



Department
of Health

MEDICAID DOULA SERVICES TOWN HALL

OFFICE OF HEALTH INSURANCE PROGRAMS
BUREAU OF MATERNAL AND CHILD HEALTH POLICY

DECEMBER 9, 2025

TOWN HALL GUIDELINES FOR SHARING



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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.

- 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

10:00-10:05: Opening

10:05-10:30: Medicaid Updates

10:30-10:55: Discussion

10:55-11:00: Closing



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QUESTIONS REGARDING MEDICAID MANAGED CARE



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Who do I reach out to if I have questions or issues with MMC plans?

First, doulas must reach out directly to the MMC plan to resolve any questions or issues. The point of contact list is updated regularly and available on health.ny.gov/DoulaEnrollment.

If the question or issue has not been resolved after communicating with the plans, doulas can reach out with specific concerns to the following contacts and cc

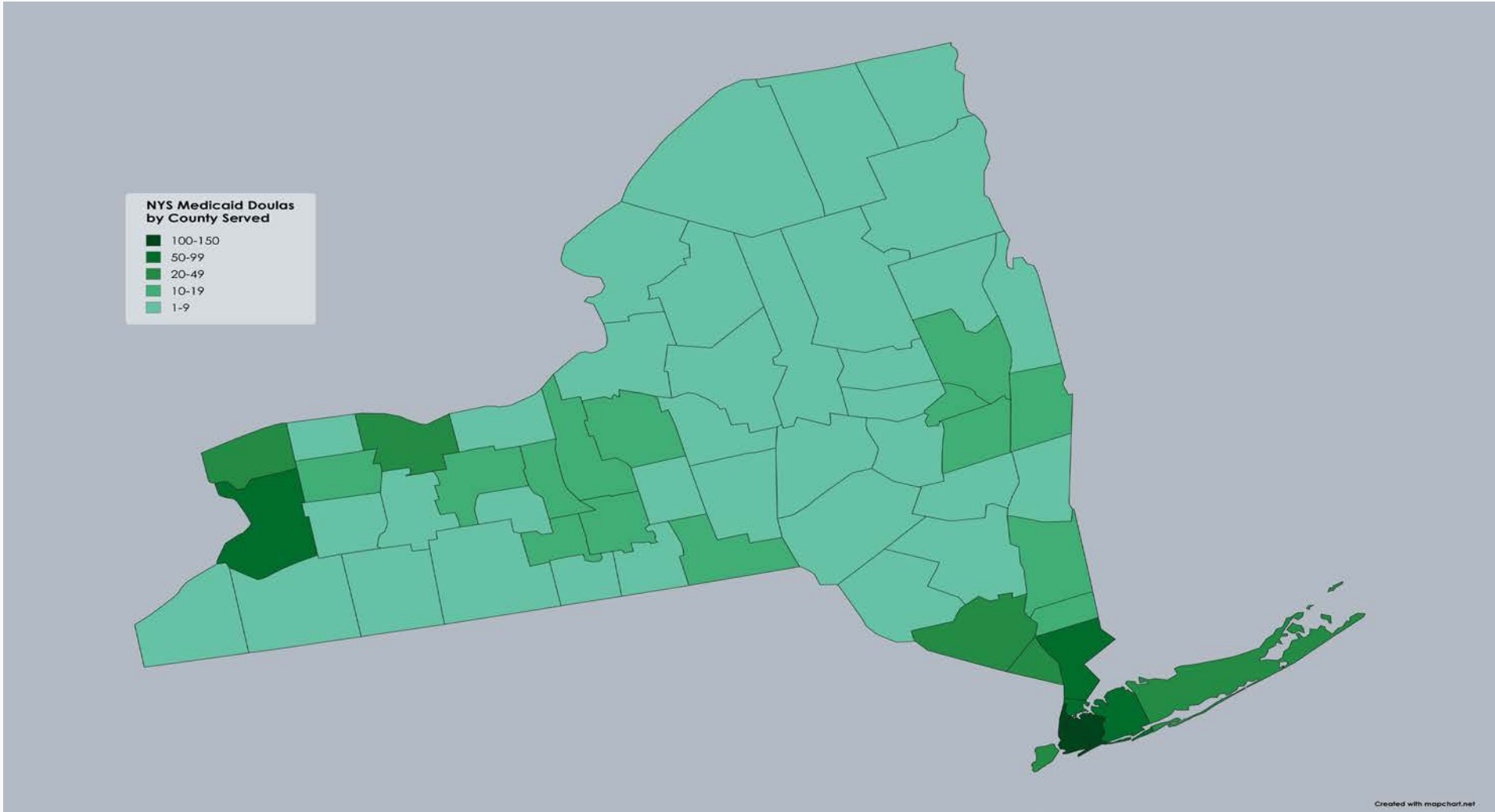
MaternalAndChild.HealthPolicy@health.ny.gov:

- For network adequacy issues: Bureau of Managed Care Certification and Surveillance BMCCSmail@health.ny.gov
- For all other issues (including not being paid): Division of Health Plan Contracting and Oversight
ManagedCareComplaint@health.ny.gov

FEE-FOR-SERVICE ENROLLMENT UPDATES

New York State Medicaid Fee-for-Service Doula Enrollment Summary	Number of Doulas
Received Applications (excluding returned applications)	371
Returned Applications	29
Pending Applications	7
Total Doulas Enrolled in Statewide Benefit	341

FEE-FOR-SERVICE DOULAS ENROLLED BY COUNTY



FEE-FOR-SERVICE DOULAS BY COUNTY SERVED

Number of Doulas	Counties
100-150	New York (Manhattan), Kings (Brooklyn) and Queens
50-99	Bronx, Nassau, Erie and Westchester
20-49	Richmond (Staten Island), Niagara, Suffolk, Rockland, Monroe and Orange
10-19	Dutchess, Putnam, Albany, Schenectady, Ontario, Genesee, Cayuga, Rensselaer, Schuyler, Seneca, Tompkins, Broome, Saratoga, Onondaga, Fulton, Orleans, Livingston, Columbia, Chautauqua, Essex, Wayne, Sullivan, Wyoming, Montgomery, Cortland, Tioga, Ulster, Chemung, Madison, Oneida, Otsego and Allegany
1-9	Chenango, Delaware, Herkimer, Jefferson, Oswego, Warren, Yates, Steuben, Cattaraugus, Lewis, Schoharie, Washington, Clinton, St. Lawrence, Franklin, Greene and Hamilton



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As of 11/25/2025

FEE-FOR SERVICE DOULAS ENROLLED BY RACE & ETHNICITY

Race	Number of Doulas
American Indian or Alaskan Native	18
Asian	19
Black or African American	201
Native Hawaiian or Other Pacific Islander	4
White	140
Two or More Races	28

Ethnicity	Number of Doulas
Hispanic or Latino	66
Not Hispanic or Latino	275



FEE-FOR-SERVICE DOULAS ENROLLED BY LANGUAGE

Language	Number of Doulas
English	328
Spanish	54
Yiddish	22
Haitian Creole	11
French	11
Bengali	6
American Sign Language	5
Hebrew, Urdu, Chinese, a little Spanish	4
Arabic, Burmese, Russian, Hindi	3
Chin, Malay, Twi (Akan language)	2
a little English, a little Hindi, Afrikaans, Cantonese, Dari, Diakhanke (African Indigenous language), Fulani, German, Italian, Karen, Korean, Malay, Maninke, Nigerian language (Some Ibo), Pashto, Portuguese, Rohingya, Sesotho, Somali, Sossou, Ukrainian, Yoruba	1



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FEE-FOR SERVICE ENROLLMENT SUPPORT

Recorded Fee-for Service Enrollment Resources:

- 2-hour Enrollment Session: health.ny.gov/DoulaEnrollment
- 5-15 minute videos on doula enrollment by topic: emedny.org/info/ProviderEnrollment/doula/

Tailored Doula Enrollment Sessions:

- The New York State 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 schedule a meeting, reach out to MaternalAndChild.HealthPolicy@health.ny.gov.

BILLING UPDATES

New York State Medicaid Doula Claims Data	Number of Claims
Total Number of New York State Medicaid Doula Providers Paid	144
Total Number of Medicaid Members Served	2525

FEE-FOR-SERVICE BILLING SUPPORT

Live Sessions: Register at emedny.org/training/

- January 23, 2026, 10:30am-12:30pm, ePACES for Doulas (Part 2)
- March 10, 2026, 10:30am-12:30pm, ePACES for Doulas (Part 2)

Recorded Resources:

- Both recorded sessions are available in the Billing Support Archive: health.ny.gov/DoulaEnrollment
- Both recorded sessions are available under Provider Training Videos: emedny.org/info/ProviderEnrollment/doula/

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

Call Center: 1-800-343-9000

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

RESOURCES

Doula Services Provider Enrollment Information:

- emedny.org/info/ProviderEnrollment/doula/

More Information on Doula Services Benefit:

- health.ny.gov/DoulaProviders
- health.ny.gov/DoulaEnrollment

Schedule a 1:1 Mail-In Enrollment Session with the New York State Medicaid Team:

- MaternalAndChild.HealthPolicy@health.ny.gov

Subscribe to Medicaid Updates:

- All formal announcements, effective dates, and updates to the New York State Medicaid doula services benefit will be published via Medicaid Updates.
- emedny.org/Listserv/eMedNY_Email_Alert_System.aspx

To Contact the New York State Medicaid Bureau of Maternal and Child Health:
MaternalAndChild.HealthPolicy@health.ny.gov

Thank you for participating.

END PRESENTATION