

Contracted Doula Billing FAQ



What is OneHealthPort and how do I create a log-in?

OneHealthPort provides a secure, single sign-on location for healthcare professionals to access multiple health insurers' sites and online services. Learn more and register as a user on the [OneHealthPort website](#). If you have questions or need assistance, contact OneHealthPort's Help Desk at **800-973-4797**. A OneHealthPort login is required to access the PacificSource provider portal, InTouch for Providers.

What is InTouch for Providers?

[InTouch for Providers](#) is the provider portal for PacificSource. Through InTouch for Providers, you can:

- Verify member eligibility and check their benefits.
- Submit claims and view claim status.
- View and print Explanation of Payments (EOPs).
- Submit and view appeals for denied claims.

How do I know if I can bill PacificSource for my client?

Prior to rendering services to your client, you must check the member's eligibility and benefits.

- Eligibility means verifying that the member has active coverage through PacificSource Community Solutions.
- Benefits means ensuring that the member qualifies for the maternity benefit.

To ensure you can be paid for the services that you render, verify your client's eligibility prior to each visit. For detailed information on checking your client's eligibility and benefits, please view our [InTouch for Providers Resource Guide](#).

What do I need to successfully bill a claim?

Review [OHA Doula Billing Guide](#). PacificSource is not able to provide specific coding guidance. However, every claim must have a valid diagnosis code, applicable billing code (CPT), modifier, and place of service code. For further assistance with coding, including diagnosis codes, we recommend:

- [Oregon Doula Association's website](#)
- [AAPC: Medical Coding - Medical Billing - Medical Auditing](#)

How do I submit my claim through InTouch for Providers?

See our [InTouch for Providers Resource Guide](#).

How do I get paid for the services I provided? How long does it take?

Once the claim is submitted, PacificSource has 30 days to process a "clean" claim. Once the claim process is completed, within 1-2 weeks:

- PacificSource will send you a check along with an Explanation of Payment (EOP).
- The EOP includes a list of your clients' services and how payment was applied.
- If you would like to receive your payments via electronic funds transfer/electronic remit advice (EFT/ERA), please reach out to your Provider Relations representative for assistance.

If I see on InTouch for Providers that my claim has been paid, but I have not received payment, what should I do?

Once a claim is processed, if you have not received payment within 30 days, contact Customer Service at **800-431-4135**.

What should I do if a claim is denied?

Reach out to your [Provider Relations representative](#) for assistance.

If I am billing a global episode of 2 prenatal visits, the delivery, and 2 postpartum visits, what date of service do I use?

The global date of service to use is the delivery date.

How long do I have to submit a claim?

Birth doulas have 365 days from the date of service to submit a claim.

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Can I provide birth doula services via telehealth and still get reimbursed?

See the [PacificSource Telehealth Policy](#).

Can I bill for birth doula services regardless of the location where the delivery took place, including hospital, birth center, or homebirth, as long as the birth was in Oregon?

Yes, but you must use the appropriate place of service location. See the [CMS Place of Service Code Set](#).

Do I need to get a prior authorization to provide birth doula services?

No. A prior authorization is not required if you have a contract with PacificSource Community Solutions.

If my client has a cesarian delivery and I am unable to be present in the operating room when the baby is born, but am in the hospital waiting room, can I still bill for birth doula services?

Yes. Client support should be given before and after cesarian delivery, per birth doula scope for practice.

What if my client doesn't call me to attend the birth?

You cannot bill for services not provided, even if you were on call. If you provide up to 2 prenatal visits and/or up to 2 postnatal visits, you can still bill for those separately.

- Bill T1033 up to 4 units (2 prenatal and 2 postpartum).
- Bill services for the date(s) of service rendered.

Federal law stipulates that you cannot charge Medicaid clients for birth doula services, including for on-call services, retainer fees, or if a claim was denied.

If my client has Medicaid as their secondary insurance plan, do I need to bill their primary insurance?

No. Since Medicaid is the payer of last resort, and as a birth doula you are eligible to bill only Medicaid, you do not need to bill primary insurance. If your claim is denied, please reach out to your Provider Relations representative for assistance.

Can I bill Medicaid for non-birth-doula services I provide, such as placenta encapsulation or pregnancy photography?

No. You can only bill Medicaid for birth doula services with a billable code, and according to your contract.

Can I bill my client for non-birth-doula services I provide, such as placenta encapsulation or pregnancy photography?

Yes.

If I didn't attend my client's birth and my back-up birth doula provided services, how should that be billed?

Your back-up birth doula will bill separately for the birth, and they must be a certified traditional health worker (THW) with an active Oregon Division of Medical Assistance (DMAP) certification. You can still bill for any prenatal or postpartum visit you provided. If you need to find a PacificSource Community Solutions contracted birth doula in your area, you can search our [Provider Directory](#).

Where can I find a birth doula online?

1. Visit our [Provider Directory](#).
2. Enter your city or your zip code.
3. From the "Specialty or Facility Category" menu, choose "Traditional Health Worker."
4. Under "Specialty or Facility Type," choose "Doula."
5. Click "Search."

What kind of charting or documentation do you require?

The Oregon Health Authority has some guidelines on charting and documentation: [Why, where and how to document](#). You can find HIPAA requirements for charting and documentation in our [Provider Manual](#).

What are Flex Funds and how can they support my clients?

Flex Funds are for health-related services that are not otherwise billable and/or goods related to someone's health and wellness, for example, gym memberships, air conditioners, extended postpartum doula care, or childbirth education. See the [PacificSource Health Related Services Flex Funds FAQ](#) for more information.

Postpartum doula care may be covered by Flex Funds up to 15 hours. Additional hours can be requested if there are documented special needs, including multiples, history of postpartum depression/anxiety, or lack of social support. To request Flex Funds, complete and submit the [Flex Funds Request Form](#). For more information contact HealthRelatedServices@PacificSource.com.

What kind of continuing education is available to me as a PacificSource provider? Where can I find it?

As a contracted PacificSource provider, you have access to free continuing education through a platform called Absorb. Sign up at [MyAbsorb's PacificSource website](#).

Medicaid providers are required to participate in training on the following topics: cultural responsiveness, implicit bias, trauma-informed care, healthcare integration, and recovery principles. Find more information on provider training requirements in our [Provider Manual](#).

Any of these trainings can be used as continuing education credits for Traditional Health Worker birth doula recertification through the Oregon Health Authority. Every three years, 20 hours of training is required. Be sure to print and save a copy of the certificate of participation to submit with the recertification application.

Questions?



If you have questions about your contract, please contact Provider Relations at **855-247-7575** or email us at ORProviderRelations@PacificSource.com.

To find out who your Provider Relations representative is, please use our [Provider Relations Directory](#).

To contact Customer Service, call **800-431-4135**, TTY: 711. We accept all relay calls.

For questions regarding THW certification, technical assistance for doula program development, or to get connected with other birth doulas in your community, please contact the Traditional Health Worker Liaison team at THWInfo@PacificSource.com.