



**Department
of Health**

NYS Medicaid Doula Services Benefit Town Hall June 11, 2024

**Office of Health Insurance Programs (NYS Medicaid)
Bureau of Maternal and Child Health Policy**

Town Hall

Please note that by participating in today's online event, you acknowledge and consent that your personal information (such as name, image) may be visible to others in the live online meeting as well as captured in the recording, which will be posted on our website.

The feedback in the context of this meeting will not be considered formal public comment.

Guidelines for Sharing

- All are invited to speak at designated times
- Please use the "Raise your hand" function to note the desire to speak
- Individuals will be unmuted in order of request, unless they have already spoken, in which case individuals who have not yet spoken will be given priority
- Please keep comments to three minutes or less

Goals and Roadmap for Today

10:00-10:05: Opening

10:05-10:30: Medicaid Updates

- Standing Order
- Enrollment Numbers and Support
- Billing Support
- Medicaid Managed Care Carve-Out and Plan Point of Contact List

10:30-10:55am: Discussion

10:55-11:00: Closing

Enacted Budget: Standing Order

- The standing order was issued on June 10, 2024
- Medicaid members no longer need an individual recommendation/order from a healthcare provider for doula services to be covered by Medicaid and doulas do not need to keep a copy of an individual recommendation/order for services rendered on or after June 10, 2024.
- The standing order was authorized for one year and would need to be reissued with each successive Commissioner of Health.
- The standing order and information can be found at the Doula Services Website: https://www.health.ny.gov/health_care/medicaid/program/doula/index.htm
- The Medicaid Doula Services provider manual will be updated accordingly to reflect the change in requirement and refer to the standing order.

Enrollment Updates

Doula Enrollment Summary	As of 6/7/2024
Pilot Doulas Enrolled in Statewide Benefit	44
Received Applications (excluding returned applications)	34
Approved Applications	30
Pending Applications	4
Total Doulas Enrolled in Statewide Benefit	74

June 2024

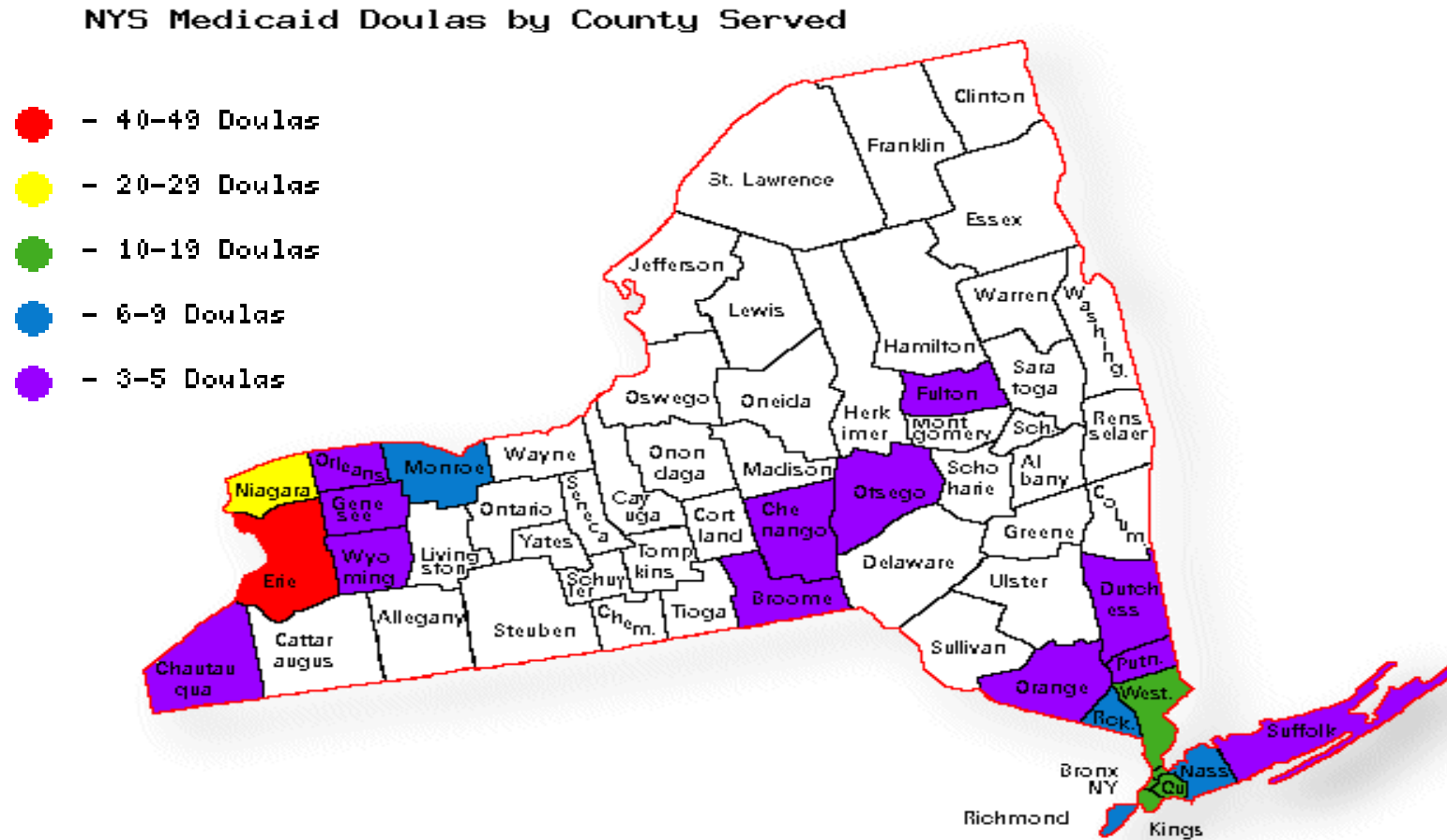
Doulas Enrolled by County*

Number of Doulas Enrolled per County	Number of Counties	County Names
40-49	1	Erie
30-39	0	
20-29	1	Niagara
10-19	5	Bronx, Kings, New York, Queens, Westchester
6-9	4	Monroe, Nassau, Richmond, Rockland
3-5	12	Broome, Chautauqua, Chenango, Dutchess, Fulton, Genesee, Orange, Orleans, Otsego, Putnam, Suffolk, Wyoming,
2	16	Cayuga, Chemung, Clinton, Columbia, Cortland, Delaware, Franklin, Greene, Livingston, Oneida, Onondaga, Ontario, Schenectady, Sullivan, Ulster, Warren
1	23	Albany, Allegany, Cattaraugus, Essex, Hamilton, Herkimer, Jefferson, Lewis, Madison, Montgomery, Oswego, Rensselaer, Saint Lawrence, Saratoga, Schoharie, Schuyler, Seneca, Steuben, Tioga, Tompkins, Washington, Wayne, Yates

June 2024

As of 5/24/2024

Douglas Enrolled by County*



Source: diymaps.net (c)

June 2024

As of 5/24/2024

Doulas Enrolled by Race & Ethnicity*

Race	Number of Doulas
American Indian or Alaskan Native	0
Asian	9
Black or African American	35
Native Hawaiian or Other Pacific Islander	0
White	21
Two or More Races	1

Ethnicity	Number of Doulas
Hispanic or Latino	8
Not Hispanic or Latino	58

As of 5/24/2024

June 2024

Doulas Enrolled by Language*

Language	Number of Doulas
English	66
Spanish	4
Bengali	3
Burmese	3
Chin	2
Hindi	2
Swahili	2
Arabic, Cantonese, Dari, French, Karen, Kinyarwanda, Kirundi, Korean, Lingala, Malay, Nepali, Pashto, Rohingya, Somali	1

June 2024

As of 5/24/2024

How to Increase Enrollment?

- Are you a doula or involved with a doula organization?
- Are you hosting an upcoming meeting with a doula collective or doula network?
- Do you know doulas who want to enroll with Medicaid or have questions?
- Do you have ideas for engaging doulas throughout New York State to increase Medicaid enrollment?

The NYS Medicaid team is available to meet with individual doula groups and organizations to provide information about the doula services benefit and/or provide tailored enrollment support.

- To share ideas or to schedule a meeting, reach out to doulapilot@health.ny.gov.

Enrollment Support

- **Enrollment Support Provided by NYS Medicaid as of 6/07/2024:**
 - 218 total attendees at six different Enrollment Informational Sessions
 - 41 total attendees at 1:1 Enrollment Sessions
- **Enrollment Resources on the Doula Services website:**
 - 2-hour Enrollment Informational Session recording
 - UPCOMING: 5-15 minute videos on doula enrollment by topic

Billing Support

**FOR ALL FEE-FOR-SERVICE BILLING
QUESTIONS, CONTACT EMEDNY DIRECTLY**

Call Center: 1-800-343-9000

To submit questions via email, use the website:
<https://www.emedny.org/contacts/emedny.aspx>

Billing Support

Part 1: Intro to Billing for Doulas on June 5

- Will be offered again at a future date
- Slide deck available on Doula Services website
- Recording will be posted

Part 2: How to Submit a Claim ePACES for Doulas

- To be offered: June 17
- Will be offered again at a future date and on an ongoing basis as enrolled doula provider network increases
- Recording will be posted

Feedback Ask: If you attended the Billing Support Session on June 5,

- What was helpful?
- What could be improved?
- What are barriers to attending that NYS can address?

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Provider Enrollment and Billing Support

SESSION	DATE	TIME	INFORMATION
Enrollment Informational Sessions*	Monday, June 24, 2024	1:00pm-3:00pm	Medicaid team will walk through enrollment process Live Q&A
	TBD	TBD	
Enrollment Support 1:1 Sessions*	Ongoing	By appointment – click on the registration link below to view available times:	Applicants must sign up for a time slot using the Calendly link Each session is 30 minutes Applicants cannot submit documents via mail or email to review Applicants can schedule additional sessions
Billing Informational Sessions*	Monday, June 17, 2024	1:30pm-3:00pm	Part 2: ePACES and Submitting a Claim for Doulas Step-by-step guidance for submitting a claim
	TBD	TBD	

REGISTER FOR SESSIONS HERE:

https://www.health.ny.gov/health_care/medicaid/program/doula/index.htm

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*Attendance at all support sessions is voluntary.

Preparing for NYS Medicaid Enrollment and Billing

Review Doula Enrollment Instructions

- https://www.emedny.org/info/ProviderEnrollment/ProviderMaintForms/Doula_Enrollment_Instructions.pdf

Review All Doula Services Provider Enrollment Information on eMedNY

- <https://www.emedny.org/info/ProviderEnrollment/doula/>

Ensure Applicant Meets Training Pathway or Work Experience Pathway Requirements

- https://health.ny.gov/health_care/medicaid/program/doula/docs/visualize_enrollment_pathways.pdf

Attend Provider Enrollment Sessions

- https://health.ny.gov/health_care/medicaid/program/doula/

Schedule a 1:1 Enrollment Session with the NYS Medicaid Team

- https://calendly.com/ohip_doula/doula

Review General Enrollment and General Billing Guidance on eMedny.org

- Videos and additional training are available under “Provider Outreach and Training” tab
- www.emedny.org

Subscribe to Medicaid Updates:

- All formal announcements, effective dates, and updates to the NYS Medicaid doula services benefit will be published via Medicaid Updates.
- https://www.emedny.org/Listserv/eMedNY_Email_Alert_System.aspx

June 2024

Medicaid Managed Care Carve-Out Information

- Doula services will be carved out of the Medicaid Managed Care (MMC) plan benefit packages between March 1, 2024 and September 30, 2024.
- **All Medicaid Members who are enrolled in FFS or MMC plans are eligible for Medicaid coverage of doula services during and after the MMC carve out.**
- Doulas must first enroll in Medicaid as FFS providers before they can contract with MMC Plans
 - To enroll with FFS: <https://www.emedny.org/info/ProviderEnrollment/doula/>
- Each MMC Plan will have their own contracting process for doulas.
- More guidance about the Carve-Out can be found in the Provider Manual:
 - https://www.emedny.org/ProviderManuals/Doula/PDFS/Doula_Policy_Guidelines.pdf
- **The Medicaid Office has compiled a list of points of contact at each MMC plan for doulas.**
- This list is available on the Doula Services website:
 - https://www.health.ny.gov/health_care/medicaid/program/doula/index.htm

MMC Contracting, Independent Practice Association & Service Bureau Information

- Division of Health Plan Contracting and Oversight Website: Information about Managed Care Plan Contracting and Independent Practice Associations:
 - https://www.health.ny.gov/health_care/managed_care/hmoipa/guidelines.htm
- Independent Practice Association Formation Requirements:
 - https://www.health.ny.gov/health_care/managed_care/hmoipa/ipa_formation_requirements.htm
- Service Bureau: An entity which submits claims, and/or verifies patient eligibility for providers enrolled in the Medicaid Program.
 - <https://regs.health.ny.gov/volume-c-title-18/774682889/section-5049-service-bureaus-billing-services-and-electronic-media>

Upcoming 2024 Town Hall Dates

Remaining 2024 Town Hall Meeting Dates	
July 9	<ul style="list-style-type: none">• Town Halls are scheduled for the second Tuesday of every month from 10am-12pm.• Town Hall engagements may be reduced based on need for discussion.• Additional meetings to support provider enrollment and billing will continue to be added.
August 13	
September 10	
October 8	
November 12	
December 10	

Next Meeting

Date & Time: Tuesday, July 9, 2024 from 10am-12pm

Registration Link:

<https://meetny.webex.com/weblink/register/r94d996a1ca87dabac7def2b840d29a9d>

To be added to the listserv: doulapilot@health.ny.gov

Closing Remarks and Next Steps

You may continue to share input after today's event via email to doulapilot@health.ny.gov.

For more information on the Doula Services benefit, visit https://health.ny.gov/health_care/medicaid/program/doula/

To enroll as a NYS Medicaid Doula Services Provider, visit <https://www.emedny.org/info/ProviderEnrollment/doula/>

Thank you for participating.

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End Presentation

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