

ProviderOne information sessions for doulas Q&A

Billing and claims

Do doulas bill at the end of each prenatal and birth, or all at once afterward?

Providers have two options:

- Submit each service on its own individual claim.
- Submit multiple services on one claim using additional service line items.

View the [ProviderOne Billing and Resource Guide](#) for information on how to add additional service line items. Providers have 365 days from the date of service to submit a claim.

How do doulas document visits?

All providers must satisfy the documentation requirements in [WAC 182-502-0020](#) and the [Birth Doula Services Billing guide](#), regardless of whether the provider maintains hand-written or electronic client health care records.

How do I bill for claims when the client has other insurance coverage and Apple Health (Medicaid)?

For general billing requirements, Apple Health must be the payer of last resort. Providers must bill the other insurance first and wait for a response before submitting a claim to ProviderOne. However, for the Apple Health doula benefit, this Third Party Liability (TPL) requirement is currently being bypassed. This is explained in the [Birth Doula Services Billing guide](#) on page 24 which includes "HCA allows birth doulas to submit claims to ProviderOne without requiring other insurance to be billed first."

Do I need to select that the patient is pregnant for a postpartum visit when I'm submitting a claim?

No, only when the patient is pregnant. This selection is optional when submitting. You may choose to leave it blank.

What is the service date on a claim?

The service date is the date when you provided a prenatal intake, birth, or postpartum visit.

Are other Apple Health payers following the same doula billing guide or do they have their own reimbursement policies?

No, Apple Health doula services are not currently billed to or paid for by the managed care organizations (MCO), but this will change in the future. Right now, the Apple Health doula benefit is carved out of managed care. This means all doula services are billed directly to HCA via ProviderOne and are paid by HCA. HCA is anticipating that in 3 to 5 years the doula benefit will be integrated into managed care. There are 5 MCOs in Washington that are Apple Health

payors: Molina, Community Health Plan of WA, WellPoint, United Healthcare and Coordinated Care.

Do I need to upload additional documentation such as screenshots or chart notes when submitting a claim?

No. Uploading additional documentation is not required when submitting a claim. This additional documentation could be required during an audit. Per [WAC 182-502-0020](#), all documentation must be maintained for at least six years and must be submitted to HCA upon request. Learn more about the audit process at [HCA's Medicaid program integrity](#).

If we bill each item at separate times, do we start a new claim or add to previous claims?

If you've already completed and submitted a claim for a previous service, submit a new claim instead of adjusting the previous claim.

What if I need to use a backup doula? Does this need to be indicated in ProviderOne somewhere?

If a backup doula provides services, they need to be enrolled as an Apple Health doula and will submit their own claim for the services they provided on their ProviderOne portal. The primary doula should not submit claims for services they did not provide.

When can I expect payment from HCA?

Approximately 10-14 days after a claim has been submitted.

Do I need liability insurance before I can become a doula provider?

Yes, having professional liability coverage at the time of your enrollment is a requirement listed in the [Core Provider Agreement](#).

Can I bill for an induction using prenatal units? For example: the doula supported an induction, left for 8 hours, then came back the next day for the birth.

Yes. If a doula is helping their client settle in for a labor induction and the doula leaves to await labor, prenatal units can be used for time spent.

Where are the birth doula coverage tables?

The coverage tables for the doula benefit are in the [Birth doula services billing guide](#).

Coverage

How do doulas find Apple Health (Medicaid) clients?

There is no HCA system for doulas to find Apple Health clients. Apple Health clients can find enrolled doulas enrolled with HCA using [Find a Provider](#).

Are pregnant or postpartum teens eligible for doula care?

Yes, there is no age restriction on clients who are eligible for Apple Health doula services.

Is postpartum overnight care covered by Apple Health?

No. Overnight postpartum support such as newborn or childcare is not a covered service under the Apple Health doula benefit.

Can I bill solely for lactation services under the doula benefit?

No, lactation services alone cannot be billed directly under the doula benefit because it is not a covered service. However, doulas may offer lactation education or support during routine prenatal and/or postpartum visits.

Are virtual doula services covered?

Yes, see telemedicine requirements in the [Birth Doula Services Billing](#) guide for details.

ProviderOne

Where is the permissions PDF for ProviderOne Security Profiles?

Visit [ProviderOne Security Profiles and Descriptions / OneHealthPort Roles](#)

How do I get a username and password for OneHealthPort?

Visit [Register Your Organization with OneHealthPort](#). Additional information is on HCA's [Next steps for new Medicaid providers webpage](#).

Can I bill electronic claims or is direct ProviderOne billing the only option?

Yes, you can submit HIPAA 837 Batch claims if you have a software vendor.

What is the doula taxonomy code?

The doula [taxonomy code](#) is 374J00000X.

I applied to join ProviderOne and received an application number. How do I check the application status?

Go [to track my application](#) in ProviderOne. You will need your 14-digit application ID and the Social Security Number (SSN) or Federal Employer Identification Number (FEIN) you entered in step one of your application.

Can I fill out the ProviderOne application with only a social security number? What about individual taxpayer identification number (ITIN)?

State certified doulas with either a social security number or an ITIN can enroll as Apple Health doula providers.

For additional help

- **Billing and claims support:** [Contact HCA](#)
- **Doulas program support:** Email [HCA Doulas](#)