

Medi-Cal Doula Services Recommendation

Support for healthy pregnancies and follow-up care

If you are a Medi-Cal beneficiary...



If you are pregnant or were pregnant, you are eligible for doula services up to one year after your pregnancy. Doulas provide physical, emotional, and nonmedical support before and after pregnancy, as well as support during labor and delivery, miscarriage, and abortion. To receive doula services from Medi-Cal, you will need a recommendation from a licensed provider. You can request a recommendation form from a licensed provider¹, for example, a doctor, midwife, or nurse, and then give this signed form to your doula(s) of choice. You can ask for a recommendation even if you do not know who your doula(s) will be yet. Please see www.dhcs.ca.gov/provgovpart/Pages/Doula-Services.aspx for more information.



If you are a doula...

You must retain the record of a licensed provider's recommendation for each member prior to initiation of their doula care, storing the record in a manner consistent with HIPAA requirements.



If you are a licensed provider¹...

By providing this recommendation of doula services, you acknowledge that the beneficiary would benefit from non-clinical doula services in addition to appropriate clinical care. A recommendation is not the same as a referral, prescription, or medical order². Please use the form below or another document with the same information listed below. You may provide a recommendation without identifying the doula who will serve the member. This recommendation authorizes one initial prenatal visit; eight visits during the perinatal period, including up to one year after pregnancy; support during labor and delivery, miscarriage, or abortion; and two extended postpartum visits.

This form is an example of what can be used to access doula services through Medi-Cal. It is not necessary to use this specific form as long as a clinician's written recommendation is secured with all of the information listed below and retained by the doula.

Licensed Provider's Recommendation for Doula Services		
Beneficiary First Name:	Middle Name:	Last Name:
Beneficiary's Date of Birth:		Licensed Provider's NPI Number:
Licensed Provider First Name:	Middle Name:	Last Name:
Date of Recommendation:	Licensed Provider's Signature:	

¹For the doula benefit, Medi-Cal defines a "licensed provider" as a physician or other licensed practitioner of the healing arts, including nurse midwives, nurse practitioners, licensed midwives, and behavioral health providers, acting within their scope of practice under state law. The recommending licensed provider does not need to be enrolled in Medi-Cal or be a network provider within the beneficiary's managed care plan.

²Under Medi-Cal, a beneficiary who is pregnant within the past year, and would either benefit from doula services or who requests doula services, would meet the medical necessity criteria for a recommendation for doula services. For mor information, visit www.dhcs.ca.gov.

IMPORTANT INFORMATION ABOUT YOUR APPEAL RIGHTS

What are my rights if I do not agree with a denial of services?

If you do not agree with a denial of a recommendation for services, you can:

- Ask for a State Hearing

STATE HEARING

To ask for a State Hearing, you can fill out the “State Hearing Request” form at www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx and send it to:

California Department of Social Services
State Hearings Division
P.O. Box 944243, MS 19-37
Sacramento, CA 94244-2430

You may also call to ask for a State Hearing. The number can be very busy so you may get a message to call back later.

Toll free phone: 1-800-952-5253
TTY: 1-800-952-8349

What Are the Time Limits to Ask for a State Hearing?

- You only have 90 days to ask for a hearing. (Note: During the COVID-19 federal Public Health Emergency, you have 210 days to request a hearing.)
- The time limit starts the date of the denial.

Can I Still Get My Treatment and Ask for a State Hearing?

To still get your treatment that the denial notice is stopping or changing, you must:

- Ask for a State Hearing within 10 days from:
 - The date the notice is postmarked, or
 - The date the notice was given to you, or
 - Before the date the notice says your treatment will stop or change.
- Please say that you want to keep getting treatment during the hearing process.

It can take up to 90 days for your case to be decided and an answer sent to you.

Can I Ask for a Quick Hearing?

Yes. This is called an “expedited” hearing. If you think waiting up to 90 days may be risky for you or your child’s health, ask your doctor for a letter. The letter must explain how waiting for up to 90 days could be risky for you or your child’s life or health. Then you can ask for an expedited hearing. You need to send the letter with your hearing request.

You do not have to attend the State Hearing alone. You may bring someone with you. You can bring a friend, a relative, a lawyer, or anyone you choose. You can speak for yourself or have someone else speak for you.

For more information about the State Hearing process, go to <http://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx>