



## Doula Services Program: Frequently Asked Questions

### National Provider Identification (NPI) Questions

#### ***What is an NPI number?***

The National Provider Identifier (NPI) is a unique identification number for covered health care providers across the U.S. Doulas are required to have an NPI before applying to be MassHealth doula providers. If you don't have one already, apply for an NPI at <https://nppes.cms.hhs.gov/>. You'll need to create an account, but the process is free.

#### ***How long does it take to get an NPI number?***

According to the Centers for Medicare & Medicaid Services (CMS), a provider who submits a properly completed electronic application could have an NPI within 10 days. The paper application process takes approximately 20 business days.

#### ***If I have an existing NPI number from previous work as a licensed provider, do I need a different NPI to apply as a MassHealth doula provider?***

No. As an individual doula, you can use the NPI number you already have in your application to be a MassHealth doula provider. However, a doula group practice would need its own distinct NPI number.

### Application and Enrollment Process Questions

#### ***Do providers need to wait to submit the enrollment application until they've finished the training, or can they submit the paperwork and then finish the training?***

You must obtain an NPI and complete the MassHealth Doula Provider Training before applying to be a MassHealth doula provider. If you've already submitted your application, you will have 60 days to complete those steps, or your application will be denied. Applications will not be approved if MassHealth cannot verify that you attended the MassHealth Doula Provider Training, as specified in the MassHealth Doula Services regulation at 130 CMR 463.404. This regulation is located in Subchapter 4 of the [Doula Provider Manual](#).

#### ***Is there a list of MassHealth-approved doula training organizations?***

No. MassHealth does not have a list of approved doula training organizations. We have two doula training pathways: the Formal Training Pathway and the Experience Pathway. Both are based on eligibility criteria and core competencies defined in [130 CMR 463.000](#). Doulas would need to meet our eligibility criteria in order to apply to become a MassHealth doula provider. You can find more information on eligibility criteria [here](#).

#### ***How can a doula group practice apply to be a MassHealth doula provider?***

Information about the application process can be found on the [webpage for doula providers](#). Even if your group practice is enrolled, each doula in the practice will also need to submit their own individual MassHealth doula provider application. The group practice will also need to be linked to each doula's NPI.

***If all my paperwork is accurate and on time, how soon can I become a MassHealth Doula provider?***

We usually process doula applications within 60 days. If there are no issues with the application, it may take even less time. Please note that if we're currently processing a lot of applications, it may take longer to process each one.

***Whom can I contact for additional help with the enrollment process?***

If you have any more questions about enrollment after taking the MassHealth Doula Provider Training, please contact the Provider Services Center at (800)-841-2900 (TTD/TTY: 711) or email the Provider Support Team at [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com).

**Covered Services and Billing Questions**

***Can hospitals submit claims on behalf of hospital-based doula programs?***

Hospitals cannot bill MassHealth directly for MassHealth covered doula services. Mixed group practices that include MassHealth doula providers, doula-only group practices, and individual doulas practicing independently can enroll as MassHealth providers and submit claims to MassHealth for covered doula services rendered to MassHealth members by MassHealth doula providers.

***Can two or more doulas provide services to the same MassHealth member?***

Yes, more than one doula can provide services to the same MassHealth member during the same perinatal period. For example, a member may have one doula for support during pregnancy and labor, and another doula for postpartum support. However, as detailed in [130 CMR 463.000](#), MassHealth only pays for one labor and delivery support service and up to eight hours of perinatal visits per perinatal period per member without prior authorization. Additionally, MassHealth will not pay for a doula's services to a member if the doula is not enrolled as a MassHealth provider.

***Does MassHealth cover doula travel time and mileage?***

No. See MassHealth regulations at [130 CMR 463.408](#).

***How many minutes per day can doulas bill for visits?***

The maximum billable hours for perinatal visits are 1.5 hours (90 minutes) per member per day.

***If a member wants to have additional visits beyond the eight-hour limit, can they pay out of pocket for those visits?***

No. MassHealth doula providers cannot accept compensation of any kind from a MassHealth member for any MassHealth covered service. See MassHealth regulations at [130 CMR 450.203](#) for further details. If you think a member will need more than eight hours of perinatal visits, you can request prior authorization through the [Provider Online Service Center \(POSC\)](#). Submit these requests as soon as you think the additional visits will be needed. We normally process prior authorization requests within 72 hours, but it can take up to 21 days. This topic is discussed in [130 CMR 463.000](#) and the required MassHealth Doula Provider Training.

***How soon will MassHealth pay for my services?***

If the claim is correct, MassHealth providers typically receive payment within 30 days after submitting a claim.

***How should I handle denied claims?***

MassHealth will tell you why your claim was denied and how to appeal the denial. You can then resubmit the claim with corrections.

***Does the MassHealth Doula Services Program cover abortion and miscarriage? If so, which claim code should I use?***

Yes. Doula services are available to MassHealth members during pregnancy, labor, and delivery, as well as during the 12 months after the end of pregnancy. “End of pregnancy” includes all pregnancy outcomes, including abortion and miscarriage. Use the labor and delivery support service code (99199) for supporting a member through termination of pregnancy or completion of miscarriage (either with use of medication or with a surgical procedure). Use either of the perinatal visit service codes (99600 for up to 60 minutes; 99600-TF for 60 to 90 minutes) for supporting the member during the 12-month period after the end of pregnancy. See the [Doula Services Manual](#) for additional information.

**Member Eligibility and Access Questions**

***How can MassHealth members find a MassHealth doula provider?***

MassHealth doula providers are listed in the public [MassHealth Provider Directory](#). Members and others can search for a specific provider by clicking “Search by provider name” or they can search for MassHealth doula providers by clicking “Specialists” and then selecting “Doula” from the “Specialty” dropdown menu.

MassHealth members and others can also find more information about MassHealth doula providers on our [Doula Provider Information Sheet](#) which is regularly updated.

***Are all MassHealth members eligible for doula services?***

Almost all pregnant, birthing, and postpartum MassHealth members are eligible for MassHealth covered doula services. Doula services are covered under the following MassHealth coverage types:

- MassHealth Standard
- MassHealth CarePlus
- MassHealth CommonHealth
- MassHealth Family Assistance

Doula services are not covered under the following MassHealth coverage types:

- MassHealth Limited
- Children’s Medical Security Plan (CMSP)
- Medicare Savings Programs (formerly MassHealth Buy-In and MassHealth Senior Buy-In)

Since pregnancy could make a member eligible for a different MassHealth coverage type, members whose coverage type does not cover doula services should report their pregnancy to MassHealth to see if they are eligible for a different coverage type. More information can be found at [Information for Pregnant MassHealth Members | Mass.gov](#)

***Do doulas have to check a member's eligibility before each visit/encounter?***

Yes. Doulas need to verify a MassHealth member's coverage type before each service to make sure the member is still eligible for doula services. MassHealth doula providers can use the Eligibility Verification System (EVS) in the POSC to verify a MassHealth member's coverage on the day that services are provided. This topic is covered in more depth during the required MassHealth Doula Provider Training.

***Do members need to be referred by a provider in order to receive doula services?***

No. The MassHealth Chief Medical Officer recommends doula services for all pregnant and postpartum MassHealth members, under the rules in 130 CMR 463.000 and Section I of the MassHealth "Guidelines for Medical Necessity Determination For Doula Perinatal Visits." Therefore, MassHealth does not require pregnant and postpartum MassHealth members to obtain an additional recommendation. See 130 CMR 463.407(B) for more details.

***Does MassHealth cover group doula visits?***

No. See [130 CMR 463.000](#) for more details under the [Doula Services Regulation](#).

***Does MassHealth cover doula services for adoptive parents?***

Yes. Doula services are covered for eligible MassHealth members who are adoptive parents, until the adopted infant reaches one year of age. See 130 CMR 463.000s under the [Doula Services Regulation](#) for more information.

***Can doulas be part of a mixed group practice?***

Yes. MassHealth allows MassHealth doula providers to join MassHealth-enrolled non-doula group practices. MassHealth-enrolled non-doula group practices can bill MassHealth for doula services rendered by a MassHealth doula provider.

***Who do I contact if I have any questions?***

- For questions related to claims, applications, regulations, and other provider-related matters, please contact the MassHealth Provider Team:
  - **Phone:** (800) 841-2900
  - **Email:** [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com)
- For questions related to Prior Authorizations, please contact the Prior Authorization Unit directly via the following email:
  - **Email:** [clinicalreviewunit@mass.gov](mailto:clinicalreviewunit@mass.gov)