	01	15		59400	U9				1			NPI	

CMS-1500 Example 2 - Multiple births (twins)																	
24.	A. DATE(S) OF SERVICE						B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES			E. DIAGNOSIS POINTER	F. \$ CHARGES	G. DAYS OR UNITS	H. EPSDT Family Plan	I. ID. QUAL.	J. RENDERING PROVIDER ID. #
	From	To				(Explain Unusual Circumstances)											
MM	DD	YY	MM	DD	YY			CPT/HCPCS	MODIFIER								
1	05	01	15	05	01	15		59409					1			NPI	
2	05	01	15	05	01	15		59400	59				1			NPI	
3	05	01	15	05	01	15		59400	U9				1			NPI	

Documentation per OAR 410-130-0015

Doula services should be documented in the client’s medical record by the licensed obstetrical practitioner. The goal of documentation is to verify services were provided and facilitate communication between the member and the obstetrical practitioner. The doula should provide a record of visits to the practitioner, including:

- Dates of service.
- A brief description of education or services provided.
- Assessment of any member needs beyond routine care.
- Any referrals made.
- Birthing plans developed with the member, with member approval.

Note: This information was updated in June 2021. OHA is in the process of reviewing this OAR and documentation requirements may change as a result.

Contracting with Jackson Care Connect for doula services

- Contracts are not required for doula reimbursement.
- Jackson Care Connect may consider contracting with organizations/clinics for enhanced or culturally specific doula services. If you are interested in learning more, please reach out to the Jackson Care Connect support contact at jaccthw@careoregon.org

Doula hubs

A doula hub is a business, agency or community organization that has been established to support doulas by billing on their behalf. Doula hubs often serve additional purposes beyond billing, including support for referrals, supervision and serving as a liaison between doulas and providers. Get in touch with the Jackson Care Connect support contact at jaccthw@careoregon.org to learn more about doula hubs in your county.

Oregon Administrative Rules for doulas

Please refer to the following Oregon Administrative Rules (OARs) for more information about doula services and requirements:

- *OAR 410-130-0015, Doula Services*
- *OAR 410-180-0315, Birth Doula Certification Requirements*
- *OAR 410-180-0375, Birth Doula Certification Curriculum Standards*

OHA Office of Equity and Inclusion contact information

For additional Information about the THW program, please contact OHA/OEI at:

- Telephone: 971-673-3353
- Fax: 971-673-1128
- Email: thw.program@dhsoha.state.or.us

Jackson Care Connect support

Additional questions can be directed to Jackson Care Connect support contact at jaccthw@careoregon.org

Additional resources

- *OHA's Office of Equity and Inclusion doula webpage*
- *OHA's THW Registry*
- *Oregon Doula Association website*