

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?	<p>Humana Healthy Horizons works directly with doula providers to simplify the process for the doulas and promote direct, open and equitable access to the service for members.</p> <p>Doula providers should submit claims in accordance with guidelines in this document.</p> <p>All valid doula claims, filed according to the instructions below, are paid the same whether the doula is registered with the state doula registry or until the state mandates that doulas enroll with the Louisiana Department of Health (LDH).</p> <p>All doulas are paid as nonparticipating providers, meaning there are no current credentialing or enrollment requirements with Humana Healthy Horizons.</p>
How should I bill Humana Healthy Horizons for payment?	<p>A Medicaid ID may be required, which can be secured by enrolling in the Medicaid provider enrollment portal. LDH is phasing in required enrollment. Please confirm the current requirements by visiting the Louisiana Medicaid provider enrollment portal for information.</p> <p>Claims may be filed either electronically or on paper.</p> <p>Both types of submission require the following:</p> <ul style="list-style-type: none">• The billing provider type should be DL.• The National Provider Identifier (NPI) should be billed on the claim. If you need assistance securing an NPI, please visit How to apply for an NPI online.

Humana
Healthy Horizons®
in Louisiana

Humana Healthy Horizons in Louisiana is a Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.

Question	Response																								
How should I bill Humana Healthy Horizons for payment? (cont'd)	<p>Electronic claims submission is the preferred method for adjudicating claims payment for all providers:</p> <ul style="list-style-type: none">• To enroll in electronic claims payment, visit Humana.com/ClaimResources.• Our preferred electronic claims submission portal is Availity Essentials™. Learn more about Availity Essentials at Humana.com/LAAvaility. <p>Providers may bill doula services as a paper claim on the professional healthcare claim form (CMS-1500).</p> <ul style="list-style-type: none">• Please submit paper claims to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601 <p>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.</p>																								
What procedure codes does Humana Healthy Horizons use for doula services?	<p>The doula services include the following Healthcare Common Procedure Coding System (HCPCS) procedure codes:</p> <table><tr><th>Description</th><th>HCPCS code</th><th>Rate</th><th>Visit(s)</th></tr><tr><td>Prenatal doula visits</td><td>S9445</td><td>\$75</td><td>5 maximum</td></tr><tr><td>Delivery attendance by doula</td><td>99199</td><td>\$450</td><td>1 maximum</td></tr><tr><td>Postnatal doula visits</td><td>S9445</td><td>\$75</td><td>3 maximum</td></tr><tr><td>Doula lactation services</td><td></td><td>Currently not reimbursable by Humana Healthy Horizons outside of the bundled prenatal/postnatal visit</td><td></td></tr><tr><td>Doula nutrition services</td><td></td><td>Currently not reimbursable by Humana Healthy Horizons outside of the bundled prenatal/postnatal visit</td><td></td></tr></table> <p>Additionally, doula providers:</p> <ul style="list-style-type: none">• Must accept Humana Healthy Horizons reimbursement as payment in full and not bill the patient for any amount	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	Doula lactation services		Currently not reimbursable by Humana Healthy Horizons outside of the bundled prenatal/postnatal visit		Doula nutrition services		Currently not reimbursable by Humana Healthy Horizons outside of the bundled prenatal/postnatal visit	
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<p>What procedure codes does Humana Healthy Horizons use for doula services? (cont'd)</p>	<ul style="list-style-type: none"> • Must submit claims within 365 calendar days of the date of service • May not 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 • May bill for non-Medicaid-covered services if a Humana Healthy Horizons member agrees in advance, in writing with the agreement completed prior to providing the service <ul style="list-style-type: none"> – 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 that are not covered by Humana Healthy Horizons.
<p>What are common diagnosis codes associated with doula services?</p>	<p>Various diagnosis codes may be appropriate depending on trimester and postnatal period. Successful claims have included:</p> <p>Prenatal</p> <ul style="list-style-type: none"> • 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 <p>Delivery</p> <ul style="list-style-type: none"> • O80 – Encounter for full-term uncomplicated delivery <p>Postnatal</p> <ul style="list-style-type: none"> • Z392 – Encounter for routine postpartum follow-up
<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>For all provider materials, please visit Humana.com/HealthyLA.</p>

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<p>Who can I contact at Humana Healthy Horizons for specific questions related to these services or to escalate issues about claims payment?</p>	<p>For claims-related payment issues:</p> <ul style="list-style-type: none"> • Visit Humana.com/provider/medical-resources/claims-payments/claims-payment/payment-inquiries. • Call the Humana Healthy Horizons provider call center at 1-800-448-3810 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m.
<p>What is Humana Healthy Horizons’ reimbursement timeline?</p>	<p>Humana Healthy Horizons intends to process all claims within 30 days of receipt in accordance with statutory requirements. Electronic claims processing accelerates this timeline considerably.</p>
<p>How do I verify members’ eligibility with Humana Healthy Horizons and existence of third-party liability?</p>	<ul style="list-style-type: none"> • Call: 1-800-448-3810 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m. • Verify through Availity Essentials in the Eligibility and Benefits Inquiry tile: 