



Doula Services—Provider Training for Billing and Claims Payment

The following frequently asked questions detail Humana Healthy Horizons® in Florida's guidance related to doula services. These services are available to our members with no age restrictions.

Question	Answer
How does Humana Healthy Horizons work with the doula community?	<p>Humana Healthy Horizons works directly with doula providers.</p> <p>Doula providers should submit claims according to the guidelines in this document. Please enroll with the state online via the Florida Medicaid Web Portal, or call Provider Services at 800-289-7799, option 4, to obtain a valid Medicaid ID prior to submitting a claim.</p>
How should I bill Humana Healthy Horizons for payment?	<p>The steps are outlined below:</p> <p>Paper</p> <p>For a paper claim on the professional healthcare claim form CMS-1500, the provider's Medicaid ID number must be placed in box 33B. If the provider has a National Provider Identifier (NPI) on the Provider Master List with the Florida Agency for Health Care Administration (AHCA), the NPI should be billed on the claim. Please ensure service codes billed align with the Current Procedural Terminology (CPT®) codes in this document.</p> <ul style="list-style-type: none">• You can find instructions to complete the form online at National Uniform Claim Committee – 1500 Instructions.• To obtain claim forms, providers should call the U.S. Government Publishing Office at 866-512-1800, local printing companies or office supply stores in their area.• There are several printing companies that provide free or low-cost fillable CMS-1500 claims forms.• Claims should be sent to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601

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	<p>Electronic</p> <p>Providers can submit electronic claims through Availity Essentials™:</p> <ul style="list-style-type: none"> • Availity Essentials has direct data entry to submit electronic claims. • Submit value-added services (VAS) benefit claims to Humana Healthy Horizons in the format and manner used for non-VAS benefits. • Adhere to the ASC X12 Standards for Electronic Data Interchanges (837P), as managed by Washington Publishing Company. • Access Availity Essentials, then select Register at the top of the page. • If you experience issues registering or submitting claims in the Availity Essentials portal, please call Availity Client Services at 800-282-4548, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

<p>How many visits can a Humana Healthy Horizons member have with a doula?</p>	<p>Participating providers will be reimbursed according to their contracted rate. Otherwise please refer to the guidelines below for billing and visits.</p> <p>Humana Healthy Horizons members can have:</p> <ul style="list-style-type: none"> • 5 prenatal visits with a doula • 3 postpartum visits with a doula • A doula present to provide delivery assistance and coaching
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<p>What procedure codes does Humana Healthy Horizons use for doula services?</p>	<p>Doula services include the following CPT codes:</p> <table border="1" data-bbox="461 1050 1521 1906"> <thead> <tr> <th data-bbox="461 1050 639 1178">CPT code</th> <th data-bbox="639 1050 1326 1178">Description</th> <th data-bbox="1326 1050 1521 1178">Maximum number of visits</th> </tr> </thead> <tbody> <tr> <td data-bbox="461 1178 639 1283">S9445</td> <td data-bbox="639 1178 1326 1283">Prenatal education (patient education non-classified, non-physician)</td> <td data-bbox="1326 1178 1521 1283">5</td> </tr> <tr> <td data-bbox="461 1283 639 1388">S9445+TS</td> <td data-bbox="639 1283 1326 1388">Postpartum education (patient education non-classified, non-physician)</td> <td data-bbox="1326 1283 1521 1388">3</td> </tr> <tr> <td data-bbox="461 1388 639 1535">59409+XU</td> <td data-bbox="639 1388 1326 1535">Doula support for vaginal delivery only This service cannot be billed with 59612+XU or 59620+XU.</td> <td data-bbox="1326 1388 1521 1535">1</td> </tr> <tr> <td data-bbox="461 1535 639 1724">59612+XU</td> <td data-bbox="639 1535 1326 1724">Doula support for VBAC* delivery only, with or without episiotomy and/ or forceps This service cannot be billed with 59409+XU or 59620+XU.</td> <td data-bbox="1326 1535 1521 1724">1</td> </tr> <tr> <td data-bbox="461 1724 639 1906">59620+XU</td> <td data-bbox="639 1724 1326 1906">Doula support for cesarean delivery only, following attempted VBAC This service cannot be billed with 59612+XU or 59409+XU.</td> <td data-bbox="1326 1724 1521 1906">1</td> </tr> </tbody> </table> <p>*VBAC stands for vaginal birth after cesarean.</p>	CPT code	Description	Maximum number of visits	S9445	Prenatal education (patient education non-classified, non-physician)	5	S9445+TS	Postpartum education (patient education non-classified, non-physician)	3	59409+XU	Doula support for vaginal delivery only This service cannot be billed with 59612+XU or 59620+XU.	1	59612+XU	Doula support for VBAC* delivery only, with or without episiotomy and/ or forceps This service cannot be billed with 59409+XU or 59620+XU.	1	59620+XU	Doula support for cesarean delivery only, following attempted VBAC This service cannot be billed with 59612+XU or 59409+XU.	1
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	<p>Additionally:</p> <ul style="list-style-type: none"> • Humana Healthy Horizons allows service for pregnant Managed Medical Assistance (MMA), serious mental illness (SMI) and HIV. • Humana Healthy Horizons includes prenatal services, birth coaching during delivery and postpartum care in the reimbursement of these global codes. • Reimbursement reflects an all-inclusive rate, billed once by the doula after completing delivery and/or all follow-up postpartum care services. • Doulas must accept Humana Healthy Horizons' reimbursement as payment in full and not bill the patient for any amount. Florida and federal law generally prohibit the practice of balance billing Medicaid members. See F.A.C. 59G- 1.050, 42 CFR § 444.15 and 42 CFR Part 438. Failure to comply could lead to referral to the state of Florida for further review.
<p>Does Humana Healthy Horizons require authorization for services?</p>	<p>No. Humana Healthy Horizons reimburses all services billed without authorization/referral requirements.</p>
<p>Where can I access training material?</p>	<p>Training materials can be found online by visiting:</p> <ul style="list-style-type: none"> • Our provider education and training webpage • Our provider web-based training and resources webpage
<p>Who do I contact at Humana Healthy Horizons for specific questions related to these services or to escalate issues about claim payment?</p>	<ul style="list-style-type: none"> • Call the Provider Call Center for nonescalated claims-related issues at 800-477-6931, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. • Email escalated claims-related payment issue inquiries to FLMedicaidResolution@humana.com. • Email Care Management at FL_MMA_OB_Referrals@humana.com.
<p>What is Humana Healthy Horizons' reimbursement timeline?</p>	<p>Humana Healthy Horizons processes all electronic claims within 15 days and paper claims within 20 days of receipt.</p>
<p>Where can I find additional Humana Healthy Horizons provider information?</p>	<p>For all provider materials, please visit the Humana Healthy Horizons in Florida provider webpage.</p>