

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
POLICY/ PROCEDURE**

Policy/Procedure Number: MPCR15		Lead Department: Provider Relations	
Policy/Procedure Title: Doula Credentialing and Re-credentialing Criteria		<input checked="" type="checkbox"/> External Policy <input type="checkbox"/> Internal Policy	
Original Date: 09/01/2023 Effective Date: 01/01/2023		Next Review Date: 10/10/2024 Last Review Date: 10/11/2023	
Applies to:	<input checked="" type="checkbox"/> Medi-Cal	<input type="checkbox"/> Employees	
Reviewing Entities:	<input checked="" type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input type="checkbox"/> CEO <input type="checkbox"/> COO	<input checked="" type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: <i>Marshall Kubota, MD</i>		Approval Date: 10/11/2023	

I. RELATED POLICIES:

- A. MCNP9006 – Doula Services Benefit
- B. MPPRO1102 – Contracted Provider Education

II. IMPACTED DEPTS:

- A. Health Services
- B. Provider Relations
- C. Claims
- D. Member Services

III. DEFINITIONS:

- A. Doula: Doulas are birth workers who provide health education, advocacy, and physical, emotional, and non-medical support for pregnant and postpartum persons before, during, and after childbirth, including support during miscarriage, stillbirth, and abortion. Doulas provide person-centered, culturally competent care that supports the racial, ethnic, linguistic, and cultural diversity of Members while adhering to evidence-based best practices. Doula services are aimed at preventing perinatal complications and improving health outcomes for birthing parents and infants. Doulas also offer various types of support, including health navigation; lactation support; development of a birth plan; and linkages to community-based resources. Doulas are not licensed and they do not require clinical supervision.
- B. Enrolled Doula: A doula who is Medi-Cal approved

IV. ATTACHMENTS:

- A. Doula Attestation

V. PURPOSE:

The purpose of this policy is to define the criteria for the credentialing of Doulas as per APL 23-024 Doula Services (08/24/2023).

VI. POLICY / PROCEDURE:

- A. All individuals who provide doula services and have an independent relationship with PHC will be credentialed before they provide doula services to members. Thereafter, PHC re-credentials its doulas every thirty-six (36) months.
 - 1. The 36-month re-credentialing cycle begins on the date of the previous credentialing decision. The 36-month review cycle is counted to the month, not the day.
 - 2. If PHC cannot re-credential a doula within the 36-month time frame because the doula is on active military assignment, medical leave or sabbatical, the organization documents this and re-credentials

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the doula within 60 calendar days of the doula’s return to practice.

3. If a doula terminates with the Plan for administrative reasons, and not quality reasons, PHC may reinstate the doula within thirty (30) calendar days without performing initial credentialing. PHC performs initial credentialing if reinstatement is more than 30 calendar days after termination.

B. INITIAL DOULA CREDENTIALING CRITERIA

1. Per [APL 23-024 Doula Services](#), doulas are not licensed and they do not require clinical supervision. They must meet the following requirements:
 - a. Must be at least 18 years of age
 - b. Must possess an adult/infant cardiopulmonary resuscitation (CPR) certification
 - c. Must have completed Health Insurance Portability and Accountability Act (HIPAA) training
 - d. Per [APL 22-013, Provider Credentialing / Re-credentialing and Screening / Enrollment](#), all providers of services to Medi-Cal members must enroll as Medi-Cal Providers. As such, doulas must enroll as a Medi-Cal Provider.
 - 1) Application process through the Department of Health Care Services’ (DHCS’s) [Provider Application and Validation for Enrollment \(PAVE\) portal](#).
2. All doula applicants are required to submit the following documentation:
 - a) A completed and signed application
 - b) A valid National Provider Identifier (NPI)
 - c) A valid and current business license
 - d) Proof of professional liability coverage in the amount as outlined in the Provider Contract
 - e) Agreement to submit records or documentation of services provided if requested by PHC for an audit.
 - f) A completed and signed Doula Attestation (Attachment A) confirming the minimum credentialing requirement of either a training or experience pathway as follows:
 - 1) Training Pathway:
 - a) Completion of a minimum of 16 hours of training which includes all of the following areas with attestation to training demonstrated by the inclusion of a certificate of program completion or program syllabus:
 - i. Lactation Support
 - ii. Childbirth Education
 - iii. Foundations of anatomy of pregnancy and childbirth
 - iv. Nonmedical comfort measures, prenatal support, and labor support techniques
 - v. Developing a Community Resource List
 - b) Provide support at a minimum of three births
 - 2) Experience Pathway
 - a) Complete All of the following:
 - i. At least five years of active doula experience in either a paid or volunteer capacity within the previous seven years.
 - ii. Attest to skills in prenatal, labor, and postpartum care as demonstrated by three written client testimonials letters or three professional letters of recommendation from any of the following: a physician, licensed behavioral health provider, nurse practitioner, nurse midwife, licensed midwife, DHCS enrolled doula, or a community-based organization (CBO).
 - a. Letters must be written within the last seven years.
 - b. One letter must be from either a licensed provider, a CBO, or a DHCS enrolled doula.
 3. PHC will confirm the doula is free of sanctions, limitations, history of liability claims, or criminal history.
 - a. PHC will conduct a query on the following sites:

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- 1) Office of Inspector General (OIG): Exclusions from Federally Funded Programs
 - 2) Department of Health Care Services (DHCS): Medi-Cal Suspended and Ineligible Provider List
 - 3) Centers for Medicare and Medicaid Services (CMS): Exclusions from Medicare and Medicaid
 - 4) System for Award Management (SAM): Exclusions from US Government Programs
 - 5) National Practitioner Data Bank (NPDB)
 - b. Any practitioners found on any sanction reports cannot participate in the State Med-Cal Program and/or Managed Medi-Cal Program.
 - c. A query and documentation is obtained from the NPDB to address malpractice history and confirm the past five years of malpractice settlements, as applicable.
- C. RE-CREDENTIALING
1. Doulas must complete and maintain evidence of three hours of continuing education in maternal, perinatal, and/or infant care every three years. Evidence of completed training is to be made available to DHCS upon request.
 2. The following documentation must be submitted every 36 months for re-credentialing:
 - a. Completed and signed credentialing application
 - b. Proof of current Adult/Infant Cardiovascular Resuscitation Certification
 - c. Proof of professional liability coverage in the amount as outlined in the Doula Services Provider Contract.
 - d. A valid National Provider Identifier (NPI)
 - e. A valid business license
 3. PHC will confirm the practitioner is free of sanctions, limitations, history of liability claims, or criminal history.
 - a. PHC will conduct a query on the following sites:
 - 1) Office of Inspector General (OIG): Exclusions from Federally Funded Programs
 - 2) Department of Health Care Services (DHCS): Medi-Cal Suspended and Ineligible Provider List
 - 3) Centers for Medicare and Medicaid Services (CMS): Exclusions from Medicare and Medicaid
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 - c. A query and documentation is obtained from the NPDB to address malpractice history and confirm the past five years of malpractice settlements, as applicable.

VII. REFERENCES:

- A. Department of Health Care Services (DHCS) All Plan Letter ([APL 23-024 Doula Services](#)) (08/24/2023)
- B. Medi-Cal Provider Manual/ Guidelines: Doula Services (*doula*)
- C. DHCS [APL 22-013](#) Provider Credentialing and Re-credentialing and Screening/Enrollment (07/19/22) (supersedes APL 19-004)
- D. Title 22, California Code of Regulations (CCR), Sections 51184; 51242; 51340; 51532

VIII. DISTRIBUTION:

PHC Provider Manual

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Senior Director of Provider Relations

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X. REVISION DATES:
10/11/2023

XI. PREVIOUSLY APPLIED TO: N/A