Doula Services—Provider Training for Billing and Claims Payment

The following details Humana Healthy Horizons® in Louisiana's guidance related to doula services.

Question	Response				
What is Humana Healthy Horizons' strategy for contracting doula services?	Humana Healthy Horizons works directly with doula providers to simplify the process for the doulas and to promote direct, open and equitable access to services for members.				
	Doula providers should submit claims in accordance with guidelines in this document.				
	All doulas are paid as nonparticipating providers, meaning there are no current credentialing or enrollment requirements directly with Humana Healthy Horizons. However, there are requirements all doulas should be aware of that will impact Humana claims payment:				
	 A National Provider Identifier (NPI) should be secured with primary taxonomy code 374J00000X. If you need assistance securing an NPI, please visit How to apply for an NPI online. 				
	 Doulas are required to register with the Louisiana Doula Registry before providing doula services. 				
	 A Medicaid ID may be required, which can be secured by enrolling in the Medicaid provider enrollment portal. The Louisiana Department of Health (LDH) is phasing in required enrollment. Please confirm you meet the current requirements by visiting the Louisiana Medicaid provider enrollment portal for information. 				
How should I bill Humana	Claims may be filed either electronically or on paper.				
Healthy Horizons for payment?	Both types of submission require the following:				
	The doula rendering provider primary taxonomy code is 374J00000X.				
	 The National Provider Identifier (NPI) should be billed on the claim. The doula rendering provider NPI is required when different from the billing provider NPI. 				



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Question	Response
How should I bill Humana Healthy Horizons for payment? (cont'd)	Electronic claims submission is the preferred method for adjudicating claims payment for all providers:
	To enroll in electronic claims payment, visit our Coverage and claims page.
	• Our preferred electronic claims submission portal is Availity Essentials™. Learn more about Availity Essentials on our About Availity page.
	Providers can bill doula services as a paper claim on the professional healthcare claim form CMS-1500.
	Please submit paper claims to:
	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
	Payment can be made electronically through the electronic funds transfer (EFT) process using Availity Essentials or by paper check either via Availity Essentials or paper claim submission.

What procedure codes does Humana Healthy Horizons use for doula services?

The doula services include the following Healthcare Common Procedure Coding System (HCPCS) procedure codes:

Description	HCPCS code	Rate	Visit(s)
Prenatal doula visits	S9445	\$75	5 maximum
Delivery attendance by doula	99199	\$450	1 maximum
Postnatal doula visits	S9445	\$75	3 maximum

Additionally, doula providers:

- Should only bill 1 unit of service per HCPCS code on date of service
- Must accept Humana Healthy Horizons reimbursement as payment in full and not bill the patient for any amount of covered services
- Must submit claims within 365 calendar days of the date of service
- Cannot have been excluded, barred, suspended or otherwise lawfully prohibited from participation in any government healthcare program
- Must determine if there is third party liability and bill the member's primary insurance first to obtain an Explanation of Benefits (EOB) for claim consideration when the member has other insurance

Question

Response

What are common diagnosis codes associated with doula services?

Various diagnosis codes may be appropriate depending on trimester and postnatal period. Successful doula claims have included:

Prenatal

- Z3490—Encounter for supervision of normal pregnancy, unspecified, unspecified trimester
- Z2491—Encounter for supervision of normal pregnancy, unspecified, first trimester
- Z3492—Encounter for supervision of normal pregnancy, unspecified, second trimester
- Z3493—Encounter for supervision of normal pregnancy, unspecified, third trimester

Delivery

• O80—Encounter for full-term uncomplicated delivery

Postnatal

• Z392—Encounter for routine postpartum follow-up

Can doulas bill for lactation services?

Doula lactation support providers must meet the following criteria to be reimbursed for providing lactation services outside of the doula prenatal/postnatal visit:

- Doulas must achieve and maintain 1 of the following certifications as required by their respective credentialing and certifying body:
 - o CLC—Certified lactation counselor
 - CBS—Certified breast-feeding specialist
 - CLE—Certified lactation educator
- Doulas must submit proof of credential or certification with claim for reimbursement. This must be attached electronically or through paper submission.
- Treatment sessions must occur on a single date of service, during pregnancy or within 24 months postpartum.
- Lactation classes are allowed but limited to 8 unique enrollees per session (inclusive of non-Humana members).
- The claim must include doula rendering provider primary taxonomy code 374J00000X and secondary taxonomy code 174N00000X.

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Question	Response						
Can doulas bill for lactation services?	Billing for lactation services must include the following HCPCS codes, modifiers and diagnosis codes:						
(cont'd)	Description	HCPCS code	Modifier	Rate	Visit(s)		
	Lactation provider	S9445	33	\$37.14	Per session		
	visit		95*		(up to 6 sessions)		
	Lactation classes	S9443	95*	\$40.00	Per session		
		 e/telehealt	h visit, modi	fier 95 mi	(up to 6 sessions)		
	* If telemedicine/telehealth visit, modifier 95 must also be included and place of service (POS) 02 or 10.						
What are common diagnosis codes associated with doula outpatient lactation services?	Lactation support services must always be billed with Z39.1 diagnosis code for all provider types.						
Any additional outpatient lactation support billing	Lilling.						
guidance?	Must accept Humana Healthy Horizons reimbursement as payment in full and not bill the patient for any amount of covered services						
	 Must submit claims within 365 calendar days of the date of service. Cannot have been excluded, barred, suspended or otherwise lawfully prohibited from participation in any government healthcorprogram. Must determine if there is third party liability and bill the member primary insurance first to obtain an EOB for claim consideration when the member has other insurance. 						
Can doulas bill for nutritional counseling?							
Is authorization required for doula or lactation services?	No. Humana Healthy Horizons reimburses both doula and doula lactation services without authorization/referral requirements.						
Can I bill members directly for other services I offer?	 Doulas may bill for non-Medicaid-covered services if a Humana Healt Horizons member agrees in advance, in writing. The agreement must be completed prior to providing the service. The member must sign and date the agreement acknowledging her financial responsibility. The form or type of agreement must specifically state the services or procedures not covered by Humana Healthy Horizons. 						
Question	Response						

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Where can I access training For all provider materials, please visit our Humana Healthy Horizons in materials? Louisiana main provider page. How can I contact Humana For specific questions regarding doula services or claims-related payment issues: **Healthy Horizons for** specific questions related to Visit the Humana Healthy Horizons Claims-Payment Inquiries page. these services or to escalate Call the Humana Healthy Horizons provider call center at issues about claims 1-800-448-3810 (TTY: 711), Monday - Friday, 7 a.m. - 7 p.m. payment? What is Humana Healthy Humana Healthy Horizons intends to process all claims within 30 days Horizons' of receipt in accordance with statutory requirements. Electronic claims processing accelerates this timeline considerably. reimbursement timeline? How do I verify members' Options include: eligibility with Humana • Call 1-800-448-3810 (TTY: 711), Monday - Friday, 7 a.m. - 7 p.m. Healthy Horizons and • Verify through Availity Essentials in the Eligibility and Benefits existence of third-party Inquiry tile: liability? CA https://apps.availity.com/public/apps/home/#!/ 💫 Availity 🕒 essentials 🚜 Home Notifications Patient Registration ~ Claims & Payments ~ Clinical ~ My F Eligibility and Benefits Inquiry Authorizations & Referrals /iew Essentials Plans Patient Care Summary Inquiry Tell us what you think. You have no n (3) Visit the Louisiana Medicaid Portal if you have a Louisiana

Medicaid ID.