

Blue Shield of California Promise Health Plan Doula Resource Guide 2023



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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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Our mission

Blue Shield of California, an independent member of the Blue Shield Association, is a nonprofit health plan dedicated to providing Californians with access to high-quality health care at an affordable price.



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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 and infant health equity



Blue Shield Promise Maternity Program

- Blue Shield Promise Medi-Cal works to help improve health equity in maternal and infant health outcomes. We are committed to supporting members and their partners before, during and after pregnancy.
- Blue Shield's Maternity Program helps address disproportionate mortality rates among mothers and children, especially in under-resourced communities. Doula services for Blue Shield Promise Medi-Cal members are an important part of the program.
- Visit Provider Connection for more information on the [Blue Shield Promise Maternity Program](#).

Blue Shield Promise Doula Program overview



- 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.

Blue Shield Promise Doula Program Requirements

In compliance with DHCS All Plan Letter (APL) [APL 23-024](#) (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 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

- 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/VBAC
 - Difficult Labor Scenarios
 - Grief and Loss
 - Induction and Augmentation of Labor
 - Medical Interventions
 - Multicultural Issues
 - Postpartum Disorders
 - Sharing Case Studies
 - Socially Disadvantaged Client
 - Special Needs Clients

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. With recommendation from a licensed provider, 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.

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 doula visit requirements

In compliance with DHCS [APL 23-024](#) (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

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

Blue Shield Promise non-covered doula services

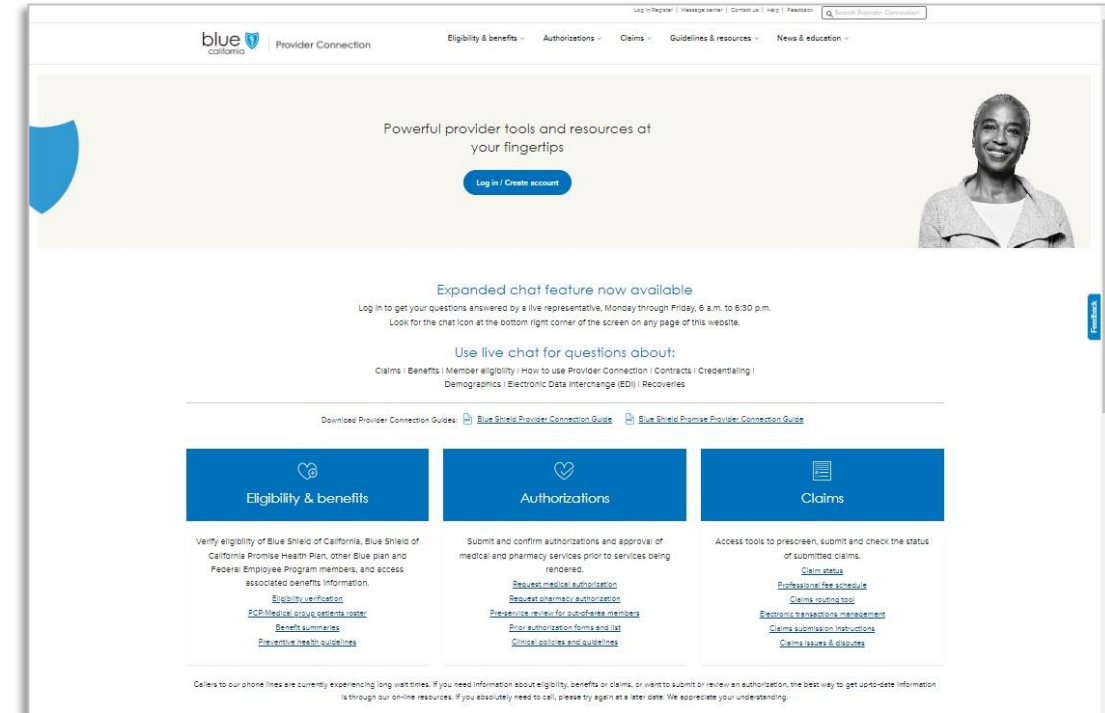
The following are not covered Blue Shield Promise doula services:

- 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.

Welcome to Provider Connection – Blue Shield’s provider website

- [Provider Connection](#) is Blue Shield’s provider website.
- 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 registration instructions.
- There are many resources available on Provider Connection without an account. Some of these are listed on the next page.
- Where to go for more information:
 - [View a 5-minute Provider Connection overview video](#) for a quick overview and website navigation.
 - Bookmark the [Provider Connection Reference Guide](#) for detailed information on how to use the website.
 - Visit the [Provider Connection training](#) page to access job aids for common tasks like checking eligibility.
 - Visit Provider Connection at www.blueshieldca.com/provider or go right to the Blue Shield Promise [Provider Resources](#) section and explore!



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
- [COVID-19 care updates](#) for health care providers
- [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 requirements



Tools available on Provider Connection after login

Here are some things you can do on the web site after you create an account and log in.

The screenshot shows the navigation bar of the Provider Connection website. On the left is the logo for 'blue california Promise Health Plan'. The main navigation menu includes 'Provider Connection', 'Eligibility & benefits', 'Authorizations', 'Claims', 'Guidelines & resources', and 'News & education'. A secondary menu at the top right contains 'Log in/Register', 'Message center', 'Contact us', 'Help', and 'Feedback'. Two callout boxes are present: one pointing to 'Eligibility & benefits' and another pointing to 'Help'.

- Verify member eligibility
- Check member benefits
- Access member ID card

Access live chat for help with:

- How to use the website
- Member eligibility and benefits questions

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



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.

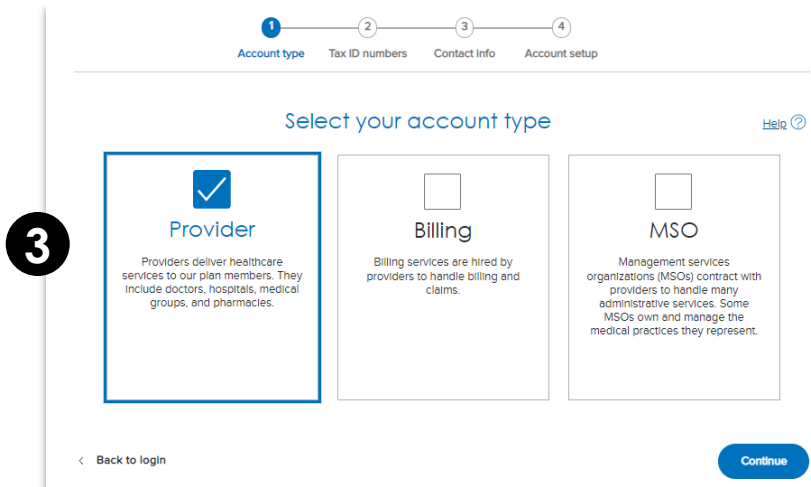
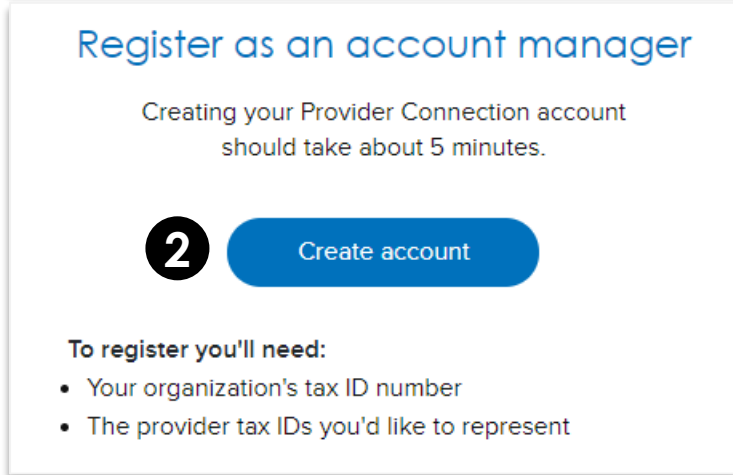
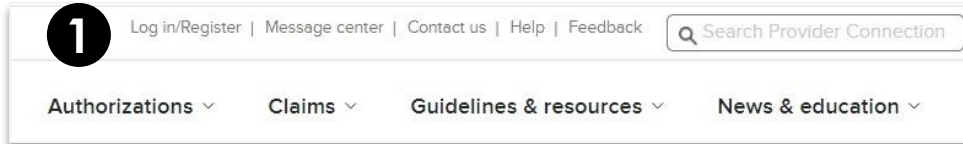
3



Member information

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

How to register for a Provider Connection account



It only 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 TIN and member information ready.
3. Choose **Provider** for account type.
4. The system directs you through the four-step process starting with account type. You can also view [Register for Provider Connection Provider account](#) for step-by-step instructions.
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

Douglas 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:

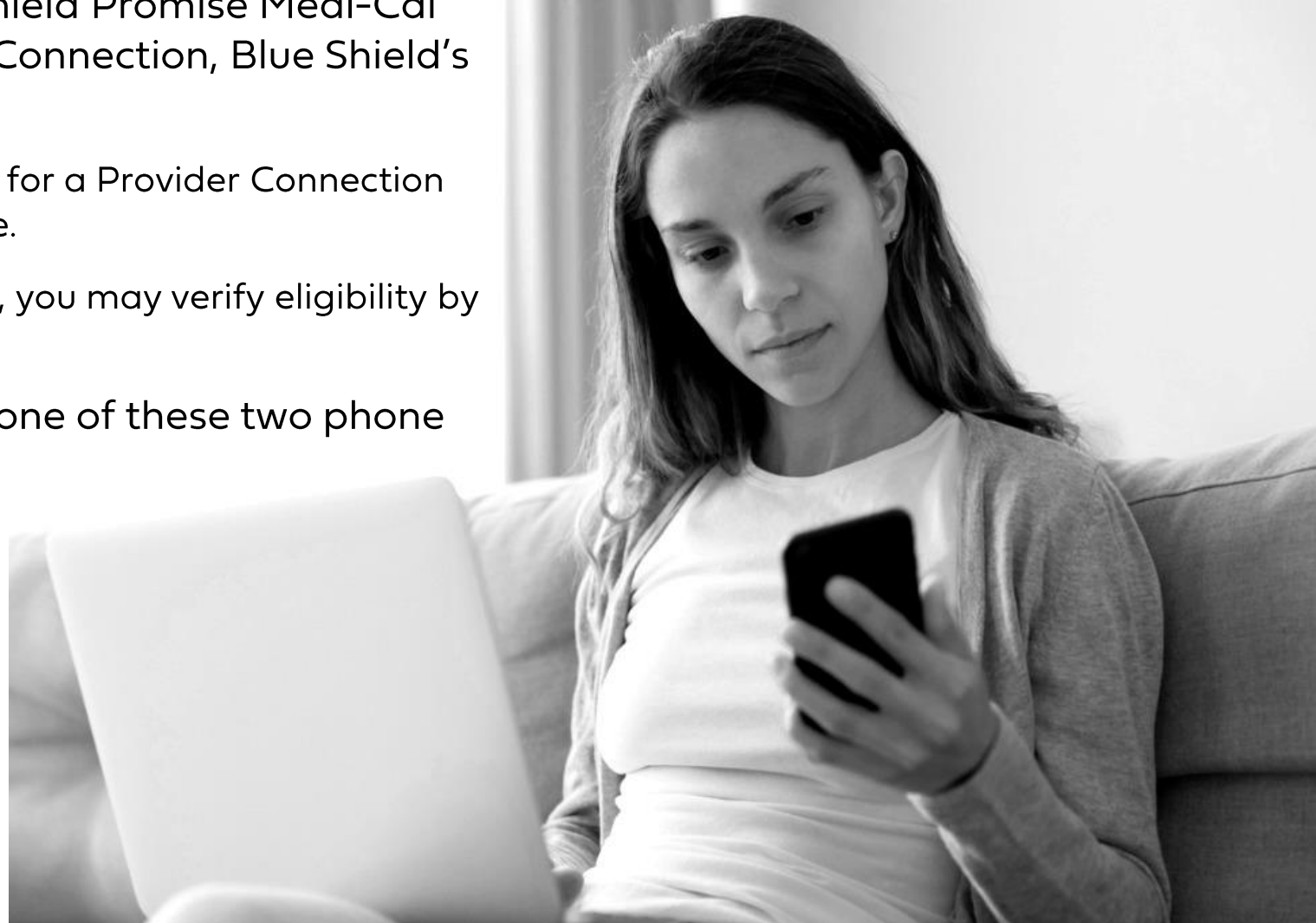
1. Click *Eligibility & benefits*, then *Verify eligibility* from the top menu on the Provider Connection homepage.
2. The *Verify eligibility* screen displays. Click *SEARCH SINGLE MEMBER* or *SEARCH MULTIPLE MEMBERS*.
3. Select *Blue Shield of California/Promise Health Plan*.
4. Enter either the Blue 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' web interface. At the top, a navigation menu has 'Eligibility & benefits' expanded, with 'Verify eligibility' highlighted (callout 1). Below this, the 'Verify eligibility' page has two tabs: 'SEARCH SINGLE MEMBER' (selected, callout 2) and 'SEARCH MULTIPLE MEMBERS'. A message 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 (callout 3), with other options being 'Other Blue Plan' and 'Federal Employee Program'. There are three search sections: 1. 'SEARCH BY SUBSCRIBER ID' with a 'Subscriber ID' field (placeholder: '9-16 characters') and a 'Search' button (callout 4). 2. 'SEARCH BY MEMBER NAME' with 'Last name' (placeholder: 'Doe'), 'First name' (placeholder: 'John'), and 'Date of birth' (placeholder: 'MM/DD/YYYY') fields, and a 'Search' button (callout 5). 3. 'SEARCH BY MEMBER SSN, MBI, OR CIN' with radio buttons for 'Social security number (SSN)', 'Medicare beneficiary number (MBI)', and 'Client Index number (CIN)' (selected), and a 'Client Index number' field (placeholder: 'First 9 characters') and a 'Search' button.

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How to verify member eligibility by phone



- 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 - front



Member: FIRST M LAST
Member ID: 000000000000

CIN: 000000000000 PRIMARY CARE IPA
Health Plan Group #: (000) 000-0000 PRIMARY CARE PHYSICIAN
 00000000 0000 STREET
Effective Date: CITY, STATE, ZIP
 03/01/2022

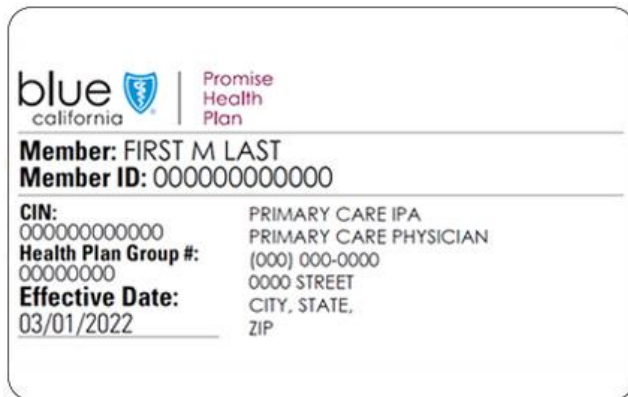
Los Angeles - back





www.blueshieldca.com/promise
 Customer Care (800) 605-2556 (TTY: 711)
 Provider Services (800) 468-9935
 Transportation (877) 433-2178
 Nurse Help Line (800) 609-4166
 Behavioral Health (855) 765-9701 (TTY : 711)

This member has limited benefits outside of the plan service area and outside of California. **Providers:** This card is for identification purposes only, and does not prove eligibility for services. Routine medical care is provided solely through Blue Shield of California Promise Health Plan providers. Please file all claims with your local BCBS licensee in whose service area the member received services. **CA Providers:** Call Provider Customer Service to obtain medical and hospital admission prior authorization to avoid reduced or non-payment. Blue Shield of California Promise Health Plan is liable for EMERGENCY care provided to eligible members by contracted and non-contracted providers. If the member is in need of EMERGENCY care please provide the care and notify Blue Shield of California Promise Health Plan as soon as possible. Non-Emergency services rendered after the medical screening examination and the services required to stabilize the condition require prior authorization payment. Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.

San Diego - front



Member: FIRST M LAST
Member ID: 000000000000

CIN: 000000000000 PRIMARY CARE IPA
Health Plan Group #: (000) 000-0000 PRIMARY CARE PHYSICIAN
 00000000 0000 STREET
Effective Date: CITY, STATE, ZIP
 03/01/2022

San Diego - back



www.blueshieldca.com/promise
 Customer Care (855) 699-5557 (TTY: 711)
 Provider Services (800) 468-9935
 Transportation (877) 433-2178
 Nurse Help Line (800) 609-4166
 Behavioral Health (855) 321-2211 (TTY : 711)

This member has limited benefits outside of the plan service area and outside of California. **Providers:** This card is for identification purposes only, and does not prove eligibility for services. Routine medical care is provided solely through Blue Shield of California Promise Health Plan providers. Please file all claims with your local BCBS licensee in whose service area the member received services. **CA Providers:** Call Provider Customer Service to obtain medical and hospital admission prior authorization to avoid reduced or non-payment. Blue Shield of California Promise Health Plan is liable for EMERGENCY care provided to eligible members by contracted and non-contracted providers. If the member is in need of EMERGENCY care please provide the care and notify Blue Shield of California Promise Health Plan as soon as possible. Non-Emergency services rendered after the medical screening examination and the services required to stabilize the condition require prior authorization payment. Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.

If members have questions about their benefits, claims, or referrals, refer them to the Customer Care phone number on the back of their member ID cards.

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

Blue Shield Promise provider recommendation process

Blue Shield Promise members – Initial recommendation

- Members need an initial written recommendation from a licensed provider (doctor, clinical social worker, acupuncturist, or other healing arts professional) to use doula services. Recommendations may come from the member's care team, or from a Blue Shield Promise Maternity Nurse Care Manager.
 - To get started, members should talk to their primary care doctor, or call Blue Shield Promise Maternity Care Management at (888) 802-4410 (TTY: 711), Monday – Friday, 8:00 a.m.– 5:00 p.m., PST.
 - *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, 8:00 a.m.–5:00 p.m., Monday – Friday or by calling Blue Shield Promise Doula Program office at (888) 373-2752, 8:00 a.m. – 12:00 p.m. and 1:00 p.m. – 5:00 p.m., Monday – Friday.*
- Providers can give initial recommendations in the following ways:
 - A written recommendation in the member's record.
 - A standing order for doula services by Blue Shield Promise, or a licensed provider in a physician group or other group. The standing order provided by Blue Shield Promise will be provided to servicing doula to retain in their records for auditing.
 - A standard form signed by a physician or other licensed provider that the member presents to the doula.
- Members can receive doula services for up to 12 months after the pregnancy ends.

Blue Shield Promise provider recommendation process

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 at (888) 802-4410 (TTY: 711), Monday – Friday, 8:00 a.m. – 5:00 p.m., PST.
- A recommendation for additional visits during the postpartum period cannot be established by a standing order.

Doulas

- Doulas will submit provider recommendation to the Blue Shield Promise Doula Program office via secured email BSCPromiseDoula@blueshieldca.com when submitting the Blue Shield Promise Doula Transaction Log.
- Doulas are required to keep provider recommendation documentation for auditing purposes.

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 ten 10% of the published DHCS rate.

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 can complete and submit the report to the Blue Shield Promise Doula Program office via secured email BSCPromiseDoula@blueshieldca.com.

Birth Outcome Report questions and definitions

On the left are the questions doulas will answer for members on the report, and definitions on the right.

Question (Yes/No)	Definition
Did member deliver as a result of having a birth?	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"> extremely preterm (less than 28 weeks) very preterm (28 to less than 32 weeks) moderate to late preterm (32 to 37 weeks)
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)

How to submit claims: Two options

Doulas have two options for submitting claims to Blue Shield Promise for doula benefits:

1. Submit the Doula Transaction Log to Blue Shield Promise.
 - See the following pages for detailed instructions.
 - Enter your data into the Doula Supplemental Data Log and send the completed log to BSCPromiseDoula@blueshieldca.com.
2. Submit through a Clearinghouse. You will still need to submit Doula Transaction Log so that Blue Shield Promise can collect your data.
 - Blue Shield uses these two clearinghouses
 - [Change Healthcare](#)
 - [Office Ally](#)
 - To learn more about using a Clearinghouse, visit the [Electronic Data Interchange](#) page on Provider Connection.

Note: An individual doula may provide services as a doula group rendering provider, or as an independent entity.

High-level process: Using the Doula Transaction Log



Doula submission

Doulas or doula groups submit transaction data to Blue Shield Promise via secured email using the Doula Transaction Log provided by Blue Shield Promise.

When: once a month, on the 12th of each month, or before the 12th of the following month.



Blue Shield Promise receipt of submission

Blue Shield Promise completes validation review of Doula Transaction Log.

Final acceptance of log is determined at the sole and reasonable discretion of plan within 15 days of receipt.



Doula reimbursement

Doulas or doula groups set up a Paymode account for electronic reimbursement.

Reimbursement will be received once a month, within 30 days of receipt.

-
- If you are an individual doula submitting as a doula group rendering provider, please submit the transaction log to your doula group. You will receive reimbursement from your doula group. If you have questions, contact your doula group.
 - If you are an individual doula submitting as an independent entity, please submit the transaction log directly to Blue Shield Promise. They will receive reimbursement directly from Blue Shield Promise.
 - Doula groups, if you have questions, please contact the Blue Shield Promise Doula Program office at (888) 373-2752 or email BSCPromiseDoula@blueshieldca.com

Doula Transaction Log overview

- A transaction is a record of a health care visit which includes information about services rendered. Health plans use transaction data to pay provider groups who provide services to the plan's members.
- Doulas and doula groups use the Doula Transaction Log to collect and record transaction information. Then, they submit the transaction log to Blue Shield Promise for reimbursement.
- The log is designed to be consistent with the CMS 1500 form for submitting claims.
- Blue Shield Promise will only accept Doula Transaction 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 Transaction Log from you directly. Please submit transaction log through your doula group.
- Doulas will submit a completed comprehensive transaction log once a month, on or before the 12th day of the month following the month of service.
 - The completed transaction 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 Transaction Log to Blue Shield Promise

1. Blue Shield Promise will send you a blank Doula Transaction Log via secured email.
2. Save and rename the transaction log file to include the **date of submission** and the **time period of services covered**.
 - a. Example filename: For a submission on May 1, 2023, including services covered from April 1 to April 30, 2023:
"Doula_Transactions_050123_0401_0430.xls"
3. Enter your data into the Doula Transaction Log according to the instructions in this guide.
4. Send the completed transaction log to the Blue Shield Promise Doula Program office by email to: BSCPromiseDoula@blueshieldca.com.
5. Submit completed transaction 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 Transaction Log to Blue Shield Promise.

Doula Transaction Log tips

- If a Doula Transaction Log is submitted with missing or incomplete information:
 - Blue Shield Promise will return the transaction log along with guidance on completing the missing information.
 - Doulas correct and resubmit the transaction log to the Blue Shield Promise Doula Program office by email to: BSCPromiseDoula@blueshieldca.com.
 - Doulas will resubmit the transaction log on the 12th of the month, or before the 12th of the following month. If another transaction log has already been initially submitted, doula groups should not exceed more than one submission in a 30-day period.
- This document provides guidance on completing the Doula Transaction Log. If you need additional help, please contact the Blue Shield Promise Doula Program office by phone or email: (888) 373-2752 or BSCPromiseDoula@blueshieldca.com.
- Doula groups should not submit more than one transaction log in a 30-day period.
- Doula groups should not alter the formatting of the transaction log in any of the following ways:
 - Move columns
 - Add or delete columns or rows
 - Change field color

How to complete the Doula Transaction 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 Transaction 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:	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	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	Select the service provided from the drop-down list.
U Covered Services Sub-category	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 Required 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.
W Additional Allowable Modifiers.	Enter additional allowable modifiers (SA, SB, U7, 93, 95 allowed)

How to complete the Doula Transaction Log for submission

Service information, continued

Column		Instructions
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."
Y	Visit Method	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.
AC	\$ Charges	Enter the service charge for each listed service.
AD	Days or Units (Enter the number of days or units)	Enter the number of days or units of service. If only one service is performed, enter "1."
AE	Billing Provider Name	Enter the provider of service's billing name.
AF	Billing Provider Street Address	Enter the provider of service's billing street address.
AG	Billing Provider City	Enter the provider of service's billing city.
AH	Billing Provider State	Enter the provider of service's state.
AI	Billing Provider Zip	Enter the provider of service's billing zip code.
AJ	Billing Provider Phone #	Enter the provider of service's phone number.

How to complete the Doula Transaction Log for submission

Recommendation information

Column		Instructions
AK	Initial Recommending Provider Name	Enter the initial recommending provider's first and last name.
AL	Initial Recommending Provider Type	Select the type of provider that initially recommended doula services to the member from the drop-down list.
AM	Initial Recommending Provider NPI #	Enter the initial recommending provider's NPI.
AN	Initial Recommending Provider Phone #	Enter the initial recommending provider's phone number.
AO	Date of Initial Recommendation	Enter the date on which the provider made the initial recommendation.
AP	Additional Recommendation Provider Name (NOTE: Only needed after the 11th perinatal visit)	Enter the additional recommending provider's first and last name if there are more than 11 perinatal visits.
AQ	Additional Recommending Provider Type	Select the type of provider recommended additional doula services (beyond 11 visits) to the member from the drop-down list.
AR	Additional Recommending Provider NPI	Enter the additional recommending provider's NPI.
AS	Additional Recommendation Provider Phone #	Enter the additional recommending provider's phone number.
AT	Date of Additional Recommendation	Enter the date on which the additional recommending provider made the recommendation.

How to complete the Doula Transaction Log for submission

Selections for Service Categories in columns T and U (1 of 3)

For Covered Services Category:	Select or choose Covered Services Sub-Category:
Initial Visit (90 minutes) #1 of 1 - Z1032	Initial Visit - Z1032
<ul style="list-style-type: none"> • Prenatal or Postpartum Visit #1 of 8 • Prenatal or Postpartum Visit #2 of 8 • Prenatal or Postpartum Visit #3 of 8 • Prenatal or Postpartum Visit #4 of 8 • Prenatal or Postpartum Visit #5 of 8 • Prenatal or Postpartum Visit #6 of 8 • Prenatal or Postpartum Visit #7 of 8 • Prenatal or Postpartum Visit #8 of 8 	<ul style="list-style-type: none"> • Prenatal Visit - Z0134 • Postpartum Visit - Z1038
Support During Labor and Delivery #1 of 1	<ul style="list-style-type: none"> • Labor and Delivery - Vaginal – 59409 • Labor and Delivery - Vaginal Delivery after Caesarian Section – 59612 • Labor and Delivery Caesarian Section - 59620
Support During or After Miscarriage – T1033	Miscarriage Support - HCPCS T1033
Support During or After Abortion - 59840	Abortion Support - CPT59840

Continued on next page



How to complete the Doula Transaction Log for submission

Selections for Service Categories in columns T and U (2 of 3)

For Covered Services Category:	Select or choose Covered Services Sub-Category:
<ul style="list-style-type: none"> Extended Postpartum Support Visit #1 Unit 1 of 12 – T1032 Extended Postpartum Support Visit #1 Unit 2 of 12– T1032 Extended Postpartum Support Visit #1 Unit 3 of 12– T1032 Extended Postpartum Support Visit #1 Unit 4 of 12– T1032 Extended Postpartum Support Visit #1 Unit 5 of 12– T1032 Extended Postpartum Support Visit #1 Unit 6 of 12– T1032 Extended Postpartum Support Visit #1 Unit 7 of 12– T1032 Extended Postpartum Support Visit #1 Unit 8 of 12– T1032 Extended Postpartum Support Visit #1 Unit 9 of 12– T1032 Extended Postpartum Support Visit #1 Unit 10 of 12– T1032 Extended Postpartum Support Visit #1 Unit 11 of 12– T1032 Extended Postpartum Support Visit #1 Unit 12 of 12– T1032 	<p>Extended Postpartum Visit - HCPCS T1032</p>
<ul style="list-style-type: none"> Extended Postpartum Support Visit #2 Unit 1 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 2 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 3 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 4 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 5 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 6 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 7 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 8 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 9 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 10 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 11 of 12 - T1032 Extended Postpartum Support Visit #2 Unit 12 of 12 - T1032 	<p>Extended Postpartum Visit - HCPCS T1032</p> <div data-bbox="1274 906 2542 1220" style="background-color: #f4a460; padding: 10px; border: 1px solid #f4a460;"> <p>Extended postpartum visits provided after the end of pregnancy do not require the member to meet additional criteria or receive a separate recommendation. These visits are billed in 15-minute increments, up to three hours, up to two visits per pregnancy per individual provided on separate days.</p> </div>

Continued on next page

How to complete the Doula Transaction Log for submission

Selections for Service Categories in columns T and U (3 of 3)

For Covered Services Category:	Select or choose Covered Services Sub-Category:
<ul style="list-style-type: none">• Additional Postpartum Visit (2nd Recommendation Req'd) #1 of 9 - Z1038• Additional Postpartum Visit (2nd Recommendation Req'd) #2 of 9 - Z1038• Additional Postpartum Visit (2nd Recommendation Req'd) #3 of 9 - Z1038• Additional Postpartum Visit (2nd Recommendation Req'd) #4 of 9 - Z1038• Additional Postpartum Visit (2nd Recommendation Req'd) #5 of 9 - Z1038• Additional Postpartum Visit (2nd Recommendation Req'd) #6 of 9 - Z1038• Additional Postpartum Visit (2nd Recommendation Req'd) #7 of 9 - Z1038• Additional Postpartum Visit (2nd Recommendation Req'd) #8 of 9 - Z1038• Additional Postpartum Visit (2nd Recommendation Req'd) #9 of 9 - Z1038	Additional Postpartum Visits (2nd Recommendation Req'd) - HCPCS Z1038

Claims reimbursement guidelines

- Doula groups and individual doulas will submit a completed comprehensive transaction log once a month, on or before the 12th day of the month following the month of service.
 - Doulas are strongly encouraged to submit claims within this time frame to receive reimbursement in a timely manner.
- 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.”
- 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 guidelines

- Doulas will receive reimbursement monthly.
- 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 Basic

Enrollment in the Paymode-X is simple:

1. Go to 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 (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.



The screenshot shows the Paymode-X enrollment page. At the top left is the Paymode-X logo. Below it are the logos for Blue Shield of California and Promise Health Plan, followed by the text "Blue Shield of California Payment Network". The main message reads: "Blue Shield of California is pleased to offer electronic payments through Paymode-X, the largest and fastest growing settlement network". Below this, a dark blue box contains the heading "What you may need:" followed by three bullet points: "A Valid Email Address", "Your Company's US Tax ID Number (EIN)", and "Your Company's Bank Account and Transit Routing Number". To the right of these requirements is a green "Join Now" button and a link that says "Already a member?".

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Blue Shield Promise member grievances and referrals

Member grievances: Doulas may refer members to the following resources if the member has a complaint or wants 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

- 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.
- Member’s PCP or specialty provider may also refer members 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)

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

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
- 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 and use of 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
 - San Diego providers: SDCommunitySupports@blueshieldca.com
- For more information, visit Blue Shield Promise Provider Connection: [Community Supports](#)

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 health 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 young 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.

Blue Shield resources for doulas

For	Contact
<p>Blue Shield Promise Doula Program</p> <ul style="list-style-type: none"> • Blue Shield Promise Doula Program help • Blue Shield Promise Doula Transaction Log submission or reimbursement help • Report a problem, dispute or complaint 	<ul style="list-style-type: none"> • Email: BSCPromiseDoula@blueshieldca.com • Phone: (888) 373-2752, 8:00 a.m. – 12:00 p.m. and 1:00 p.m. – 5:00 p.m., Monday - Friday
<p>Blue Shield Promise Maternity Care Management Program</p> <ul style="list-style-type: none"> • Information about the Maternity Care Management and Doula programs • Recommend members for doula services • Refer members to Maternity Care Management • Connect members with pregnancy-related services that are available through Medi-Cal 	<ul style="list-style-type: none"> • Maternity Care Management provider web page • Phone: (888) 802-4410, 8:00 a.m.–5:00 p.m., Monday - Friday • Maternity Care Management Referral form
<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>Blue Shield Promise Medi-Cal Provider Manual web page</p>
<p>Blue Shield Promise Provider Services</p> <ul style="list-style-type: none"> • Check member eligibility by phone • Help with website 	<ul style="list-style-type: none"> • (800) 541-6652 or • (800) 468-9935



Blue Shield resources for doulas, continued

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



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	DHCS doula training resources landing page DHCS Doula Services Benefit presentation deck (PDF) Doula Services Benefit webinar (video, 9:37)
DHCS Medi-Cal FAQs: Answers to questions about programs, policies and billing, grouped into topical categories.	DHCS Medi-Cal Providers FAQs
Information about Medi-Cal's coverage and reimbursement telehealth policies, including required documentation. (PDF)	Medi-Cal Provider Manual: Telehealth (PDF)
DHCS Doula provider manual	Department of Health Care Services (DHCS) Medi-Cal Manual for the Doula Services Benefit

DHCS resources, continued

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

Additional training resources from Blue Shield Promise

Racism in American Medicine

Dr. Tina Sacks, Assistant Professor at UC Berkeley School of Social Welfare discusses 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)

[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.

What your Lesbian, Gay, Bisexual, Transgender, and Questioning patients would like you to know

This webinar covers practical guidelines and considerations for providing inclusive health care to your LGBTQ patients. Topics include creating a welcoming environment for LGBTQ patients, using non-judgmental questions, and using language preferred by LGBTQ patients.

[Recorded webinar](#) (1.5 hours)

[Presentation](#) (PDF, 1.3 MB)

California Blue plans explained

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

[Who's who in the world of Blue](#) (PDF, 203 KB)

Home visiting safety tips

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

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

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.

Encounter: A record of a health care visit which includes information about services rendered. Health plans use transaction data to pay provider groups who provide services to the plan's members.

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.

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.



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