

# How to Request Insurance Reimbursement for Doula Services

## Submit a Claim

- \_\_ Pay your doula in full.
- \_\_ Get an invoice from your doula which includes:
  - The doula's name & address
  - The doula's SSN/TIN
  - The doula's NPI #
  - The date & location that services were provided
  - A diagnosis code
  - CPT code(s) for the services provided
  - The doula's signature
- \_\_ Submit the invoice with an Out-of-Network Provider claim form to your insurance company.

## Supporting Documents

- \_\_ Within the next month, expect a letter from your insurance company telling you that:
  - They need more information in order to process your claim; OR
  - This is not a covered expense.
- \_\_ Have your doula provide you with:
  - A copy of their certification(s)
  - Proof of other credentials, relevant trainings, or continuing education
  - A letter detailing their training, experience, and services provided for you
- \_\_ Include a Letter of Medical Necessity, or a written letter from your OB/Midwife, explaining why a doula was beneficial to you, or why they saved the insurance company money. (Decreasing your need for pain medication? High-risk pregnancy? Extra support to help prevent complications? Suggestions to help your labor progress more quickly?)
- \_\_ Write a letter explaining why you felt the need for a doula, and how you believe the doula was beneficial to your health.
- \_\_ Submit to your insurance company:
  - Your cover letter
  - The doula's letter & credentials
  - The letter from your OB/Midwife

## File an Appeal

- \_\_ If they continue to refuse coverage, write a letter to Health Services requesting that they review your claim, as you feel that it was a cost-cutting measure and they should cover the cost.
- \_\_ Follow-up by telephone if necessary.
- \_\_ If they refuse, write a letter to the CEO explaining why you feel that doula care should be a covered expense. They may not pay your current claim, but they will consider it for the future.