

# 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
<p><b>What is Humana Healthy Horizons’ strategy for contracting doula services?</b></p>	<p>Doulas are required to start the contracting process with Humana Healthy Horizons before offering services to members. The only exception would be to maintain continuity of care for new members to Humana.</p> <p>Before beginning the contracting process with Humana, the following should be completed:</p> <ul style="list-style-type: none"> <li>• A National Provider Identifier (NPI) should be secured with primary taxonomy code 374J00000X. If you need assistance securing an NPI, please visit <a href="#">How to apply for an NPI online</a>.</li> <li>• Doulas are required to register with the <a href="#">Louisiana Doula Registry</a> and be approved by the Registry Board, before providing doula services.</li> <li>• A Medicaid ID <i>may be</i> required, which can be secured by enrolling in the <a href="#">Medicaid provider enrollment portal</a>. The Louisiana Department of Health (LDH) is phasing in required enrollment. Please confirm you meet the current requirements by visiting the <a href="#">Louisiana Medicaid provider enrollment portal</a> for information.</li> </ul> <p>To start the contracting process with Humana, email <a href="mailto:LAMSPROVIDERINTAKE@HUMANA.COM">LAMSPROVIDERINTAKE@HUMANA.COM</a>; use the email subject line: “Join Humana’s medical network”. After the full application is received, members may be seen until the contracting application is approved or denied. The contract application typically is processed within 30 days after the complete application is received.</p>
<p><b>How should I bill Humana Healthy Horizons for payment?</b></p>	<p>Doula providers should submit claims in accordance with guidelines in this document. Claims may be filed either electronically or on paper. Both types of submission require the following:</p> <ul style="list-style-type: none"> <li>• The doula rendering provider primary taxonomy code is 374J00000X.</li> <li>• The National Provider Identifier (NPI).</li> <li>• The doula rendering provider NPI is required when different from the billing provider NPI.</li> </ul>

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<p><b>How should I bill Humana Healthy Horizons for payment?</b> (cont'd)</p>	<p>Electronic claims submission is the preferred method for adjudicating claims payment for all providers:</p> <ul style="list-style-type: none"> <li>To enroll in electronic claims payment, visit our <a href="#">Coverage and claims page</a>.</li> <li>Our preferred electronic claims submission portal is <a href="#">Availity Essentials™</a>. Learn more about Availity Essentials on our <a href="#">About Availity</a> page.</li> </ul> <p>Providers can bill doula services as a paper claim on the professional healthcare claim form CMS-1500.</p> <ul style="list-style-type: none"> <li>Please submit paper claims to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601</li> </ul> <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>																																
<p><b>What procedure codes does Louisiana Medicaid use for doula services?</b></p>	<p>The doula services include the following Healthcare Common Procedure Coding System (HCPCS) procedure codes:</p> <table border="1" data-bbox="539 1060 1529 1827"> <thead> <tr> <th>Description</th> <th>HCPCS code</th> <th>Rate</th> <th>Visit(s)</th> </tr> </thead> <tbody> <tr> <td>Prenatal doula visits</td> <td>*S9445</td> <td>\$69.69</td> <td>5 maximum</td> </tr> <tr> <td>Delivery attendance by doula</td> <td>99199</td> <td>\$459.00</td> <td>1 maximum</td> </tr> <tr> <td>Postnatal doula visits</td> <td>*S9445</td> <td>\$69.69</td> <td>3 maximum</td> </tr> <tr> <td>Pre/Postnatal nurse advocacy</td> <td>99404</td> <td>\$35.41</td> <td>As medically necessary</td> </tr> <tr> <td>Lactation classes</td> <td>*S9443</td> <td>\$40.80</td> <td>3 maximum</td> </tr> <tr> <td>Birthing classes</td> <td>*S9442</td> <td>\$40.80</td> <td>3 maximum</td> </tr> <tr> <td>Parenting classes</td> <td>*S9444</td> <td>\$40.80</td> <td>3 maximum</td> </tr> </tbody> </table> <p><i>*These visits to be utilized in any combination for the total eight allowable visits (not factoring in the delivery).</i></p>	Description	HCPCS code	Rate	Visit(s)	Prenatal doula visits	*S9445	\$69.69	5 maximum	Delivery attendance by doula	99199	\$459.00	1 maximum	Postnatal doula visits	*S9445	\$69.69	3 maximum	Pre/Postnatal nurse advocacy	99404	\$35.41	As medically necessary	Lactation classes	*S9443	\$40.80	3 maximum	Birthing classes	*S9442	\$40.80	3 maximum	Parenting classes	*S9444	\$40.80	3 maximum
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<p><b>What procedure codes does Louisiana Medicaid use for doula services? (cont'd)</b></p>	<p>Additionally, doula providers:</p> <ul style="list-style-type: none"> <li>• Should only bill 1 unit of service per HCPCS code on date of service</li> <li>• Must accept Humana Healthy Horizons reimbursement as payment in full and not bill the patient for any amount of covered services</li> <li>• Must submit claims within 365 calendar days of the date of service</li> <li>• Cannot have been excluded, barred, suspended or otherwise lawfully prohibited from participation in any government healthcare program</li> <li>• 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; the EOB must be attached to claim to receive payment from Humana</li> </ul>
<p><b>What are common diagnosis codes associated with doula services?</b></p>	<p>Various diagnosis codes may be appropriate depending on trimester and postnatal period. Successful doula claims have included:</p> <p><b>Prenatal</b></p> <ul style="list-style-type: none"> <li>• Z3490—Encounter for supervision of normal pregnancy, unspecified, unspecified trimester</li> <li>• Z2491—Encounter for supervision of normal pregnancy, unspecified, first trimester</li> <li>• Z3492—Encounter for supervision of normal pregnancy, unspecified, second trimester</li> <li>• Z3493—Encounter for supervision of normal pregnancy, unspecified, third trimester</li> </ul> <p><b>Delivery</b></p> <ul style="list-style-type: none"> <li>• O80—Encounter for full-term uncomplicated delivery</li> </ul> <p><b>Postnatal</b></p> <ul style="list-style-type: none"> <li>• Z392—Encounter for routine postpartum follow-up</li> </ul> <p><b>Lactation</b></p> <ul style="list-style-type: none"> <li>• Z39.1—Encounter for care and examination of lactating mother</li> </ul>

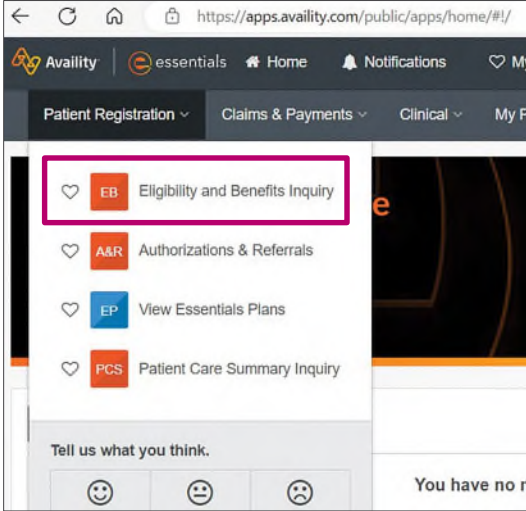
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<p><b>Can doulas bill for additional lactation services outside of Medicaid covered doula services?</b></p>	<p>As an in lieu of service, Humana offers members additional lactation support from lactation providers; a Doula may provide additional lactation support if the following criteria for reimbursement is met:</p> <ul style="list-style-type: none"> <li>• Doulas must achieve and maintain 1 of the following certifications as required by their respective credentialing and certifying body: <ul style="list-style-type: none"> <li>○ CLC—Certified lactation counselor</li> <li>○ CBS—Certified breast-feeding specialist</li> <li>○ CLE—Certified lactation educator</li> </ul> </li> <li>• Doulas must submit proof of credential or certification with claim for reimbursement. This must be attached electronically or through paper submission.</li> <li>• Treatment sessions must occur on a single date of service, during pregnancy or within 24 months postpartum.</li> <li>• Lactation classes are allowed but limited to 8 unique enrollees per session (inclusive of non-Humana members).</li> </ul> <p>The claim must utilize primary taxonomy code 174N00000X to distinguish from lactation services provided under the Medicaid covered Doula benefit.</p> <p>Billing for in lieu of service lactation support must include the following HCPCS codes, modifiers and diagnosis codes when preformed by a doula:</p> <table border="1" data-bbox="537 1207 1528 1535"> <thead> <tr> <th>Description</th> <th>HCPCS code</th> <th>Modifier</th> <th>Rate</th> <th>Visit(s)</th> </tr> </thead> <tbody> <tr> <td>Lactation provider visit</td> <td>S9445</td> <td>33 95*</td> <td>\$37.14</td> <td>Per session (up to 6 sessions)</td> </tr> <tr> <td>Lactation classes</td> <td>S9443</td> <td>95*</td> <td>\$40.00</td> <td>Per session (up to 6 sessions)</td> </tr> </tbody> </table> <p><i>* If telemedicine/telehealth visit, modifier 95 must also be included and place of service (POS) 02 or 10.</i></p>	Description	HCPCS code	Modifier	Rate	Visit(s)	Lactation provider visit	S9445	33 95*	\$37.14	Per session (up to 6 sessions)	Lactation classes	S9443	95*	\$40.00	Per session (up to 6 sessions)
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<p><b>What are common diagnosis codes associated with doula outpatient lactation services?</b></p>	<p>Lactation support services must always be billed with Z39.1 diagnosis code for both Medicaid covered and in lieu of lactation support services.</p>															

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<p><b>Any additional outpatient lactation support billing guidance?</b></p>	<p>Additionally, doulas who provide in lieu of lactation support services:</p> <ul style="list-style-type: none"> <li>• Must accept Humana Healthy Horizons reimbursement as payment in full and not bill the patient for any amount of covered services.</li> <li>• Must submit claims within 365 calendar days of the date of service.</li> <li>• Cannot have been excluded, barred, suspended or otherwise lawfully prohibited from participation in any government healthcare program.</li> <li>• Must determine if there is third party liability and bill the member's primary insurance first to obtain an EOB for claim consideration when the member has other insurance; the EOB must be attached to claim to receive payment from Humana.</li> </ul>
<p><b>Can doulas bill for nutritional counseling?</b></p>	<p>No. Humana Healthy Horizons does not currently reimburse doula providers for nutritional counseling.</p>
<p><b>Is authorization required for doula or lactation services?</b></p>	<p>No. Humana Healthy Horizons reimburses both doula and doula in lieu of lactation services without authorization/referral requirements.</p>
<p><b>Can I bill members directly for other services I offer?</b></p>	<p>Doulas may bill for non-Medicaid-covered services or non-in lieu of services, if a Humana Healthy Horizons member agrees in advance, in writing. The agreement must be completed prior to providing the service.</p> <ul style="list-style-type: none"> <li>• The member must sign and date the agreement acknowledging her financial responsibility.</li> <li>• The form or type of agreement must specifically state the services or procedures not covered by Humana Healthy Horizons.</li> </ul>
<p><b>Where can I access training materials?</b></p>	<p>For all provider materials, please visit our <a href="#">Humana Healthy Horizons in Louisiana main provider page</a>.</p>
<p><b>How can I contact Humana Healthy Horizons for specific questions related to these services?</b></p>	<p>For specific questions regarding doula services or claims-related payment issues:</p> <ul style="list-style-type: none"> <li>• Visit the <a href="#">Humana Healthy Horizons Claims-Payment Inquiries</a> page.</li> <li>• Call the Humana Healthy Horizons provider call center at 1-800-448-3810 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m.</li> </ul>

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<p><b>What is Humana Healthy Horizons' reimbursement timeline?</b></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><b>How do I verify members' eligibility with Humana Healthy Horizons and existence of third-party liability?</b></p>	<p>Options include:</p> <ul style="list-style-type: none"> <li>• Call the Humana Healthy Horizons provider call center at 1-800-448-3810 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m.</li> <li>• Verify through Availity Essentials in the Eligibility and Benefits Inquiry tile.:</li> </ul>  <ul style="list-style-type: none"> <li>• Visit the <a href="#">Louisiana Medicaid Portal</a> if you have a Louisiana Medicaid ID.</li> </ul>
<p><b>Who do I contact if I have a billing inquiry?</b></p>	<p>Options include:</p> <ul style="list-style-type: none"> <li>• Email: <a href="mailto:LAMSPProviderIntake@humana.com">LAMSPProviderIntake@humana.com</a></li> <li>• Call the Humana Healthy Horizons provider call center at 1-800-448-3810 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m.</li> </ul>

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