



Doula Quick Reference Guide

This Quick Reference Guide is intended to be a resource to quickly address most asked questions. Additional information relating to your participation in our network as a contracted doula is covered in your Provider Agreement, Provider Manual and Billing Manual.

Benefit Information

Overview: Delaware First Health covers doula services for eligible members with the goal of improving overall quality of birth outcomes, prenatal and postpartum care.

Doula services may include the following:

- Support and assistance during labor and childbirth
- Prenatal and postpartum education
- Breastfeeding assistance and lactation support
- Parenting education
- Support for a birthing person following loss of pregnancy

Covered Services:

- Minimum of (1) prenatal visit
- Maximum of (3) prenatal visits up to 90 minutes (home or virtual)
- Maximum of (3) postpartum visits up to 90 minutes (home or virtual)
- Attendance through labor and birth
- Maximum of (3) postpartum visits may be provided to following the loss of a pregnancy; however, (1) prenatal doula visit must have been conducted to qualify for postpartum doula visits.

Authorizations & Referrals

- Doula services **do not** require authorizations.
- Referrals are not required for doula services. Members can find a doula using the [Findhelp tool](#)

Verifying Member Eligibility

These suggestions are not a guarantee of coverage.

- Before providing any service, all providers must verify member eligibility by using the [Delaware First Health Secure Provider Portal](#). Using the portal, any registered provider can quickly check member eligibility by indicating the date of service, member name and date of birth, or the Medicaid ID number and date of birth.
- Alternatively, you can call Provider Services at 1-877-236-1341, option 3 and supply the member's information to confirm eligibility.

Find Help

As a Delaware First Health contracted doula, you will be listed on our FindHelp platform. This online platform allows members and DFH maternal care coordination staff to search for and refer to contracted doulas. You will have access to several tools through FindHelp including referral tracking, reporting, and documentation of services

Claims Submission

Billing: Delaware First Health requires claims to be submitted using codes from the current version of ICD-10, ASA, DRG, CPT4, and HCPCS Level II for the date the service was rendered. These requirements may be amended to comply with federal and state regulations as necessary. The following codes are included for informational purposes and may be subject to change. Inclusion or exclusion of a code does not constitute or imply coverage or provider reimbursement.

Doula Benefit Codes		
CPT/HCPC/Rev Code	Procedure Code Description	Modifier
T1033	Attendance at Delivery	No Modifier
T1032	Per Visit of Prenatal (15min/unit)	No Modifier
T1032	Per Visit of Postpartum (15min/unit)	HD
T5999	Incentive Payment*	HD

*Incentive Payment Eligibility Requirement: Performed 3 prenatal visits, 3 postpartum visits, along with attendance at delivery by the same doula.

Timely Claims Submission: All providers must submit all initial claims within one hundred twenty (120) calendar days from the date of service. Providers may submit claims in the following ways:

- **Portal Claims Submission:** Providers may submit claims via our provider portal.
- **Electronic Claims Submission:** The Delaware First Health Payor ID is 68069. The preferred clearinghouse vendor is Availity, but providers may use their own contracted clearinghouse to submit claims to Delaware First Health.
- **Paper Claims Submission:** Mail paper claims to Delaware First Health, Attn: Claims, P.O. Box 8001 Farmington, MO 63640-8001.

Doula Demographic Changes

Demographic Updates, Changes and Terminations: A contracted provider or practice that would like to update or make any changes to their demographic information (e.g., phone number, email, billing information, etc.) should direct their request to DFH_ProviderRosters@delawarefirsthealth.com

Key Contacts

Service Name	Phone Number	Hours of Operation
Provider Services	1-877-236-1341, option 3	Monday - Friday 8:00am – 5:00pm EST
Pharmacy Services	1-833-236-1887	24hrs/ 7 days a week
Member Services	1-877-236-1341, option 2	Monday - Friday 8:00am – 7:00pm EST
Utilization Management	1-877-236-1341, option 3	Monday - Friday 8:00am – 5:00pm EST
24-Hour Nurse Advice Line /Behavioral Health Crisis Line	1-877-236-1341, press * to connect to the Nurse Advice/Crisis Line	24hrs/ 7 days a week

Important Links:

- [DFH Provider Billing Manual](#)
- [DFH Provider Manual \(General\)](#)
- [FindHelp Search Tool](#)

Additional Resources:

Provider Engagement Representative: Nicole Evans - nicole.evans2@delawarefirsthealth.com

Maternal Child Health Director: Dara Hall - dara.hall@delawarefirsthealth.com

For Providers: Stay up to date on provider communication by visiting our [For Provider](#) landing page, [Doula Services](#) and [Provider News](#).