Contracted Doula Billing
FAQ

PacificSource Community Solutions

What is OneHealthPort and how do I create a login?

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 prior authorization requests and appeals, and view decisions.

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 you provide, verify your client's eligibility before each visit. For detailed information on checking your client's eligibility and benefits, please view our InTouch for Providers Resource Guide within the InTouch provider portal.

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 within the portal upon gaining access.

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.
- To receive payments via electronic funds transfer/ electronic remittance advice (EFT/ERA), please contact 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.

How many visits can I bill for?

The basic doula package for Medicaid includes two prenatal support visits, support during the birth, and two postpartum visits. These can be billed together as a global episode, or each visit can be billed independently.

As of Jan. 1, 2025, PacificSource Community Solutions will pay for up to four additional support visits to be billed separately from the basic doula global package. The additional support visits may occur any time in any combination of prenatal and postpartum visits, continuing for 12 months following the end of the pregnancy.

Please see the OHA's Birth Doula Billing Guide for more information.

If I am billing a global episode of two prenatal visits, the delivery, and two 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.

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?

A prior authorization is not required if you have a contract with PacificSource Community Solutions. If you do not have a contract, a prior authorization is required. To submit a prior authorization, please fill out this form.

See the Prior Authorization FAQ form for additional information.

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

Yes. Client support should be given before and after cesarean delivery, per the birth doula scope of 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 prenatal visits and/or postpartum support visits, you can still bill for those separately.

- Bill T1033 for support visits.
- 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?

Yes. Medicaid is the payor of last resort. Primary insurance should be billed if doula care is included in the primary insurance benefits. If you have any questions, please reach out to your Provider Relations representative.

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 backup birth doula provided services, how should that be billed?

Your backup 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. They must also be contracted with PacificSource Community Solutions or have obtained a prior authorization. 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 provides guidelines on charting and documentation in the Birth Doula Billing Guide. You can find HIPAA requirements for charting and documentation in our Provider Manual.

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 using the code "Training".

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 OHA. 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.

How can my clients share their experience with doula care?

We want to hear from members who received care from a birth doula about their experience. Please direct your clients to the Traditional Health Worker Member Satisfaction Survey at PacSrc.co/THW-survey.



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.

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