

## Doula FAQ Document

Q. Can the certified doula(s) be part of both an individual and group application?
Response: All certified doulas must enroll as an individual. If they are working for a group or groups, they can be fee assigned to the group or groups listed on the application.
Q. Can a doula agency complete an application if they have subcontractors?
Response: The individual certified doula(s) should enroll first and then complete the group application listing the individuals that work for that group.
Q. Where can the managed care billable information be found? What are the reimbursement rates for visits and birth attendance?
Response: Medicaid managed care organizations (MCOs) are to negotiate rates with certified doulas. The Department of Human Services will not set a rate that Medicaid MCOs need to pay. You will need to negotiate your rate directly with the Medicaid MCO.
Q. Is there a way to batch upload multiple certified doulas for the group application, or do we have to enter each certified doula at a time answering all the questions for each certified doula?
Response: Each individual certified doula we will need to complete and submit an application. When enrolling a group, you have the ability to fee assign the individual certified doula(s) to the group.
Q. Is a certified doula with a criminal background eligible to contract?
Response: Depending on the criminal background will determine if a certified doula is eligible to submit an application. If the individual certified doula is currently precluded or excluded from participating in Medicare or Medicaid, they would not be eligible. If the individual certified doula is not currently precluded or excluded from participating in Medicare or Medicaid, they may be eligible. If the certified doula answered a 'have you ever' question with an affirmative response, the application would go through additional screening. Depending on the findings from the additional screening would determine if the certified doula were eligible.
Q. Where do we get the Pennsylvania (PA) certification at?
Response: Certification from the Pennsylvania Certification Board as a Certified Perinatal Doula is required for doulas to enroll in the Medical Assistance (MA) Program. Information on this certification can be found on the Pennsylvania Certification Board website at the following link: <a href="https://www.pacertboard.org/doula">https://www.pacertboard.org/doula</a>
Q. Where can certified doulas find additional information on how to enroll?
Response: Additional information on how a certified doula can enroll is located in the PA MAB 13-24-01 Doula Enrollment in the MA Program at the following link: <a href="https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20OMAP/MAB2024011001.pdf">https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20OMAP/MAB2024011001.pdf</a>
Q. If a certified doula works for a non-profit and also has a doula group but the doulas are independent contractors can a group application be submitted?
Response: How a certified doula enrolls will depend on how the business works. If payments are to be sent to the doula group, the individual certified doula(s) should enroll first and then complete the group application listing the individuals that work for your group. If payments are to be sent to the individual doula, the certified doula would complete the individual application.
Q. If a certified doula misses the 30-day window after revisions or updates are needed to be made to their application, would they have to reenter the application all over again?
Response: Yes, the certified doula would need to start their application over again.
Q. What certification must the certified doula attach to their application?

Response: The certified doula must attach their certification they received from the Pennsylvania Certification Board.
Q. What board certification does a doula need?
Response: To enroll in PA's Medical Assistance Program, a doula needs to obtain certification from the Pennsylvania Certification Board as a Certified Perinatal Doula. Information on this certification can be found on the Pennsylvania Certification Board website at the following link: <a href="https://www.pacertboard.org/doula">https://www.pacertboard.org/doula</a>
Q. Can a doula submit their DONA certification instead of the Pennsylvania Certification Board certification?
Response: No, to enroll in PA's Medical Assistance Program, a doula needs to obtain certification from the Pennsylvania Certification Board as a Certified Perinatal Doula. Information on this certification can be found on the Pennsylvania Certification Board website at the following link: <a href="https://www.pacertboard.org/doula">https://www.pacertboard.org/doula</a>
Q. Does a certified doula need to enroll in PA Medical Assistance prior to contracting with a managed care organization?
Response: Yes, a certified doula needs to enroll in in PA Medical Assistance prior to contracting with a managed care organization.
Q. What address should a certified doula use if they do not have a business location address?
Response: If a certified doula does not have a business location address separate from their home address, they should use their home address.
Q. Will a certified doula's home address be shared publicly?
Response: Yes. Starting July 1, 2025, section 5123 of the Consolidated Appropriations Act requires state Medicaid and CHIP fee-for-service programs and managed care plans to publish, and update on at least a quarterly basis, public searchable provider network directories including information on the specialty of the provider, whether the provider is accepting new Medicaid-covered patients, the provider's cultural and linguistic capabilities, and whether the provider offers services via telehealth and other information. Such provider directories must include Medicaid participating physicians, hospitals, pharmacies, providers of mental health and substance use disorder services, providers of long-term service and supports and other providers as required by the Secretary or the state.
Q. Will a link or a copy of the slides be shared?
Response: A copy of the slides was share with the PA Doula Association. In addition, a copy of the slides, recording of the training, along with the FAQ document will be posted on the DHS website on the Provider Enrollment Documents webpage. A link to the Provider Enrollment Documents is: <a href="https://www.dhs.pa.gov/providers/Billing-Info/Pages/Provider-Enrollment-Docs.aspx">https://www.dhs.pa.gov/providers/Billing-Info/Pages/Provider-Enrollment-Docs.aspx</a>
Q. If a certified doula provides services in a birthing setting, such as a hospital, or in a client's home, what address should the certified doula use?
Response: If a certified doula does not have a business location address separate from their home address, they should use their home address.
Q. If a certified doula's certification is suspended in another state, does this have to be noted on the application?
Response: Yes. This would be captured in the 'have you ever' questions.
Q. Can a certified doula use a federal employer identification number (FEIN) instead of their social security number to complete their application?
Response: Yes. A certified doula can use their FEIN as long as their name is listed on the internal revenue service (IRS) document.
Q. Does the managing employee need to be a certified doula? Can it be a supervisor or financial compliance employee from the organization?

Response: The managing employee does not need to be a certified doula. The managing employee can be a supervisor or financial employee from the organization, if the certified doula prefers.
Q. When can a certified doula start to submit their application?
Response: Enrollment for certified doulas is now open.
Q. If a certified doula is the sole owner of an LLC, but prefers to enroll under their business, do they enroll under the group even though there is only one employee?
Response: The certified doula must enroll as an individual. If they are working for a LLC or their own business, they can be fee assigned themselves to the LLC or business listed on the application.
Q. Does a group need to hold off submitting their application until at least one certified doula has completed their application?
Response: Yes. At least one (1) certified doula needs to be enrolled in the PA Medical Assistance Program before a group application can be submitted.
Q. What is the application process for certified doula companies with multiple certified doulas? Is there a process for the company to apply on behalf of all the certified doulas?
Response: The individuals certified doulas must enroll first. Then the company can complete an application and fee assign the individual certified doulas that work for that company.
Q. How does a certified doula obtain a National Provider Identifier (NPI) number?
Response: A certified doula can obtain their NPI by registering in the National Plan and Provider Enumeration System (NPPES). The link to the NPPES website is: <a href="https://nppes.cms.hhs.gov/#/">https://nppes.cms.hhs.gov/#/</a> A certified doula needs a NPI to enroll in PA Medical Assistance Program.