



**Department
of Health**

NYS Medicaid Doula Services Benefit Town Hall October 8, 2024

**Office of Health Insurance Programs (NYS Medicaid)
Bureau of Maternal and Child Health Policy**

Town Hall

Please note that by participating in today's online event, you acknowledge and consent that your personal information (such as name, image) may be visible to others in the live online meeting as well as captured in the recording, which will be posted on our website.

The feedback in the context of this meeting will not be considered formal public comment.

Guidelines for Sharing

- All are invited to speak at designated times
- Please use the "Raise your hand" function to note the desire to speak
- Individuals will be unmuted in order of request, unless they have already spoken, in which case individuals who have not yet spoken will be given priority
- Please keep comments to three minutes or less

Goals and Roadmap for Today

10:00-10:05: Opening

10:05-10:30: Medicaid Updates

- Medicaid Managed Care Carve-In Date Change
- Enrollment Updates:
 - Revalidation (for Doulas who enrolled via the Doula Services Pilot)
 - Enrollment Videos
 - Enrollment Numbers
 - Ongoing Support
- Billing Support

10:30-10:55am: Discussion

10:55-11:00: Closing

Reminder: Medicaid Managed Care (MMC) Information

- Doula services will be “carved out” of, or not included in, the MMC plan benefit packages between March 1, 2024 and **March 31, 2025**.
- Effective **April 1, 2025**, doula services will be added to the MMC benefit package.
- **All Medicaid Members who are enrolled in Medicaid FFS or MMC plans are eligible for Medicaid coverage of doula services as of March 1, 2024. Medicaid FFS will cover the services through **March 31, 2025** for Medicaid FFS and MMC members.**

Reminders:

- Doulas must first enroll as Medicaid FFS providers before they can contract with MMC Plan. To enroll: <https://www.emedny.org/info/ProviderEnrollment/doula/>
- Each MMC Plan will have their own contracting process for doulas.
- A list of MMC plan points of contact for doulas is available on the Doula Services website: https://www.health.ny.gov/health_care/medicaid/program/doula/index.htm
- Medicaid Doula Services Provider Manual:
 - https://www.emedny.org/ProviderManuals/Doula/PDFS/Doula_Policy_Guidelines.pdf

Revalidation Guidance for Doula Services Pilot

If you are a doula who enrolled in NYS Medicaid under the Doula Services Pilot:

- **When required to revalidate your enrollment, a notification letter will be mailed to the correspondence address on your enrollment file.**
- When you receive a letter(s) notifying you to revalidate your enrollment, it is important to follow the guidance posted on the Doula Provider Enrollment & Maintenance webpage and to submit your revalidation by the deadline in the letter.
- **You risk termination from the NYS Medicaid program if you do not revalidate timely.** However, providers are asked **NOT to submit a revalidation package until notified to do so.**
- **Please ensure your enrollment file is kept up to date**, including your correspondence address, so that you receive important notifications about your enrollment, including notices to revalidate. You can confirm or update your address on the [Provider Enrollment Maintenance Portal for Practitioners](#).
- Revalidation information can be found on the Doula Enrollment website: <https://www.emedny.org/info/ProviderEnrollment/doula/>

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Enrollment Updates

Doula Enrollment Summary	As of 9/30/2024
Pilot Doulas Enrolled in Statewide Benefit	44
Received Applications (excluding returned applications)	95
Returned Applications	49
Approved Applications	81
Pending Applications	7
Total Doulas Enrolled in Statewide Benefit	132

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Doulas Enrolled by County*

Number of Doulas Enrolled per County	Number of Counties	County Names
60-69	1	Erie
50-59	0	
40-49	3	Kings, New York, Queens
30-39	2	Bronx, Niagara
20-29	2	Monroe, Westchester
10-19	3	Nassau, Richmond, Rockland
6-9	10	Albany, Cayuga, Chautauqua, Dutchess, Genesee, Orange, Orleans, Putnam, Suffolk, Wyoming
3-5	20	Allegany, Broome, Chenango, Cortland, Delaware, Fulton, Jefferson, Lewis, Livingston, Montgomery, Oneida, Onondaga, Ontario, Otsego, Saratoga, Schuylar, Seneca, Tompkins, Ulster, Warren
1-2	21	Cattaraugus, Chemung, Clinton, Columbia, Essex, Franklin, Greene, Hamilton, Herkimer, Madison, Oswego, Rensselaer, Saint Lawrence, Schenectady, Schoharie, Steuben, Sullivan, Tioga, Washington, Wayne, Yates
0	0*	*One doula selected every county

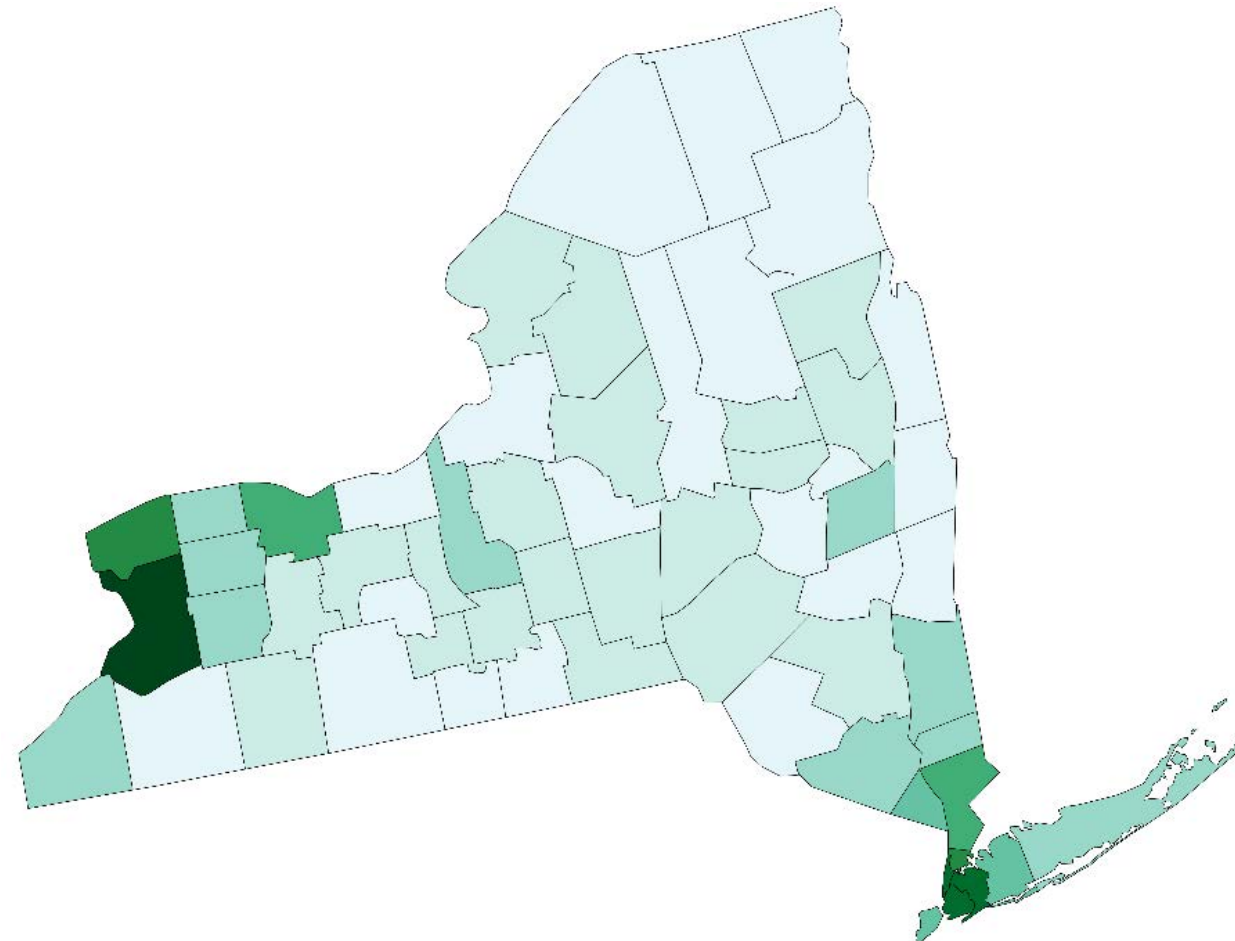
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*As of 9/30/2024

Doulas Enrolled by County*

NYS Medicaid Doulas by County Served

- 60-69 Doulas
- 40-49 Doulas
- 30-39 Doulas
- 20-29 Doulas
- 10-19 Doulas
- 6-9 Doulas
- 3-5 Doulas
- 1-2 Doulas



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*As of 9/30/2024

Doulas Enrolled by Race & Ethnicity*

Race	Number of Doulas
American Indian or Alaskan Native	2
Asian	10
Black or African American	70
Native Hawaiian or Other Pacific Islander	1
White	42
Two or More Races	7

Ethnicity	Number of Doulas
Hispanic or Latino	20
Not Hispanic or Latino	112

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*As of 9/30/2024

Doulas Enrolled by Language*

Language	Number of Doulas
English	127
Spanish	12
French	4
Haitian Creole	4
Bengali	3
Burmese	3
Hebrew	3
American Sign Language	2
Chin	2
Hindi	2
Swahili	2
Other (a little Hindi, a little Spanish, Kinyarwanda, Kirundi, Lingala, Malay, Pashto, Rohingya, Afrikaans, Arabic, Cantonese, Chinese, Dari, German, Jamaican dialect, Karen, Korean, Nepali, Nigerian language (Some Ibo), Somali, some Spanish, Yiddish)	22

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*As of 9/30/2024

How to Increase Enrollment?

- Are you a doula or involved with a doula organization?
- Are you hosting an upcoming meeting with a doula collective or doula network?
- Do you know doulas who want to enroll with Medicaid or have questions?
- Do you have ideas for engaging doulas throughout New York State to increase Medicaid enrollment?

The NYS Medicaid team is available to meet with individual doula groups and organizations to provide information about the doula services benefit and/or provide tailored enrollment support.

- To share ideas or to schedule a meeting, reach out to doulapilot@health.ny.gov.

Enrollment Support

Live Doula Enrollment Sessions:

- November 4, 10:00am-12:00pm
- January 8, 10:00am-12:00pm

Recorded Enrollment Resources:

- Doula services website: 2-hour live Enrollment Session
- eMedNY: 5-15 minute videos on doula enrollment by topic

Enrollment Support Provided by NYS Medicaid as of 10/08/2024:

- **204** total attendees at eight different Enrollment Informational sessions
- **195** total attendees at four different organizational informational sessions
- **81** total attendees at 1:1 Enrollment Sessions

Billing Support

**FOR ALL FEE-FOR-SERVICE BILLING QUESTIONS,
CONTACT EMEDNY DIRECTLY**

Call Center: 1-800-343-9000

To submit questions via email, use the website: <https://www.emedny.org/contacts/emedny.aspx>

FOR LIVE BILLING SUPPORT SESSIONS, SIGN UP: <https://www.emedny.org/training/>

Upcoming Town Hall Dates

Town Hall Meeting Dates	
October 8, 2024	<ul style="list-style-type: none"> • Town Halls are scheduled for the second Tuesday of every month from 10am-12pm. • Town Hall engagements may be reduced based on need for discussion. • Additional meetings to support provider enrollment and billing will continue to be added.
November 12, 2024	
December 10, 2024	
January 14, 2025	
February 11, 2025	
March 11, 2025	

REGISTER FOR SESSIONS HERE:
<https://www.health.ny.gov/doula>

*Attendance at all sessions is voluntary.

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Resources

Doula Services Provider Enrollment Information:

- <https://www.emedny.org/info/ProviderEnrollment/doula/>

More Information on Doula Services Benefit:

- https://www.health.ny.gov/health_care/medicaid/program/doula/overview.htm

Schedule a 1:1 Enrollment Session with the NYS Medicaid Team:

- https://calendly.com/ohip_doula/doula

Subscribe to Medicaid Updates:

- All formal announcements, effective dates, and updates to the NYS Medicaid doula services benefit will be published via Medicaid Updates.
- https://www.emedny.org/Listserv/eMedNY_Email_Alert_System.aspx

Contact Us

You may continue to share input after today's event via email and request to be added to the listserv doulapilot@health.ny.gov.

Note: The general email address for Maternal and Child Health policy is MaternalAndChild.HealthPolicy@health.ny.gov.

Thank you for participating.

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End Presentation

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