

# Blue Shield of California Promise Health Plan Doula Resource Guide



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Thank you for participating in the Blue Shield of California Promise Health Plan (Blue Shield Promise) Doula Program. We hope this resource guide will be helpful to you in providing doula services to Blue Shield Promise Medi-Cal members. This guide is designed to be used along with the [Department of Health Care Services \(DHCS\) Medi-Cal Manual for the Doula Services Benefit](#).

Click the links below to go to the information you need.

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# Welcome to Blue Shield Promise

## A little bit about us

- Blue Shield of California is a nonprofit health plan dedicated to providing Californians with access to high-quality health care at an affordable price.
- Blue Shield of California Promise Health Plan (Blue Shield Promise) is owned by Blue Shield of California.
  - Blue Shield Promise serves more than 400,000 Medi-Cal members in Los Angeles and San Diego counties.
    - Blue Shield Promise is led by healthcare professionals with a “members-first” philosophy.
    - Blue Shield Promise offers a quality network of providers and is committed to partnering with community organizations.



# Our commitment to maternal, infant, and child health equity

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## Blue Shield Promise Maternity Program

- Blue Shield Promise Medi-Cal works to help improve health equity in maternal, infant, and child health outcomes. We are committed to supporting members and their partners before, during, and after pregnancy.
- Blue Shield's Maternity Program is a comprehensive care management program designed to support birthing members and their partners with a goal of improved health outcomes for parents and their infants.
- Visit Provider Connection for more information on the [Blue Shield Promise Maternity Program](#).

# Blue Shield Promise Doula Program overview

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- Doulas provide care that supports members across race, ethnicity, language, and culturally diverse communities.
- Doulas educate and advocate for members. They provide physical and emotional support to pregnant and postpartum people before, during, and after childbirth or pregnancy.
- Doulas can help ensure members are being heard, supported, and informed to help close racially biased maternal care gaps.
- Doula services may help prevent perinatal complications and improve health outcomes for birthing people and infants.

# Covered doula services for Blue Shield Promise Medi-Cal members\*

Doula services can be provided virtually or in-person with locations in any setting including, but not limited to, homes, office visits, hospitals, or alternative birth centers.

## Covered support services

- Perinatal labor and miscarriage support and guidance
- Birth plan development
- Presence during labor and delivery
- Support for miscarriage, stillbirth, and abortion
- Health navigation
- Evidence-based education for prenatal, postpartum, childbirth, and infant care
- Lactation support
- Linkage to community-based resources

## Quantity of services

- **One** initial visit
- Up to **eight** additional visits in any combination of prenatal and postpartum visits
- Support during labor and delivery (including labor and delivery resulting in a stillbirth), abortion, or miscarriage
- Up to **two** extended three-hour postpartum visits after the end of a pregnancy

\* For a complete and detailed list of covered services, please refer to the [DHCS Doula Provider Manual](#).

# Blue Shield Promise non-covered doula services

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The following are not covered Blue Shield Promise doula services:

- Belly binding (traditional/ceremonial)
- Birthing ceremonies (i.e., sealing, closing the bones, etc.)
- Group classes on babywearing
- Massage (maternal or infant)
- Photography
- Placenta encapsulation
- Shopping
- Vaginal steams
- Yoga

Doulas are not prohibited from teaching classes available at no cost to members to whom they are providing doula services.

# Blue Shield Promise Doula Program requirements

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**In compliance with DHCS All Plan Letter (APL) [APL 23-024](#), which supersedes APL 22-031, Blue Shield Promise is required to do the following:**

- Provide doulas with training and resources to help them work with Blue Shield Promise and our Medi-Cal members. These include services for prenatal, perinatal, and postpartum members.
- Perform oversight of doula services to ensure Department of Health Care Services (DHCS) requirements are met.
- Ensure doula services providers have National Provider Identifiers (NPIs).
- Ensure doula services providers' NPIs are entered in the 274 Network Provider File.
- Ensure doulas complete three hours of continuing education in maternal, perinatal, and/or infant care every three years. Doulas must be able to provide proof of training completion to DHCS upon request.
- Ensure and monitor sufficient provider networks in our service areas, including doulas. Work with Blue Shield Promise network hospitals/birthing centers to ensure access to these providers when accompanying members for delivery regardless of outcome (stillbirth, abortion, miscarriage, live birth).



# Continuing education requirements for Blue Shield Promise doulas

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- Blue Shield Promise must ensure participating doulas complete three hours of continuing education in maternal, perinatal, and/or infant care every three years. Doulas must be able to provide proof of training completion to DHCS upon request.
- Here are some examples of continuing education topics:
  - Adoption and the Doula
  - Advanced Breastfeeding Support
  - Advanced Comfort Measures
  - Birth Plans
  - Cesarean/Vaginal birth after cesarean section (VBAC)
  - Difficult Labor Scenarios
  - Grief and Loss
  - Induction and Augmentation of Labor
  - Medical Interventions
  - Multicultural Issues
  - Postpartum Disorders
  - Sharing Case Studies
  - Socially Disadvantaged Clients
  - Special Needs Clients

# Blue Shield Promise doula visit requirements

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In compliance with DHCS [APL 23-024](#), which supersedes APL 22-031:

- As a preventive benefit, doula services require a written recommendation from a physician or other licensed practitioner of the healing arts.
- To increase access to services, the Department of Health Care Services (DHCS) issued a [Statewide Standing Doula Recommendation](#) from the DHCS Medical Director, Karen Mark, MD, PhD, that all Medi-Cal members who are pregnant or were pregnant within the past year would benefit from receiving doula services from a Medi-Cal enrolled doula provider.
  - This recommendation fulfills the federal requirements in section 440.130(c) of title 42 of the Code of Federal Regulations for a physician or other licensed practitioner of the health arts acting within their scope of practice to provide a written recommendation for preventive services.
  - The initial recommendation authorizes visits as detailed on the next slide.
- Members can receive doula services for up to 12 months after the pregnancy ends.
- Members may receive up to nine additional visits with a second recommendation from Blue Shield Promise's Maternity Care Management Program or their provider.

# Authorized visits

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- **The initial recommendation** authorizes the following:
  - One initial visit.
  - Up to eight additional visits that may be provided in any combination of prenatal and postpartum visits.
  - Support during labor and delivery (including labor and delivery resulting in a stillbirth), abortion or miscarriage.
  - Up to two extended three-hour postpartum visits after the end of a pregnancy.
- **An additional recommendation** from a physician or other licensed practitioner of the healing arts acting within their scope of practice is required to authorize **up to nine additional postpartum visits**.
- The recommendation can be noted in the member's medical record by the recommending licensed provider, or a member can ask a licensed provider to complete a standard form, such as the [DHCS Medi-Cal Doula Services Recommendation form](#).
- The standing recommendation from DHCS cannot be used for additional postpartum visits. For more information regarding recommendations, please see the [Frequently Asked Questions for Medi-Cal Members](#) and [Frequently Asked Questions for Doulas](#).

# Blue Shield Promise provider initial recommendation

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## Blue Shield Promise members – Initial recommendation

- Members can utilize the statewide standing recommendation from the DHCS or obtain a written recommendation from a licensed provider (doctor, clinical social worker, acupuncturist, or other healing arts professional) on their care team. Members may also obtain care coordination assistance for a recommendation from a Blue Shield Promise Maternity Nurse Care Manager.
  - To get started, members should talk to their provider, or call Blue Shield Promise Maternity Care Management at (888) 802-4410 (TTY: 711), Monday – Friday, 8 a.m. – 5 p.m. Pacific Time
  - Doulas can also assist members with obtaining a recommendation by completing the [Blue Shield Promise Maternity Program referral form](#) and faxing to (844) 893-1211 or calling Blue Shield Promise Maternity Care Management at (888) 802-4410, 8 a.m. – 5 p.m., Monday – Friday or by calling Blue Shield Promise Doula Program office at (888) 373-2752, 8 a.m. – 12 p.m. and 1 p.m. – 5 p.m., Monday – Friday.
- A licensed provider in a physician group or other group can give initial recommendations in the following ways:
  - A written recommendation in the member’s record.
  - Standing recommendation for doula services by a physician group, or other group by a licensed Provider.
    - Standard form, such as the [DHCS Medi-Cal Doula Services Recommendation form](#), signed by a physician or other licensed practitioner that a Member can provide to the doula.

# Blue Shield Promise provider second recommendation

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## Blue Shield Promise members – Second recommendation

- If additional doula visits are needed, members may be able to obtain a second recommendation for up to nine additional visits from their provider, or by calling Blue Shield Promise Maternity Care Management for care coordination at (888) 802-4410 (TTY: 711), Monday – Friday, 8 a.m. – 5 p.m. Pacific Time.
- A recommendation for additional visits during the postpartum period cannot be established by a standing order or DHCS issued standing recommendation.

## Doulas

- Doulas will submit provider recommendations to the Blue Shield Promise Doula Program office via secured email [BSCPromiseDoula@blueshieldca.com](mailto:BSCPromiseDoula@blueshieldca.com).
- Doulas are required to keep DHCS-issued standing recommendation and provider recommendation documentation for auditing purposes in member records.

# Blue Shield Promise doula visit requirement details

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**In compliance with DHCS [APL 23-024](#), which supersedes APL 22-031, doulas must follow these requirements:**

- All visits are limited to one per day, per member. Only one doula can bill for a visit provided to the same member on the same day, excluding labor and delivery.
- One prenatal visit or one postpartum visit can be provided on the same day as labor and delivery, stillbirth, abortion, or miscarriage support.
- The prenatal or postpartum visit billed on the same calendar day as the birth can be billed by a different doula.
- Doulas are not prohibited from providing assistive or supportive services in the home during a prenatal or postpartum visit. For example, a doula may help the postpartum person fold laundry while providing emotional support and offering advice on infant care.
- The visit must be face-to-face, and the assistive or supportive service must be incidental to doula services provided during the prenatal or postpartum visit.

# Blue Shield Promise pregnancy-related services

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If a member requests or requires pregnancy-related services available through Medi-Cal, doulas may do one of the following:

- Work with the member's Primary Care Provider (if that information is available)
- Work with Blue Shield Promise Maternity Care Management Program
- Work with Blue Shield Promise Community Supports Program
- Refer member to a network provider who can render the service

Pregnancy-related Medi-Cal services include but are not limited to:

- Behavioral health services
- Belly binding after cesarean section by clinical personnel
- Clinical case coordination
- Health care services related to pregnancy, birth, and the postpartum period
- Childbirth education group classes
- Transportation
- Comprehensive health education including orientation, assessment, and planning (Comprehensive Perinatal Services Program services)
- Hypnotherapy (non-specialty mental health service)
- Lactation consulting, group classes, and supplies
- Nutrition services (assessment, counseling, and development of care plan)
- Medically appropriate Community Supports services

# Covered doula services: Documentation

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- Doulas must comply with DHCS submission requirements for supplemental information regarding member visits.
- Doulas must submit the Doula Visit Detail Log to capture member visit information for submission to Blue Shield Promise. That enables Blue Shield Promise to collect visit details for DHCS reporting.
- Doulas must submit the Doula Visit Detail Log to Blue Shield Promise once a month, on or before the 12th day of the month following the month of service.
  - Enter your data into the Doula Visit Detail Log and send the completed log to [BSCPromiseDoula@blueshieldca.com](mailto:BSCPromiseDoula@blueshieldca.com).



# Doula Visit Detail Log overview

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- The Doula Visit Detail Log is a record of a doula care visit which includes information about services rendered.
- Doulas and doula groups should use the Doula Visit Detail Log to collect and record visit detailed information, then submit the log to Blue Shield Promise.
- The log is designed to be consistent with the visit details required for submitting DHCS doula reports.
- Blue Shield Promise will only accept Doula Visit Detail Logs from individual doulas and doula groups and who have an active agreement with the plan.
  - If you are an individual doula and do not have an active agreement with Blue Shield Promise, but your group does, we cannot accept Doula Visit Detail Logs from you directly. Please submit visit detail logs through your doula group.
- Doulas will submit a completed comprehensive log once a month, on or before the 12<sup>th</sup> day of the month following the month of service.
  - The completed Doula Visit Detail Log should contain all the services that have been provided to Blue Shield Promise members within the course of the 30-day period by each doula in the group.

# How to submit the Doula Visit Detail Log to Blue Shield Promise

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1. Blue Shield Promise will send you a blank Doula Visit Detail Log via secured email.
2. Save and rename the log file to include the **date of submission** and the **time period of services covered**.
  - a. Example filename: For a submission on May 1, 2025, including services covered from April 1 to April 30, 2025:  
*"Doula\_Transactions\_050123\_0401\_0430.xls"*
3. Enter your data into the Doula Visit Detail Log according to the instructions in this guide.
4. Send the completed visit detail log to the Blue Shield Promise Doula Program office by email to: [BSCPromiseDoula@blueshieldca.com](mailto:BSCPromiseDoula@blueshieldca.com).
5. Submit completed logs once a month, on the 12th day of the month, or before the 12th day of the following month.
6. Remember that if you are using a Clearinghouse to submit claims, you must still submit the Doula Visit Detail Log to Blue Shield Promise.

# Welcome to Provider Connection – Blue Shield’s provider website

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- [Provider Connection](#) is Blue Shield’s provider website at [www.blueshieldca.com/provider](http://www.blueshieldca.com/provider).
- Doulas and doula groups can register for a Provider Connection account to do things like check member eligibility.
- View the [Register for Provider Connection Provider account](#) job aid for step-by-step instructions.
- Some of the resources available on Provider Connection without logging in are listed on the next page. Explore the [Blue Shield Promise Provider Resources](#) section.

## Provider Connection training

The [Provider Connection training](#) page give you access to job aids for common tasks like checking eligibility, guides for using most website tools, and direct links to resources on the web.

### Important quick reference tutorials

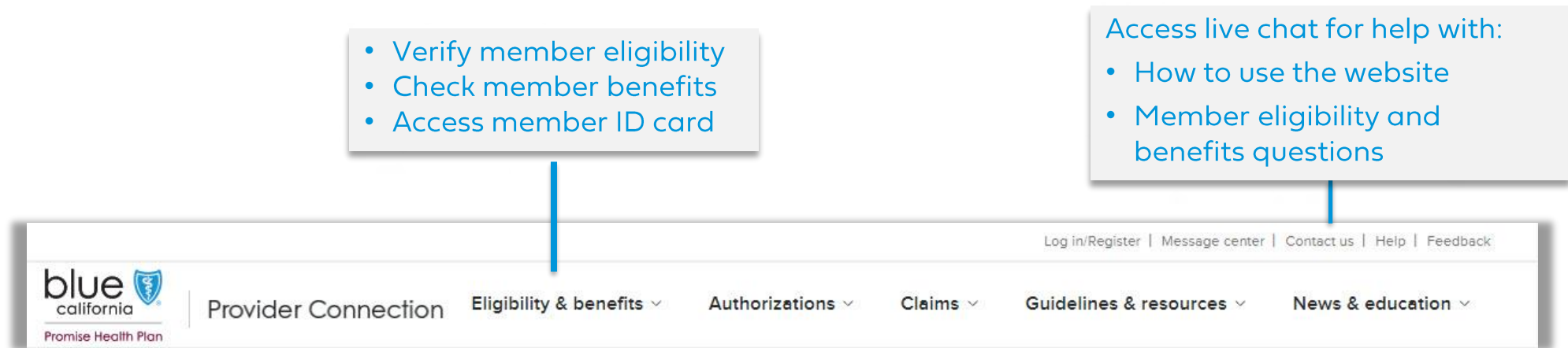
- [Provider Connection Reference Guide](#)
- [Provider Connection Account FAQ](#)
- [Update your Provider Connection password](#)
- [Update your provider directory information](#)
- [Verify eligibility and benefits](#)
- [Check claim status and view EOBs](#)
- [Attach documentation to a finalized claim](#)
- [Submit claim disputes online and view status](#)
- [How to register and access online tools](#)

# Resources available on Provider Connection without logging in

- [Health and wellness programs and education for Medi-Cal members](#)
- [Health Education for Medi-Cal providers](#) (including breastfeeding resources)
- [Blue Shield provider education](#) resources including live webinars and eLearning
- [Blue Shield Promise member programs](#) information for providers
- [Blue Shield Promise maternity program](#) provider information
- [Blue Shield Promise maternity program](#) member information
- [Maternal Mental Health program](#) provider information
- [Patient care resources](#) information for providers
- [Behavioral Health Services](#) information for providers
- [Medi-Cal bulletin summaries](#) for providers
- [All Plan Letter \(APL\) summaries](#) to help providers stay informed of the latest DHCS requirements

# Tools available on Provider Connection after login

Here are some things you can do on the website after you [register for an account](#) and log in.



# How to register for Provider Connection account

Before you register, it is important to understand that Provider Connection has two roles: **Account Managers** and **Users**. The Account Manager registers the Provider Connection account and then creates Users. Doula groups may wish to identify one Account Manager, who can set up User accounts for doulas under that group.



## Account Manager

- Registers the website account
- Creates, modifies, transfers, and deletes users
- Manages all facets of the account
- Most providers can have at least two Account Managers



## User

- No limit to number of unique users an Account Manager can create
- Users should only be created once and can only be connected to one Account Manager at a time

# What you will need to register for a Provider Connection account

1



## Account Manager

### Designated Account Manager

If you are not part of a doula group, you are your own Account Manager.

2



### One Tax ID (TIN) or Social Security Number (SSN)

For groups, the Account Manager can add additional Tax IDs after the account goes live.

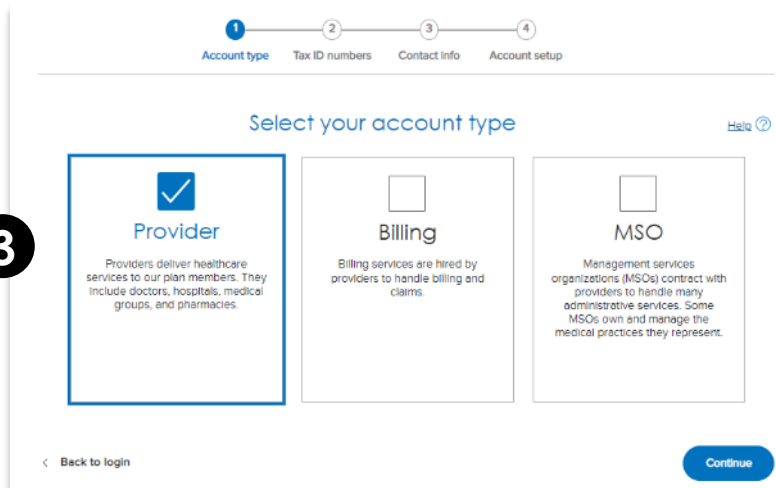
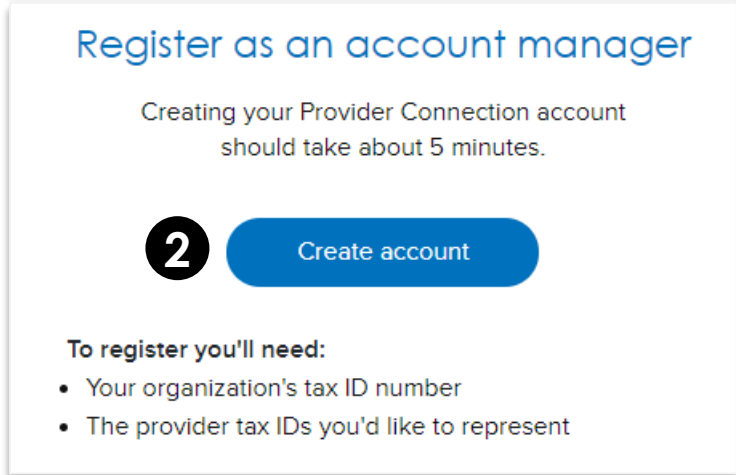
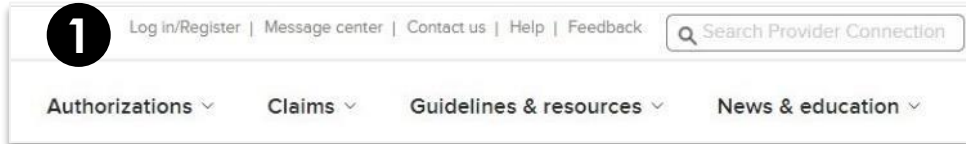
3



### Member information

The system will ask you for claims or member information, depending on your claims activity.

# How to register as the Account Manager for your Provider Connection account



It typically takes about 5 minutes to get registered. Here's how:

1. Click [Log In/Register](#) in the upper right corner of the Provider Connection homepage.
2. The *Welcome to Provider Connection* screen displays. Click **Create account**. Remember to have your TIN/SSN and member information ready.
3. Choose **Provider** for account type.
4. The system directs you through the process starting with account type. You can also view [Register for Provider Connection Provider account](#) for step-by-step instructions with screenshots.
5. After you register, Blue Shield verifies your email address by sending you a link that allows you to log in to the website.

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# How to verify member eligibility on Provider Connection

Doulas **MUST** verify the member's Medi-Cal eligibility for the month of service prior to the initial visit. Once you are registered on Provider Connection, you can check Blue Shield Promise member eligibility online. Here's how:

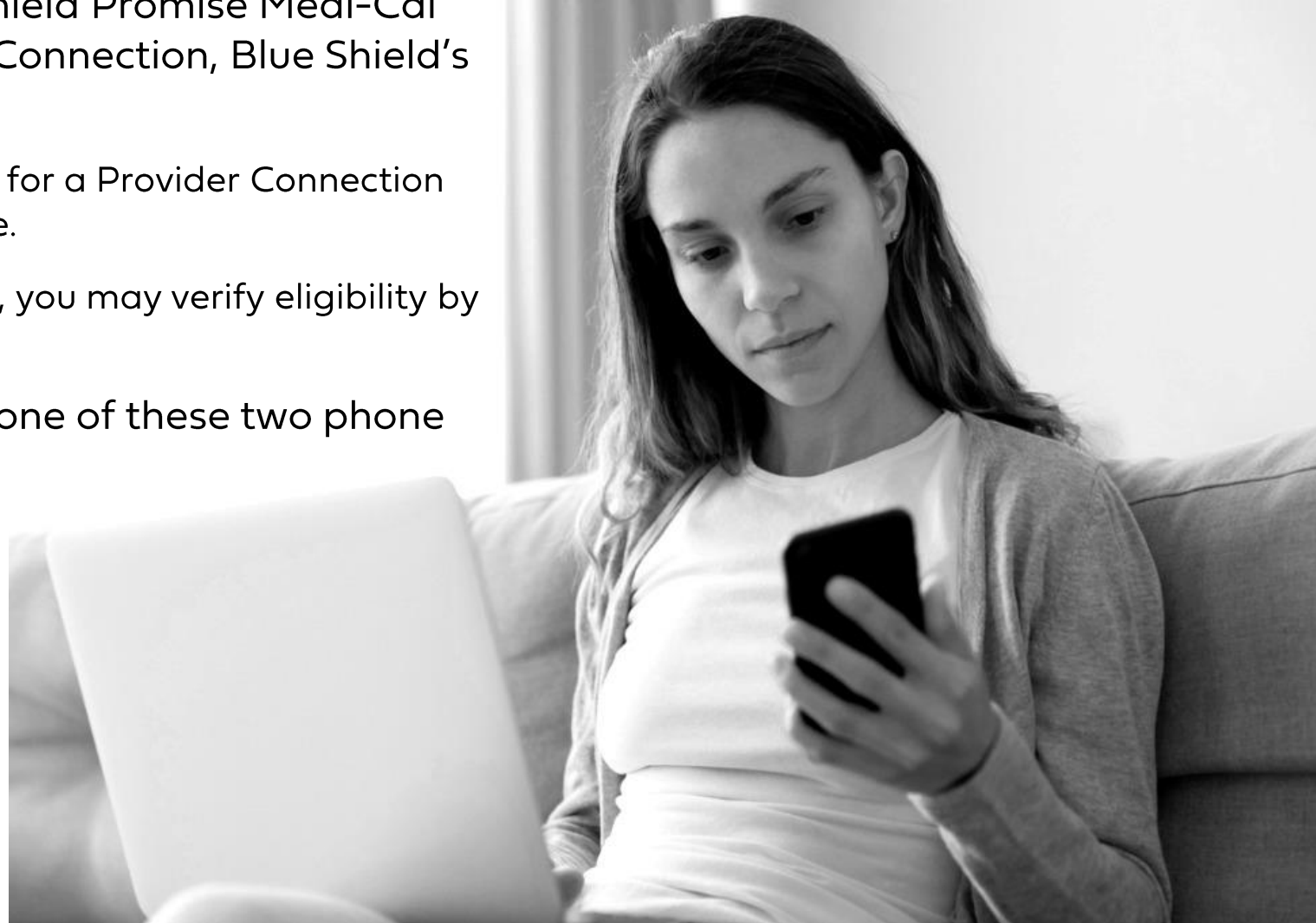
1. Click **Eligibility & benefits**, then **Verify eligibility** from the top menu on the Provider Connection homepage.
2. The *Verify eligibility* screen displays. *SEARCH SINGLE MEMBER* is the default or click *SEARCH MULTIPLE MEMBERS*.
3. Under *Member coverage*, *Blue Shield of California/Promise Health Plan* is the default.
4. Enter either the Blue Shield Promise subscriber ID number, the member's name and date of birth, or member's social security number (SSN), Medicare beneficiary number (MBI), or client Index number (CIN).
5. Click **Search** at the bottom of the section.

The screenshot shows the 'Verify eligibility' interface. At the top, a dropdown menu labeled 'Eligibility & benefits' has 'Verify eligibility' selected. Below this are two tabs: 'SEARCH SINGLE MEMBER' (active) and 'SEARCH MULTIPLE MEMBERS'. A note states: 'Verify eligibility of a single member. All fields are required unless noted otherwise.' Under 'Member coverage / card type', 'Blue Shield of California / Promise Health Plan' is selected. Three search options are available: 'SEARCH BY SUBSCRIBER ID' (with a 'Subscriber ID' field for 9-16 characters), 'SEARCH BY MEMBER NAME' (with 'Last name' and 'First name' fields, and a 'Date of birth' field in MM/DD/YYYY format), and 'SEARCH BY MEMBER SSN, MBI, OR CIN' (with radio buttons for SSN, MBI, and CIN, and a 'Client Index number' field for the first 9 characters). Each search section has a 'Start over' link and a 'Search' button.

# How to verify member eligibility by phone

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- The quickest way to verify Blue Shield Promise Medi-Cal member eligibility is on Provider Connection, Blue Shield's provider website.
  - Remember, you need to register for a Provider Connection account to check eligibility online.
  - If you cannot access the website, you may verify eligibility by phone.
- To verify eligibility by phone, call one of these two phone numbers:
  - (800) 541-6652 or
  - (800) 468-9935



# Blue Shield Promise Medi-Cal member ID card examples

## Los Angeles County

ID card sample, front and back:

|   |  |
|---|--|
|   |             |
| Member:<br><b>John Doe</b><br>Membership No.:<br><b>AJCJ12345678</b>  | IPA NAME LINE 1<br>IPA NAME LINE 2<br>PCP NAME LINE 1<br>PCP NAME LINE 2<br>(555)123-4567    |
| CIN:<br><b>12345678G</b><br>Health Plan Group<br><b>E0001001</b><br>Effective Date:<br><b>MM/DD/YYYY</b>  | This member has limited benefits outside of the plan service area and outside of California. |

**blueshieldca.com/promise**

Customer Care (800) 605-2556 (TTY: 711)

Provider Services (800) 468-9935 (TTY: 711)

Transportation (877) 433-2178 (TTY: 711)

Nurse Help Line (800) 609-4166 (TTY: 711)




Behavioral Health (855) 765-9701 (TTY: 711)

Medi-Cal Rx Customer Care (800) 977-2273 (TTY: 711)

Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.

## San Diego County

ID card sample, front and back:

|   |  |
|---|--|
|   |             |
| Member:<br><b>John Doe</b><br>Membership No.:<br><b>AJCJ12345678</b>  | IPA NAME LINE 1<br>IPA NAME LINE 2<br>PCP NAME LINE 1<br>PCP NAME LINE 2<br>(555)123-4567    |
| CIN:<br><b>12345678G</b><br>Health Plan Group<br><b>E0001001</b><br>Effective Date:<br><b>MM/DD/YYYY</b>  | This member has limited benefits outside of the plan service area and outside of California. |

**blueshieldca.com/promise**

Customer Care (855) 699-5557 (TTY: 711)

Provider Services (800) 468-9935 (TTY: 711)

Transportation (877) 433-2178 (TTY: 711)

Nurse Help Line (800) 609-4166 (TTY: 711)

Behavioral Health (855) 321-2211 (TTY: 711)

Medi-Cal Rx Customer Care (800) 977-2273 (TTY: 711)

Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.

If a member has questions about their benefits, claims, or referrals, refer them to the Customer Care phone number on the back of their member ID card.

[Examples](#) of the member ID card are also available on our website

# How to submit claims to Blue Shield Promise: 3 options

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**1. Submit claims through a Clearinghouse.** Blue Shield uses these two clearinghouses:

- [Change Healthcare/Optum](#) – Website: <https://business.optum.com>; Phone: (866) 371-9066
- [Office Ally](#) – Website: <https://cms.officeally.com>; Phone (360) 975-7000

To learn more about using a Clearinghouse, visit the [Electronic Data Interchange](#) page on Provider Connection.

**2. Submit paper claims by mail.** Use the current versions of UB-04 CMS-1450 and CMS 1500 forms. Send paper claims, invoices, and additional information such as medical records, daily summary charges and invoices to the following address to avoid processing and payment delay:

Blue Shield Promise Health Plan  
P.O. Box 272660  
Chico, CA 95927-2660

**3. Submit claims on Blue Shield’s Provider Connection website, via SympliSend:** Submit digital paper claims, itemization requests, and digital correspondence related to previously processed or in process claims.

- You must be logged in to Provider Connection.
- Go to *Claims > Claim Tools > Submit Via SympliSend*. See [user guide](#) for instructions.

For additional information on claims, visit the [Claims](#) overview page on Provider Connection – no login required.



# CMS 1500 instructions and DHCS billing tips

- If you need help filling out the CMS 1500 form:
  - [CMS 1500 General instructions](#)
- To learn more about billing tips for doula providers, including common billing errors and codes that explain why a claim was denied:
  - [DHCS Billing Tips for Doula Providers](#)

**HEALTH INSURANCE CLAIM FORM**  
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

1. MEDICARE (Medicare) MEDICAID (Medicaid) TRICARE (DoD/DoC) CHAMPVA (Member/Dependent) GROUP HEALTH PLAN (RDG) FECA BOX/LILING (RDG) OTHER (RDG) 1a. INSURED'S I.D. NUMBER (For Program in Item 1)

2. PATIENT'S NAME (Last Name, First Name, Middle Initial) 3. PATIENT'S BIRTH DATE (MM/DD/YY) SEX (M/F) 4. INSURED'S NAME (Last Name, First Name, Middle Initial)

5. PATIENT'S ADDRESS (No., Street) CITY STATE ZIP CODE TELEPHONE (Include Area Code) 6. PATIENT RELATIONSHIP TO INSURED (Set Spouse Child Other) 7. INSURED'S ADDRESS (No., Street) CITY STATE ZIP CODE TELEPHONE (Include Area Code)

8. RESERVED FOR NUCC USE 9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) 10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) b. AUTO ACCIDENT? c. OTHER ACCIDENT? 11. IS PATIENT A MEMBER OF A POLICY GROUP OR FECA NUMBER? (MM/DD/YY) 12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE (Sign in blue ink or use a blue electronic signature device. Do not use a black or red ink or electronic signature device.) 13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE (Sign in blue ink or use a blue electronic signature device. Do not use a black or red ink or electronic signature device.)

14. DATE OF CURRENT ILLNESS (MM/DD/YY) 15. DATE PATIENT UNABLE TO WORK IN CURRENT OCCUPATION (MM/DD/YY) 17. NAME OF REFERRING PHYSICIAN (Last Name, First Name, Middle Initial) 18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES (MM/DD/YY) 19. ADDRESS OF CLAIM INFORMATION (Last Name, First Name, Middle Initial) 20. OUTSIDE LAB? (YES/NO) \$ CHARGES 22. RESUBMISSION CODE ORIGINAL REF. NO. 23. PRIOR AUTHORIZATION NUMBER

24. A. DATE(S) OF SERVICE (MM/DD/YY) B. PLACE OF SERVICE (EMG) C. PROCEDURES, SERVICES, OR SUPPLIES (CPT/HCPCS) D. DIAGNOSIS POINTER E. \$ CHARGES F. G. DAYS OF SERVICE H. I. NPI ID J. RENDERING PROVIDER ID #

25. FEDERAL TAX ID NUMBER (SSN/EIN) 26. PATIENT'S ACCOUNT NO. 27. ACCEPT ASSIGNMENT? (YES/NO) 28. TOTAL CHARGE \$ 29. AMOUNT PAID \$ 30. Revd for NUCC Use

31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREE(S) OR CREDENTIALS (Only if the statements on the reverse apply to this BIF and are made a part thereof.) 32. SERVICE FACILITY LOCATION INFORMATION 33. BILLING PROVIDER INFO & PH # ( )

SIGNED DATE a. NPI b. NPI a. NPI b. NPI

PLEASE PRINT OR TYPE

APPROVED OMB-0938-1197 FORM 1500 (02-12)

# Claims guidelines

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- Claims submitted electronically must be Health Insurance Portability and Accountability Act (HIPAA) compliant and meet all requirements for EDI transactions.
- Doulas should refer to [DHCS Medi-Cal Provider Manual for Doula Services](#) for specific billing codes to be used for each covered service and should refer to the [Blue Shield Promise Medi-Cal Provider Manual](#) for additional guidance.
- All claims must be submitted with **Modifier XP** (separate practitioner: a service that is distinct because it was performed by a different practitioner), appended to the billing code. This is to distinguish the claim from the services by the medical provider.
- Doulas are required to submit original Medi-Cal claims to Blue Shield Promise within six months (180 days) following the month in which services were rendered. DHCS refers to this requirement as the “six-month billing limit.”
  - Doulas are strongly encouraged to submit claims within this time frame to get reimbursed in a timely manner. Be aware that late claims submission may result in reduction of reimbursement amount or denial if claims are submitted beyond 12 months after service.
- An individual doula may provide services as a doula group rendering provider, or as an independent entity.
  - Individual doulas providing service as a **doula group rendering provider** will receive reimbursement from their doula group.
  - Individual doulas providing service as **independent entities** will receive reimbursement from Blue Shield Promise upon submission of claims.

# Doula reimbursement: Paymode-X

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- The most efficient way for doulas to receive reimbursement from Blue Shield Promise is through electronic payment.
- To receive electronic payment from Blue Shield Promise, doulas must enroll in Paymode-X. There is no cost to enroll.
- If you are already a Paymode-X member, please log into your account, select the “Payers” tab and click “accept” for Blue Shield of California.
- To enroll in Paymode-X, you will need:
  - A valid email address
  - US Tax ID Number (EIN)
  - A current W9 form (dated within 12 months of today’s date)
  - Bank Account and Transit Routing Number
- Once you enroll in Paymode-X, it will take 2-3 weeks for Blue Shield Promise to establish your account and you will receive reimbursement via paper checks until then.

# How to enroll in Paymode-X

Enrollment in the **Paymode-X** is simple:

1. Go to [www.paymode.com/blueshieldofcalifornia](http://www.paymode.com/blueshieldofcalifornia) and click "Join Now."
2. Enter the following enrollment code: **G-TQNSAR9AA**.
3. Follow the on-screen instructions.
4. Reply to [VendorMaintenance@blueshieldca.com](mailto:VendorMaintenance@blueshieldca.com) (copied) with a current W9. W9 tax ID must match the Tax ID entered on your Paymode account.

For enrollment assistance, call 1-800-331-0974, Monday through Friday 8:00 AM – 5:00 PM EST.





# How to complete the Doula Visit Detail Log for submission

At the top left corner of the spreadsheet, enter your information.

In column A, enter the name of the doula who provided the service. Each visit/service will have its own row, so there may be several rows of data for the same doula.

|  |                       |
|--|-----------------------|
| Date of File Submission:                                 |                       |
| Group Organization or Individual Doula Business Name:    |                       |
| Group Organization or Individual Doula Business NPI#     |                       |
| Group Organization or Individual Doula Business Address: |                       |
| Group or Individual Doula Business Phone#:               |                       |
|  |                       |
| DTL/CMS-1500 Box 24J                                     |                       |
| DTL/CMS-1500 Box 24J                                     | DTL/CMS-1500 Box 24J  |
| Rendering Doula Name                                     | Rendering Doula NPI # |

In column B, enter the NPI for the doula who provided the service.

- In some fields, such as dates and phone numbers, formatting may change once you tab out of the cell, depending on how you entered the data.
- In the service information columns, your selections may depend on previous responses in some cases, and you will need to understand how units are measured in others. Use these instructions for guidance in these sections.



# How to complete the Doula Visit Detail Log for submission

## Member information

| Column |  | Instructions   |
|--------|--|--|
| C      | BSCPHP Member Identification #           | Please enter the Blue Shield Promise Member Identification Number located on the member's Blue Shield Promise ID Card. This number will begin with "9" and contain nine digits. Example: 9XXXXXXXX |
| D      | Member Last Name                         | Enter member last name.  |
| E      | Member First Name                        | Enter member first name.   |
| F      | Member Gender Assigned at Birth          | Select member gender (assigned at birth) from the drop-down list.  |
| G      | Member Race                              | Select member race from the drop-down list.  |
| H      | Member Ethnicity                         | Select member ethnicity from the drop-down list.   |
| I      | Member Date of Birth (MM/DD/YYYY)        | Enter member birth date in the format shown.   |
| J      | Member Street Address                    | Enter member home street address.  |
| K      | Member City                              | Enter the city in which the member lives.  |
| L      | Member State                             | Enter the state in which the member lives.   |
| M      | Member Residential Zip                   | Enter the zip code for the member's residential address.   |
| N      | Expected Pregnancy Due Date (MM/DD/YYYY) | Enter expected due date in the format shown.   |

# How to complete the Doula Transaction Log for submission

## Service information

| Column |  | Instructions   |
|--------|--|--|
| O      | Service Date To: (MM/DD/YYYY)  | Enter the date on which the service started. Each service provided, and each unit of service should be entered on a separate row.  |
| P      | Service Date From: (MM/DD/YYYY)  | Enter the date on which the service ended. Each service provided, and each unit of service should be entered on a separate row.  |
| Q      | End of Pregnancy Date  | Enter the date on which the pregnancy ended.   |
| R      | Delivery Type <i>(Select from Drop-down List Below)</i>                    | Select the type of delivery from the drop-down list.   |
| S      | Pregnancy Outcome  | Select the outcome from the drop-down list.  |
| T      | Covered Services Category<br><i>(Select from Drop-down List Below)</i>     | Select the service provided from the drop-down list.   |
| U      | Covered Services Sub-category<br><i>(Select from Drop-down List Below)</i> | Select the Sub-category for the service provided from the drop-down list. (Refer to the tables on pages 30-32 to complete this section).   |
| V      | Modifier   | Enter the modifier "XP" to indicate "separate practitioner"; a service that was performed by a different practitioner. Include the XP modifier to distinguish the claim from the services by the medical provider. Not including the XP modifier will result in denial.                                  |
| X      | Description of Service   | Enter a description of the nature of care and service you provided during the visit. Include information on the service provided and length of time spent with the member that day. For example: "Discussed childbirth education with the member and discussed and developed a birth plan for one hour." |



# How to complete the Doula Transaction Log for submission

## Service information, continued

| Column |   | Instructions   |
|--------|---|--|
| Y      | Visit Method<br><i>(Select from Drop-down List Below)</i> | Select the type of visit from the drop-down list. Telehealth visits may be via phone or video. |
| Z      | Time of Visit (Arrival Time)                              | Enter the start time of the visit (including AM or PM).  |
| AA     | Duration of Visit (Minutes)                               | Enter the duration of the visit in minutes.  |
| AB     | Diagnosis   | Select the diagnosis from the drop-down list.  |

Columns AK-AN will be automatically populated with provider details from the initial recommendation provided by the Department of Health Care Services (DHCS) for all Medi-Cal members to benefit from doula services

| AK                                 | AL                                 | AM                                  | AN                                    |
|------------------------------------|------------------------------------|-------------------------------------|---------------------------------------|
| DTL                                | DTL                                | DTL                                 | DTL                                   |
| Initial Recommending Provider Name | Initial Recommending Provider Type | Initial Recommending Provider NPI # | Initial Recommending Provider Phone # |
| Karen E. Mark, MD, PhD             | Standing Order/Managed Care Plan   | 1750491122                          | (916) 443-3299                        |

**Please note:** Columns AP-AT should only be filled out if the member has received a second recommendation for additional doula perinatal visits from their healthcare provider

| AP   | AQ                                    | AR                                     | AS   | AT                                |
|--|---------------------------------------|--|--|-----------------------------------|
| DTL  | DTL                                   | DTL                                    | DTL  | DTL                               |
| Additional Recommending Provider Name<br><small>(NOTE: Only needed after the 11th perinatal visit)</small> | Additional Recommending Provider Type | Additional Recommending Provider NPI # | Additional Recommendation Provider Phone # | Date of Additional Recommendation |

# Birth Outcome Report

---

## What is the Birth Outcome Report?

- Blue Shield Promise requests that doulas track specific post-birth outcome data elements for each assigned member and submit a Birth Outcome Report.
- In exchange for the submitting the Birth Outcomes Report, doulas will be compensated an additional 15% of the published DHCS rate. Please review details in executed Doula Agreement (Doula Contract).

## How do doulas submit the Birth Outcome Report?

- Doulas must submit the Birth Outcome Report within 60 Days of member's birth.
- Blue Shield Promise will provide doulas with a Birth Outcomes Report form. Doulas should complete and submit the report to the Blue Shield Promise Doula Program office via secured email [BSCPromiseDoula@blueshieldca.com](mailto:BSCPromiseDoula@blueshieldca.com).

# Birth Outcome Report questions and definitions

On the left are the questions doulas will answer for members on the Birth Outcome Report. Definitions are on the right.

| Question (Yes/No)   | Definition   |
|---|--|
| Did the member deliver as a result of having a C-Section?                           | Cesarian Section (C-Section): The delivery of an infant through horizontal or vertical incisions (surgical cuts) made in the abdomen and uterus.   |
| Did member have a NTSV birth?   | Nulliparous, Term, Singleton, Vertex (NTSV) C-Section: Babies born at or beyond 37.0 weeks gestation to women in their first pregnancy that are singleton (no twins or beyond) and in the vertex presentation (no breech or transverse positions). |
| Was infant born preterm?  | Preterm birth: A birth before 37 weeks of pregnancy.   |
| If infant was born preterm, how many weeks pregnant was member at time of delivery? | <ul style="list-style-type: none"> <li>extremely preterm (less than 28 weeks)</li> <li>very preterm (28 to less than 32 weeks)</li> <li>moderate to late preterm (32 to 37 weeks)</li> </ul>   |
| Was breastfeeding initiated by member after delivery?                               | Early Breastfeeding Initiation: putting infant at the breast less than one hour after birth.   |
| Did member deliver as a result of an induction of labor?                            | Induction of labor: The use of medications or other methods to bring on labor.   |
| Did member receive an epidural during labor?  | Epidural: medication for pain relief during labor and delivery   |
| Was the infant admitted to a NICU after delivery?                                   | Neonatal Intensive Care Unit (NICU)  |

# Doulas support timely prenatal and postpartum care

## Timeliness of prenatal care

- The percentage of deliveries that received a prenatal care visit in the first trimester on or before the member's enrollment start date, or within 42 days of member enrollment.
- The prenatal care visit can be with an OB/GYN or other prenatal care practitioner, or their Primary Care Provider (PCP).
- The prenatal care visit gives healthcare providers opportunities to share information, identify risk factors early, and manage conditions during the birthing journey.

## Postpartum care

- The percentage of deliveries that had a postpartum visit on or between 7 and 84 days after delivery.
- Postpartum care impacts long-term health and well-being of new mothers and their infants.
- The prenatal care visit can be with an OB/GYN or other prenatal care practitioner, or their Primary Care Provider (PCP).

One of the ways Blue Shield Promise monitors the quality of the birthing journey is by measuring how many members and deliveries initiate timely and comprehensive prenatal and postpartum care. Timely prenatal and postpartum care are defined and measured by Healthcare Effectiveness Data and Information Set (HEDIS®) quality measures

Source: Healthcare Effectiveness and Data Information Set (HEDIS)® Volume 1 & 2

# Actions to support prenatal and postpartum care

## Emphasize the importance of ongoing and routine prenatal and postpartum care visits

- During the prenatal visit, provide evidence-based education for prenatal and postpartum care—including vaccines to protect against serious illnesses. Review the guidance at [Vaccines during pregnancy to protect against serious illnesses](#).
- Emphasize when birthing people should have prenatal and postpartum visits with their physician.
- Refer the member to their Primary Care Provider or the Managed Care Plan to refer the Member to a Network Provider.

## Strengthen communication between the member and their provider

- Doulas can help members navigate and provide continuity and foster communication between providers.
- Doulas can also strengthen the relationship between healthcare providers and their birthing people.
- Please see “Blue Shield Promise pregnancy-related services” for examples of these Medi-Cal services and actions to take if members request these types of services.

## Link members to community-based resources

- Please see the “Resources for members” and share appropriate resources with Blue Shield Promise Medi-Cal members.
- Members may not be aware of programs available to them, including free transportations for their visits.



# Doulas can impact newborn's health journey

Through education about infant care, doulas can help ensure children receive essential preventive care and developmental screenings.

| Preventive Service            | Age                | Description of Service   |
|-------------------------------|--------------------|--|
| Well-Child Visits             | 0 to 30 months     | <ul style="list-style-type: none"> <li>• Ensure children have 6 or more well-child visits within the first 15 months</li> <li>• Children need two or more well-child visits between 15 and 30 months</li> </ul>  |
| Developmental Screenings      | 1-3 years          | <ul style="list-style-type: none"> <li>• Children between 1-3 years of age need to be screened for developmental, behavioral, and social risk factors</li> <li>• A standardized screening tool should be used preceding or on their first, second or third birthday</li> </ul>   |
| Timely Immunizations          | Before age 2       | <ul style="list-style-type: none"> <li>• By age 2, children need a series of vaccines completed.</li> <li>• Four (4) diphtheria, tetanus and acellular pertussis (DTaP); three (3) polio (IPV); one (1) measles, mumps and rubella (MMR); three (3) haemophilus influenza type B (HiB); three (3) hepatitis B (HepB), one (1) chicken pox (VZV); four (4) pneumococcal conjugate (PCV); one (1) hepatitis A (HepA); two or three (2-3) rotavirus (RV)</li> </ul> |
| Lead Screening for Infants    |                    | <ul style="list-style-type: none"> <li>• Children should receive one or more capillary or venous blood tests for lead poisoning on or before their second birthday</li> </ul>  |
| Topical Fluoride Applications | Between 1-20 years | <ul style="list-style-type: none"> <li>• Given that tooth decay is one of the most common chronic conditions in childhood, children ages 1 through 20 should receive at least two (2) topical fluoride applications</li> <li>• Children may receive topical fluoride application from "non-dental" providers such as primary care providers.</li> </ul>  |

Sources: Healthcare Effectiveness and Data Information Set (HEDIS)® Volume 2; Medicaid & CHIP Health Care Quality Measure Technical Assistance Resource, <https://www.medicaid.gov/medicaid/quality-of-care/downloads/dentaloralhealth-ta-resource.pdf>

# Actions to impact newborn's health outcomes

## Education

- Educate parents about the preventive care services critical to their newborn's health and growth.
- Timely preventive care is key.

## Navigation

- Help members navigate the journey.
- Help parents communicate with their healthcare providers and guide them through the healthcare system for their newborns.

## Community Linkages

- Link members to community-based resources or Blue Shield Promise to help address the new parents' social needs (e.g., transportation services).
- Refer members to Enhanced Care Management (ECM) or Community Supports (CS).
  - ECM is a Medi-Cal care management benefit. For more information, visit Blue Shield Promise Provider Connection: [Enhanced Care Management](#).
  - CS services are covered by Medi-Cal but not delivered by the State. For more information, visit Blue Shield Promise Provider Connection: [Community Supports](#).

# Blue Shield Promise education to support the birthing, newborn, and infant journey

**blue** california  
Promise Health Plan

MEMBER ID#: <Member.SubscriberID>

<rt\_n\_addr\_line1>  
<rt\_n\_addr\_city>, <rt\_n\_addr\_state> <rt\_n\_addr\_zip>

<Recipient.Name>  
<Recipient.AddressLine1>  
<Recipient.AddressLine2>  
<Recipient.AddressLine3>

To make the most of your benefits, create your account at [blueshieldca.com/register](https://blueshieldca.com/register).

<Month, Day, Year>

Dear <Member First Name>/<Blue Shield of California Promise Health Plan Member>,

As a new mom, you may busier than you have ever been. You are tending to your baby around the clock. At the same time, your body is still healing from the hard work of giving birth. It's vital to tend to your own needs so your body can heal. Eating well and resting are important. So is seeing your doctor for a checkup.

You will need a postpartum checkup about 4 to 6 weeks after giving birth. If you had a cesarean section, you may need to see your doctor earlier – about 2 weeks after the surgery. Either way, this is a chance for your doctor to:

- Be sure you are recovering well from giving birth
- See if you can get back to normal activities
- Talk about breastfeeding and birth control
- Talk about how to stay fit and eat healthy
- Talk about how you are feeling

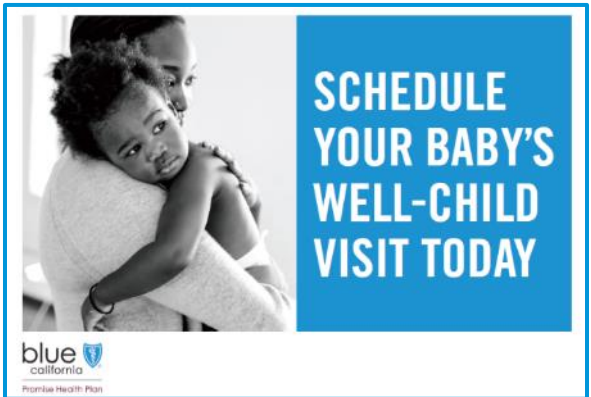
Also, you may be eligible to earn up to \$100 in Wal-Mart gift cards for each healthcare visit you complete.

| Healthcare visit   | Value |
|--|-------|
| 1 <sup>st</sup> prenatal visit in the first 12 weeks of your pregnancy | \$50  |
| Postpartum visit (7-84 days after the date you delivered)              | \$50  |

Call and tell us about your completed visits at (800) 272-9647, Monday through Friday, 8 a.m. to 4:30 p.m., Pacific Time. Once you provide this information, we will mail your gift cards.

Sincerely,

New parents receive a congratulatory educational reminder about the postpartum visit.



Parents receive educational reminder about pediatric preventive screenings.

## Keep your child safe and healthy

Going to the doctor is not just for those times when your baby or toddler is sick. It's important to see your pediatrician for well-child visits too. All these visits are free. Call your doctor to make an appointment today.

**At well-child visits, the doctor will:**

|  |   |                                |
|--|---|--------------------------------|
| <b>1</b> Check your child's growth and development | <b>2</b> Give vaccinations for preventable diseases | <b>3</b> Perform routine tests |
|--|---|--------------------------------|

**Should my child be tested for lead?** Yes. The doctor should test your child for elevated lead levels at 12 and 24 months. Even low levels of lead in blood can harm a young child's brain.

**What about shots?** Prevention is one of the biggest benefits of well-child visits. Vaccines prevent kids from getting sick with dangerous diseases. Your doctor will give your child the shots they need at each age.

**How often should my child go to the doctor?** Your child will have 10 visits during the first two years. This might seem like a lot, but it will keep your baby or toddler up to date with checkups and vaccinations. These visits help ensure your child is developing on track.

Source: American Academy of Pediatrics; Centers for Disease Control and Prevention

|   |   |  |
|---|---|--|
| <b>Do you have questions about well-child visits?</b><br>Get in touch with your child's doctor. They can help answer any questions or address any concerns. | <b>Need help getting an appointment?</b><br>Call our Customer Care line at (855) 699-5557 (TTY: 711), 8 a.m. – 6 p.m., Monday through Friday. | <b>Need a ride to your well-child visit?</b><br>Call our transportation services line 24/7 at (877) 433-2178 (TTY: 711) to order a free ride. Car seats and wheelchair vans are available. |
|---|---|--|

You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 699-5557 (TTY: 711), 8 a.m. – 6 p.m., Monday through Friday. The call is free.

Medi\_22\_216\_SD\_110122

# Blue Shield Promise member grievances and referrals

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**Member grievances:** Doulas may refer a member to the following resources if they have a complaint or want to make an appeal. Members without internet access may call the Customer Care phone number on the back of their member ID cards.

- [Instructions for filing a grievance or appeal](#) on Blue Shield's website
- [Blue Shield Promise online member grievance form](#)
- [Blue Shield Promise online member appeal form](#)

**Member referrals:** Doulas may refer Blue Shield Promise members to the Blue Shield Promise Maternity Care Management program for assistance related to housing & food insecurity, intimate partner violence, lack of resources for newborn, and other community supports as appropriate.

- [Blue Shield Promise Maternity Care Management program](#)
  - Phone: (888) 802-4410, 8 a.m. – 5 p.m., Monday – Friday
  - [Maternity Care Management Referral form](#)

# Member referrals: maternal mental health services

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- If doulas would like to connect members to maternal mental health services, they can contact the [Blue Shield Promise Maternity Care Management Program](#) at (888) 802-4410, 8 a.m. – 5 p.m., Monday – Friday.
- For more information on Maternal Mental Health services, visit the [Maternal Mental Health Program](#) web page.
- A member’s primary care or specialty provider may also refer the member to these services. Member service contact information is below.

## Blue Shield Promise Member Services

[Medi-Cal members | Blue Shield of CA Promise Health Plan](#)  
([blueshieldca.com](https://blueshieldca.com))

Los Angeles County Phone: (800) 605-2556 [TTY: 711], 8 a.m. - 6 p.m.,  
Monday – Friday.

San Diego County Phone: (855) 699-5557 [TTY: 711], 8 a.m. - 6 p.m.,  
Monday – Friday.

Link to the contact us [email form](#)

# Member referrals: Enhanced Care Management and Community Supports

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**Enhanced Care Management (ECM)** is a Medi-Cal care management benefit.

- ECM offers extra services at no cost to Medi-Cal members with complex needs that make it difficult to improve their health. This could include health conditions or challenges such as not having a place to live.
- The ECM care team works with the member to make a care plan and can connect the member with core community and social services.
- Members can talk to their doctor or call Blue Shield Promise Customer Care to request services. To check if a member qualifies for ECM services, email Blue Shield Promise Enhanced Care Management: [ECM@blueshieldca.com](mailto:ECM@blueshieldca.com).
- To refer an eligible member for ECM services, please visit the [Enhanced Care Management online referral form](#) page.
- For more information, visit Blue Shield Promise Provider Connection: [Enhanced Care Management](#).

**Community Supports (CS)** are services covered by Medi-Cal but not delivered by the State. Medi-Cal members may be eligible for medically appropriate Community Supports offered by Blue Shield Promise.

- For more information, email Blue Shield Promise in your region:
  - Los Angeles providers: [LACommunitySupports@blueshieldca.com](mailto:LACommunitySupports@blueshieldca.com)
  - San Diego providers: [SDCommunitySupports@blueshieldca.com](mailto:SDCommunitySupports@blueshieldca.com)
- For more information, visit Blue Shield Promise Provider Connection: [Community Supports](#)
- To refer an eligible member for CS, please visit the [Community Supports online referral form](#) page.

# Resources for members

Please share these resources with Blue Shield Promise Medi-Cal members as appropriate.

## Resources to support members

### Blue Shield Promise Member Services

- Los Angeles County Phone: (800) 605-2556 [TTY: 711], 8 a.m. - 6 p.m., Monday – Friday
- San Diego County Phone: (855) 699-5557 [TTY: 711], 8 a.m. - 6 p.m., Monday – Friday
- Contact us [email form](#)

### [Blue Shield Promise Doula Program member web page](#)

### [Blue Shield Promise Maternity Care Management Program](#)

Phone: (888) 802-4410, 8 a.m. – 5 p.m., Monday – Friday

### [Perinatal and breastfeeding information](#)

### [Special Supplemental Nutrition Program for Women, Infants, and Children \(WIC\)](#)

No-cost program providing healthy food for parent and baby and breastfeeding support.

Phone: (888) 942-9675

# Resources for members, continued

Please share these resources with Blue Shield Promise Medi-Cal members as appropriate.

## Resources to support members

### [First 5 LA](#)

An independent public agency with a goal to support the safe and healthy development of young children so that by 2028, all children in L.A. County will enter kindergarten ready to succeed in school and life.

### [First 5 San Diego](#)

Promotes the health and well-being of children during their most critical years of development, from the prenatal stage through five years of age.

### [Welcome Baby \(flyer\)](#)

A free program from First 5 LA that supports pregnant people and families with newborns in L.A. County.

### [text4baby](#)

Free personalized text messages timed to baby's birth date, and an app that provides additional information about baby's development, pregnancy, childcare tips, and more.

### [WHO Safe Childbirth Checklist Implementation Guide](#)

This guide covers how to introduce and ensure continuous use of the WHO Safe Childbirth Checklist, how to launch the Checklist formally, and how to provide support through coaching and data-sharing.



# Blue Shield resources for doulas

| For  | Contact   |
|--|---|
| <p>Blue Shield Promise Doula Program</p> <ul style="list-style-type: none"> <li>• Blue Shield Promise Doula Program help</li> <li>• Blue Shield Promise Doula Transaction Log submission or reimbursement help</li> <li>• Report a problem, dispute or complaint</li> </ul>  | <ul style="list-style-type: none"> <li>• Email: <a href="mailto:BSCPromiseDoula@blueshieldca.com">BSCPromiseDoula@blueshieldca.com</a></li> <li>• Phone: (888) 373-2752, 8 a.m. – 12 p.m. and 1 p.m. – 5 p.m., Monday - Friday</li> </ul>             |
| <p>Blue Shield Promise Maternity Care Management Program</p> <ul style="list-style-type: none"> <li>• Information about the Maternity Care Management and Doula programs</li> <li>• Recommend members for doula services</li> <li>• Refer members to Maternity Care Management</li> <li>• Connect members with pregnancy-related services that are available through Medi-Cal</li> </ul> | <ul style="list-style-type: none"> <li>• <a href="#">Maternity Care Management provider web page</a></li> <li>• Phone: (888) 802-4410, 8 a.m. – 5 p.m., Monday - Friday</li> <li>• <a href="#">Maternity Care Management Referral form</a></li> </ul> |
| <p>Blue Shield Promise Medi-Cal Provider Manual: Visit the website to get the most recent version of the manual. Doula services are covered in the “Benefit Plans and Programs” section.</p>   | <p><a href="#">Blue Shield Promise Medi-Cal Provider Manual web page</a></p>  |
| <p>Blue Shield Promise Provider Services</p> <ul style="list-style-type: none"> <li>• Check member eligibility by phone</li> <li>• Help with website</li> </ul>  | <ul style="list-style-type: none"> <li>• (800) 541-6652 or</li> <li>• (800) 468-9935</li> </ul>   |



# Blue Shield resources for doulas, continued

| For   | Contact  |
|---|--|
| Blue Shield Promise Behavioral Health Services  | <ul style="list-style-type: none"><li>• <a href="#">Maternal Mental Health provider web page</a></li><li>• <a href="#">Behavioral Health provider web page</a></li></ul> |
| <p>Blue Shield Provider Connection website</p> <ul style="list-style-type: none"><li>• Check member eligibility and benefits online</li><li>• Access member ID card</li><li>• Access Blue Shield Promise provider resources</li></ul> | <ul style="list-style-type: none"><li>• <a href="#">Provider Connection</a></li></ul>  |

# DHCS resources

## Additional resources to support you

|   |   |
|---|---|
| Medi-Cal 101 Doula Services Benefit - DHCS training and information to help doulas learn how to become a Medi-Cal provider    | <a href="#">DHCS doula training resources landing page</a><br><a href="#">DHCS Doula Services Benefit presentation deck (PDF)</a><br><a href="#">Enrolling as a Doula (Video)</a> |
| DHCS Medi-Cal Doula Services FAQs: Answers to questions about programs, policies and billing, grouped into topical categories | <a href="#">General FAQs</a><br><a href="#">Enrolling as a Doula</a><br><a href="#">Managed Care Plans</a><br><a href="#">Reimbursement</a>                                       |
| Information about Medi-Cal's coverage and reimbursement telehealth policies, including required documentation (PDF)           | <a href="#">Medi-Cal Provider Manual: Telehealth (PDF)</a>  |
| DHCS Doula provider manual  | <a href="#">Department of Health Care Services (DHCS) Medi-Cal Manual for the Doula Services Benefit</a>  |
| Recommendation for doula services for pregnant and post-partum Medi-Cal members   | <a href="#">Health Care Services (DHCS) Statewide Standing Doula Recommendation</a>   |

# DHCS resources, continued

| Additional resources to support you  |  |
|--|--|
| DHCS Doula Services as a Medi-Cal Benefit  | <a href="#">DHCS Doula Services web page</a>                           |
| Frequently Asked Questions (FAQs) about doula services                           | <a href="#">DHCS Doula FAQs</a>  |
| Email address for questions regarding the doula services benefit                 | <a href="mailto:DoulaBenefit@dhcs.ca.gov">DoulaBenefit@dhcs.ca.gov</a> |
| Medi-Cal enrollment requirements and procedures for doulas.                      | <a href="#">Medi-Cal enrollment requirements for doulas</a>            |
| All Plan Letter (APL) 23-024 – Guidance for health plans (Supercedes APL 22-031) | <a href="#">APL 23-024</a>   |

# Additional training resources from Blue Shield Promise

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## **Care for Transgender/Nonbinary patients**

Barry Eisenberg, M.D. and Ilana Sherer, M.D., FAAP, from the Palo Alto Medical Foundation/Sutter Health discuss how to help improve the healthcare experience of transgender and nonbinary youth, adolescents, and adults.

[Recorded webinar](#) (55 min)

[Presentation](#) (PDF, 4 MB)

## [Implicit Bias in Healthcare and What You Can Do About It](#)

Implicit bias refers to the brain's instant association of attitudes or stereotypes toward groups without our conscious awareness. It can have the least obvious but most devastating impact on health equity. This interactive module is a quick way for clinicians and office staff to recognize and mitigate implicit bias.

## **Racism in American Medicine**

Dr. Tina Sacks, Assistant Professor at UC Berkeley School of Social Welfare, and Dr. Lily Lamboy discuss the latest research in health inequities and social determinants of health and share insights from Blue Shield of California's patient grievance data.

[Recorded webinar](#) (54 min)

[Presentation](#) (PDF, 683 KB)

## [Transforming Medi-Cal through CalAIM](#)

This is a one-stop shop for everything you need to know about California Advancing and Innovating Medi-Cal (CalAIM), including services, eligibility criteria, and referral processes for Blue Shield Promise programs that support CalAIM.

## [Who's who in the world of Blue: California Blue plans explained](#)

Learn the differences between the two Blue plans in California from this one-page infographic.

# Home visiting safety tips

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## Prior to home visits

- Notify family member, friend, or other emergency contact of home visit time and location.
- Ensure that vehicle has adequate fuel for round trip and is in safe condition to operate (check lights, tires, oil, etc.).
- Program cell phone with single digit emergency contacts (911, emergency contact).
- When possible, avoid scheduling visits after normal business hours.

## Things to avoid

- Providing client with personal phone number (if possible), address, or social media.
- Using the client's phone to make personal calls.
- Wearing clothes that expose too much skin or open toed shoes.

# Home visiting safety tips

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## During home visits

- Wear a watch.
- Keep cell phone with you (ringer on silent).
- Take drivers license/state identification card and keys into the individual's home; keep keys in a location that is easy to access.
- Secure personal belongings in trunk of vehicle (purse, wallet).
- Do not leave any papers or envelopes with your address visible within your vehicle.
- Lock your vehicle.
- Be aware of your surroundings.
- Be observant of any personal risks to you (weapons).
- Sit in a location that allows for a direct exit and locate alternative exits.
- Sit in a chair that is easy to rise from.
- Walk behind individual when entering and touring the individual's home.
- Be aware of everybody in the home; introduce yourself to everyone, when possible.
- Do not provide services if anybody in the home is not fully clothed.
- Do not provide services if anybody in the home is openly using or appears to be under the influence of drugs or alcohol.

# Glossary of health care terms

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**Claim:** A request for payment of (health care) services.

**Department of Healthcare Services (DHCS):** The DHCS is a department within the California Health and Human Services Agency that finances and administers individual health care service delivery programs, including Medi-Cal, which provides health care services to low-income people.

**Evidence-based:** A process whereby decisions are made and actions or activities are understood using the best evidence available with the goal of removing subjective opinion, unfounded beliefs, or bias from decisions and actions. Evidence can include practitioner experience and expertise as well as feedback from other practitioners and clients.

**Full-spectrum doula care:** Prenatal and postpartum doula care, presence during labor and delivery, and doula support for miscarriage, stillbirth, and abortion. Doula care includes physical, emotional, and other nonmedical care.

**Health Equity:** Health equity is the state in which everyone has a fair and just opportunity to attain their highest level of health.

**Healthcare Effectiveness Data and Information Set (HEDIS):** HEDIS® measures performance in health care where improvements can make a meaningful difference in people's lives across 6 domains of care: effectiveness of care, access/availability of care, experience of care, utilization and risk adjusted utilization, health plan descriptive information, and measures reported using electronic clinical data systems.

**Managed Care Plan (MCP):** An organized network of health care providers. Blue Shield Promise is an MCP.

**National Provider Identifier (NPI):** An NPI is a unique identification number for covered health care providers, created to help send health information electronically more quickly and effectively. Covered health care providers, all health plans, and health care clearinghouses must use NPIs in their administrative and financial transactions.

**Reimbursement:** Payment for submitted claims or encounters.



# Vaccines during pregnancy to protect against serious illnesses

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- The Advisory Committee on Immunization Practices (ACIP) recommends two vaccines for birthing people to help protect themselves and their infants from serious illness:
  - Influenza (flu)
  - Tdap vaccines (Diphtheria, tetanus, and acellular pertussis booster vaccine, also known as Tdap)
- The American College of Obstetricians and Gynecologists also recommends these two vaccines (Visit [Vaccines During Pregnancy | ACOG](#))
- The American Academy of Pediatrics also recommends these vaccines and provides discussion guides for birthing people (Visit [Maternal and Infant Immunization Discussion Guides](#))

# Vaccines during pregnancy to protect against serious illnesses

Vaccines recommended during pregnancy are safe.

The Flu and Tdap vaccines can be given during regular prenatal visits, so birthing people can get vaccinated without needing extra appointments.

Getting the flu vaccine during pregnancy may significantly reduce the risk of getting the flu for both the expecting parent and the baby.

# Vaccines during pregnancy to protect against serious illnesses



- Getting vaccinated during pregnancy helps protect both the birthing person and the baby from serious illnesses. These vaccines are important because they keep both the expecting parent and baby safe from diseases that can cause severe health problems.
- Birthing people are at a higher risk for being hospitalized, or experiencing negative outcomes from influenza, compared to other adults who are not pregnant. This is due to the changes in the pregnant person's body and immune function as the body adapts during the birthing journey. Changes in the body during pregnancy can make birthing people more vulnerable and more likely to get very sick from infections like the flu.
- Vaccines like the flu shot and the Tdap vaccine can help prevent these illnesses and keep birthing people out of the hospital.
- When a pregnant woman gets vaccinated, she also passes protection to her baby. This is especially important because newborns are too young to get some vaccines themselves. Also, there are no Tdap vaccines licensed for infants under 2 months of age. The protection from the mom's vaccine helps keep the baby safe during the first few months of life.

# Doula Onboarding Training Attestation

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## All Blue Shield Promise doulas must acknowledge and agree to the following:

- I have received the Doula Resource Guide and training provided by Blue Shield Promise.
- Doula services I provide on behalf of Blue Shield Promise shall only include support during the perinatal period, including during pregnancy; labor and delivery, miscarriage, and abortion; and up to one year postpartum. These services may include guidance; health navigation; evidence-based education for prenatal, postpartum, childbirth, and newborn/infant care; lactation support; development of a birth plan; and linkages to community-based resources. I may provide covered comfort measures and physical, emotional, and other nonmedical support provided during labor and delivery and for miscarriage and abortion.
- As a doula, I shall not provide medical advice or medical recommendations to Blue Shield Promise birthing members or their families.



Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.