



Resource Guide for Doula Providers

MassHealth values the important role that doulas play in supporting MassHealth members during pregnancy, delivery, and the postpartum period. However, we know that MassHealth doula providers may support members who have complex needs beyond what doula services can address, like unstable housing, behavioral health conditions, or food insecurity. MassHealth encourages you to direct members to the information described below to help them address these additional needs.

What to do when a member has additional needs:

- Encourage the member to use their managed care plan, if they have one. Most pregnant and postpartum MassHealth members are in a managed care plan, such as an accountable care organization (ACO) or managed care organization (MCO).
 - Find out if the member is in a managed care plan and, if so, which one. You can get this information from the Eligibility Verification System. You can also see a list of MassHealth ACOs and MCOs at mass.gov/info-details/full-list-of-masshealth-acos-and-mcos.
 - Encourage the member to contact their health plan to discuss their needs. The health plan may be able to tell them about additional supports like care management, the Community Partners Program, help with housing and nutrition, and free car seats.
 - If the member is unsure what managed care plan they have or would like to find out if they can join one, they can call the MassHealth Customer Service Center at (800) 841-2900, TDD/TTY: 711.
- Review this information, if needed:
 - Webpage for pregnant MassHealth members: mass.gov/masshealthpregnancy.
 - Health equity resources for MassHealth doula providers: mass.gov/info-details/masshealth-doula-services-program-information-for-doulas#resources-.

MassHealth covers many services that pregnant members may need, including but not limited to

- prenatal care (care during pregnancy);
- postpartum care for 12 months after the end of pregnancy;
- labor and delivery care in hospitals and freestanding birth centers;
- breast pumps and milk storage bags (the member should talk to their provider or health plan to order these);
- sexual and reproductive health services, including family planning counseling, birth control, and abortion care;
- behavioral health care, including mental health and substance use disorder treatment;
- dental care, including checkups, cleanings, fillings, crowns, and root canals; and
- in some cases, non-emergency medical transportation to health care appointments and to participate in treatment and treatment planning for their baby.

You can find more information about MassHealth covered services at mass.gov/info-details/chart-of-masshealth-covered-services.

For extra help understanding their coverage, members can reach out to [My Ombudsman](#) for free support in many languages.

In addition to MassHealth covered services, and resources from managed care plans, members and other Massachusetts residents may be able to get help through financial support, social services, and home visiting programs. Go to mass.gov/masshealthpregnancy for more detailed information.

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