

Doula Services – Provider Training for Billing and Claims Payment

The following frequently asked questions detail Humana Healthy Horizons® in Florida's guidance related to doula services. These services are available to our members with no age restrictions.

| Question | Response |
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| What is Humana Healthy Horizons' strategy for contracting doula services? | <p>Humana Healthy Horizons works directly with doula providers.</p> <p>Humana Healthy Horizons does not intend to add administrative burden to doulas or require a rigorous contracting or credentialing process.</p> <p>As long as doula providers submit claims in accordance with guidelines in this document, Humana Healthy Horizons pays all state-limited or fully enrolled doula providers with active status.</p> |
| How should I bill Humana Healthy Horizons for payment? | <p>Paper and electronic CMS-1500 (professional) (formerly HCFA-1500) claims are acceptable billing forms. Ensure codes billed align with the CPT codes in this document.</p> <ul style="list-style-type: none">• For efficient processing of your claims, Humana Healthy Horizons recommends you submit all claims electronically through direct data entry (DDE) on the Availity Essentials portal <p>Typical provider:</p> <p>State-registered healthcare providers who provide covered Medicaid services to Humana Healthy Horizons members must:</p> <ul style="list-style-type: none">• Submit value-added services (VAS) benefit claims to Humana Healthy Horizons in the format and manner used for non-VAS benefits• Adhere to the ASC X12 Standards for Electronic Data Interchange (837P), as managed by Washington Publishing Company. |

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| <p>How should I bill Humana Healthy Horizons for payment? - (cont.)</p> | <p>Atypical provider:</p> <p>Doula providers do not render covered Medicaid services for Humana Healthy Horizons members and are not registered with the state as a Medicaid provider. Thus, doula service providers should follow the guidance below when submitting claims.</p> <ul style="list-style-type: none"> Paper <p>For paper claim on the professional healthcare claim form (CMS-1500): The provider's Medicaid ID number must be placed in box 33B of the form. If the provider has a National Provider Identifier (NPI) on the provider master list with the Agency for Health Care Administration (AHCA), the NPI should be billed on the claim. If no NPI appears on the provider master list with AHCA, an NPI should not be billed on the claim.</p> <ul style="list-style-type: none"> – Instructions to complete can be found at National Uniform Claim Committee – 1500 Instructions (nucc.org). – To obtain claims forms, providers should call the U.S. Government Publishing Office at 866-512-1800, local printing companies or office supply stores in their area. – There are several services that provide free or low-cost fillable CMS-1500 claims forms – Claims should be sent to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601 Electronic <p>Submitting electronic claims through Availity Essentials:</p> <ul style="list-style-type: none"> – Availity Essentials has direct data entry (DDE) to submit electronic claims. – Prior to submitting a claim, you will need to register as an “Atypical” (providers who do not have an NPI) provider in the Availity Essentials portal. – After registering, wait overnight before submitting claims. – When entering claims, select your name from the provider dropdown to bypass the Health Information Portability and Accountability Act (HIPAA) edit requiring an NPI. – Select the Professional Claim option and Humana as the recipient of submission. – The MCD ID is not a required field, however you may use your Social Security Number or Tax ID. – Access Availity Essentials (https://www.availity.com/essentials), then click REGISTER at the top of the page. <p>If you experience issues registering or submitting claims in the Availity Essentials portal, please call Availity Client Services at 800-282-4548, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.</p> |

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| How many visits can a Humana Healthy Horizons member have with a doula? | <p>Humana Healthy Horizons members can have:</p> <ul style="list-style-type: none">• 4 prenatal visits with a doula• 4 postpartum visits with a doula• A doula present to provide delivery assistance and coaching | | | | | | | | | | | | | | | | | | | | | | | | |
| What procedure codes does Humana Healthy Horizons use for doula services? | <p>The doula services include the following CPT procedure codes:</p> <table><tr><th>CPT code</th><th>Description</th><th>Maximum number of visits</th><th>Rate/visit</th></tr><tr><td>S9445</td><td>Prenatal education (patient education non-classified, non-physician)</td><td>4</td><td>\$75</td></tr><tr><td>S9445+TS</td><td>Postpartum education (patient education non-classified, non-physician)</td><td>4</td><td>\$75</td></tr><tr><td>59409+XU</td><td>Doula support for vaginal delivery only—this service cannot be billed with 59612+XU or 59620+XU</td><td>1</td><td>\$200</td></tr><tr><td>59612+XU</td><td>Doula support for VBAC delivery only, with or without episiotomy and/or forceps – This service cannot be billed with 59409+XU or 59620+XU</td><td>1</td><td>\$200</td></tr><tr><td>59620+XU</td><td>Doula support for Cesarean Delivery only, following attempted VBAC – This service cannot be billed with 59612+XU or 59409+XU</td><td>1</td><td>\$200</td></tr></table> | CPT code | Description | Maximum number of visits | Rate/visit | S9445 | Prenatal education (patient education non-classified, non-physician) | 4 | \$75 | S9445+TS | Postpartum education (patient education non-classified, non-physician) | 4 | \$75 | 59409+XU | Doula support for vaginal delivery only—this service cannot be billed with 59612+XU or 59620+XU | 1 | \$200 | 59612+XU | Doula support for VBAC delivery only, with or without episiotomy and/or forceps – This service cannot be billed with 59409+XU or 59620+XU | 1 | \$200 | 59620+XU | Doula support for Cesarean Delivery only, following attempted VBAC – This service cannot be billed with 59612+XU or 59409+XU | 1 | \$200 |
| CPT code | Description | Maximum number of visits | Rate/visit | | | | | | | | | | | | | | | | | | | | | | |
| S9445 | Prenatal education (patient education non-classified, non-physician) | 4 | \$75 | | | | | | | | | | | | | | | | | | | | | | |
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| 59409+XU | Doula support for vaginal delivery only—this service cannot be billed with 59612+XU or 59620+XU | 1 | \$200 | | | | | | | | | | | | | | | | | | | | | | |
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| 59620+XU | Doula support for Cesarean Delivery only, following attempted VBAC – This service cannot be billed with 59612+XU or 59409+XU | 1 | \$200 | | | | | | | | | | | | | | | | | | | | | | |
| | <p>Additionally:</p> <ul style="list-style-type: none">• Humana Healthy Horizons allows service for pregnant Managed Medical Assistance (MMA) members.• Humana Healthy Horizons includes prenatal services, birth coaching during delivery and postpartum care in the reimbursement of these global codes.• Reimbursement reflects an all-inclusive rate, billed once by the doula after completing delivery and/or all follow-up postpartum-care services.• Doulas must accept Humana Healthy Horizons’ reimbursement as payment in full and not bill the patient for any amount. Florida and federal law generally prohibit the practice of balance billing Medicaid members. See F.A.C. 59G-1.050, 42 CFR § 444.15 and 42 CFR Part 438. Failure to comply could lead to referral to the state of Florida for further review. | | | | | | | | | | | | | | | | | | | | | | | | |

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| Does Humana Healthy Horizons require authorization for services? | No. Humana Healthy Horizons reimburses all services billed without authorization/referral requirements. |
| Where can I access training material? | <p>Training materials can be found at the following websites:</p> <ul style="list-style-type: none"> • Provider reference materials → • Access webinars and resources → |
| Who do I contact at Humana Healthy Horizons for specific questions related to these services or to escalate issues about claim payment? | <p>Email claims-related payment issue inquiries to FLMedicaidResolution@Humana.com.</p> <p>Email care management at FL_MMA_OB_Referrals@humana.com.</p> |
| What is Humana Healthy Horizons' reimbursement timeline? | Humana Healthy Horizons intends to process all claims within 20 days of receipt. This includes coordination-of-care claims for all members in accordance with statutory requirements. |
| Where can I find additional Humana Healthy Horizons provider information? | For all provider materials, please visit Humana.com/HealthyFL . |