

Doula Services



As a Humana Healthy Horizons® in Florida member, you get the Medicaid coverage you need and deserve – and more.

For our pregnant members, this includes:

- Cell phone service
- Doula services before, during, and after a pregnancy
- No copayments or cost share on all services

What is a doula?

A doula, also known as a birth companion:

- Can answer your questions and help you find birthing classes and get information on comfort measures during delivery
- Goes to doctors' visits with you
- Has been shown to help mothers have a healthier pregnancy and birth, including improved breastfeeding rates and increased chance of a vaginal birth
- Helps you develop a birth plan

- Is trained to provide physical and emotional support to a mother before, during, and after a pregnancy
- Will work with you starting a few months before your baby is due

However, doulas:

- Are not medical staff
- Cannot provide medical care

Benefits of working with a doula

According to the American Pregnancy Association¹, having a doula as a member of your birth team can:

- Decrease overall cesarean rate by 50 percent
- Improve your baby's overall health at birth
- Improve the rate of spontaneous vaginal delivery
- Increase how satisfied you are with your labor and delivery experience
- Reduce the length of labor by 25%
- Reduce the need for pain medicine

Humana
Healthy Horizons®
in Florida

Humana Healthy Horizons in Florida doula benefit information

All pregnant Humana Healthy Horizons in Florida members of all ages can get doula assistance at no cost before, during, and after a pregnancy. Eligible members can choose to work with any doula who:

- Is in Florida
- Will accept our standard reimbursement rate
 - Doula should bill Humana Healthy Horizons directly and not ask you to pay in advance

Your doula can visit [Humana.com/FLTraining](https://www.humana.com/FLTraining) and refer to the Doula provider training for billing and claims payment resource.

Here's what you need to know about this benefit:

Doula assistance, per pregnancy, to provide: <ul style="list-style-type: none">• Emotional and physical support to the laboring mother and her family• Prenatal care support• Supportive coaching during labor for a vaginal delivery or for a vaginal delivery after previous cesarean delivery• Postpartum care support	<ul style="list-style-type: none">☑ To find a doula services provider near you, talk to your OBGYN.☑ Check with the hospital where you plan to deliver to make sure you can have a doula with you.☑ Some doulas offer virtual support services. Your doula can share more information with you about these services.
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Call HumanaBeginnings® at **800-322-2758 (TTY: 711) Ext. 1394119**, Monday – Friday, from 8:30 a.m. – 5 p.m., Eastern time to:

- Learn more about doula services
- Learn about the HumanaBeginnings program

Learn more about HumanaBeginnings at [Humana.com/FloridaMoms](https://www.humana.com/FloridaMoms).

1. Having a Doula – What are the Benefits? American Pregnancy Association. <https://americanpregnancy.org/healthy-pregnancy/labor-and-birth/having-a-doula-616>. December 9, 2022. Last accessed on July 2, 2021.

Notice of Non-Discrimination

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Humana Inc. provides free language assistance services to people whose primary language is not English, people with disabilities or who need reasonable modifications or free auxiliary aids and services to communicate effectively with us. These services include qualified interpreters including sign language and written information in other languages and formats (large print, audio, accessible electronic formats, other formats).

If you need reasonable modifications, appropriate auxiliary aids, or language assistance services contact **800-477-6931 (TTY: 711)**, Monday through Friday, from 8 a.m. to 8 p.m., Eastern time. If you believe that Humana, Inc. has not provided these services or you feel you have experienced discrimination, you can file a grievance in person or by mail, or email with Humana Inc.'s Non-Discrimination Coordinator at P.O. Box 14618, Lexington, KY 40512-4618, **800-477-6931 (TTY: 711)**, or **accessibility@humana.com**. If you need help filing a grievance, Humana Inc.'s Non-Discrimination Coordinator can help you.

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F, HHH Building Washington, D.C. 20201. **800-368-1019, 800-537-7697 (TDD)**.

Auxiliary aids and services, free of charge, are available to you. 800-477-6931 (TTY: 711), Monday through Friday, from 8:00 a.m. to 8:00 p.m., Eastern time.

English: Call the number above to receive free language assistance services.

Español (Spanish): Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

French Creole (Haitian Creole): Kreyòl Ayisyen (French Creole) Rele nimewo ki e dike anwo a pou resevwa sèvis éd gratis nan lang.

This notice is available at **[Humana.com/FloridaAccessibility](https://www.humana.com/FloridaAccessibility)**.

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

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Français (French): Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

Italiano (Italian): Chiamare il numero sopra indicato per ricevere servizi di assistenza linguistica gratuiti.

Русский (Russian): Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

Tiếng Việt (Vietnamese): Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

Português (Portuguese): Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

繁體中文 (Chinese): 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

العربية (Arabic): اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, należy zadzwonić pod wyżej podany numer.

ગુજરાતી (Gujarati): મફત ભાષા સહાય સેવાઓ મેળવવા માટે ઉપર આપેલા નંબર પર કૌલ કરો.

ภาษาไทย (Thai): โทรไปที่หมายเลขด้านบนเพื่อรับบริการช่วยเหลือด้านภาษาฟรี