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:

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.
- Encourage the member to contact their health plan, if they have one, 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.

For more details, please review MassHealth managed care basics for doula providers.

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

- Prenatal, labor and delivery, and postpartum care through 12 months, including care in hospitals and freestanding birth centers
- Sexual and reproductive health care including many family planning services
- Behavioral health care including mental health and substance use disorder treatment
- Dental care including checkups, cleanings, fillings, crowns, and root canals
- Transportation for eligible members when needed
- One free breast pump per pregnancy, milk storage bags, replacement parts as needed, hospital-grade breast pump rentals as needed
- Prenatal screening, ultrasounds, and vaccines
- MassHealth members can get prenatal vitamins free of charge at their local pharmacy without a prescription from their provider because of MassHealth's standing order.
- Remote patient monitoring during pregnancy through 12 months postpartum (for example, remote blood pressure monitoring)

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. For more information, review:

- Health equity resources for MassHealth doula providers
- Webpage for pregnant MassHealth members
- Webpage for providers caring for pregnant and postpartum MassHealth members