

# Doula Services



As a Humana Healthy Horizons® in Florida member, you get the Medicaid coverage you need and deserve – and more.

**For our pregnant members, this includes:**

- Cell phone service
- Doula services before, during, and after a pregnancy
- No copayments or cost share on all services

## What is a doula?

**A doula, also known as a birth companion:**

- Can answer your questions and help you find birthing classes and get information on comfort measures during delivery
- Goes to doctors' visits with you
- Has been shown to help mothers have a healthier pregnancy and birth, including improved breastfeeding rates and increased chance of a vaginal birth
- Helps you develop a birth plan

- Is trained to provide physical and emotional support to a mother before, during, and after a pregnancy
- Will work with you starting a few months before your baby is due

**However, doulas:**

- Are not medical staff
- Cannot provide medical care

## Benefits of working with a doula

According to the American Pregnancy Association<sup>1</sup>, having a doula as a member of your birth team can:

- Decrease overall cesarean rate by 50 percent
- Improve your baby's overall health at birth
- Improve the rate of spontaneous vaginal delivery
- Increase how satisfied you are with your labor and delivery experience
- Reduce the length of labor by 25%
- Reduce the need for pain medicine

**Humana**  
Healthy Horizons®  
in Florida

## Humana Healthy Horizons in Florida doula benefit information

All pregnant Humana Healthy Horizons in Florida members of all ages can get doula assistance at no cost before, during, and after a pregnancy. Eligible members can choose to work with any doula who:

- Is in Florida
- Will accept our standard reimbursement rate
  - Doula should bill Humana Healthy Horizons directly and not ask you to pay in advance

Your doula can visit [Humana.com/FLTraining](https://www.humana.com/FLTraining) and refer to the Doula provider training for billing and claims payment resource.

### Here's what you need to know about this benefit:

<b>Doula assistance, per pregnancy, to provide:</b> <ul style="list-style-type: none"><li>• Emotional and physical support to the laboring mother and her family</li><li>• Prenatal care support</li><li>• Supportive coaching during labor for a vaginal delivery or for a vaginal delivery after previous cesarean delivery</li><li>• Postpartum care support</li></ul>	<ul style="list-style-type: none"><li>☑ To find a doula services provider near you, talk to your OBGYN.</li><li>☑ Check with the hospital where you plan to deliver to make sure you can have a doula with you.</li><li>☑ Some doulas offer virtual support services. Your doula can share more information with you about these services.</li></ul>
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Call HumanaBeginnings® at **800-322-2758 (TTY: 711) Ext. 1394119**, Monday – Friday, from 8:30 a.m. – 5 p.m., Eastern time to:

- Learn more about doula services
- Learn about the HumanaBeginnings program

Learn more about HumanaBeginnings at [Humana.com/FloridaMoms](https://www.humana.com/FloridaMoms).

1. Having a Doula – What are the Benefits? American Pregnancy Association. <https://americanpregnancy.org/healthy-pregnancy/labor-and-birth/having-a-doula-616>. December 9, 2022. Last accessed on July 2, 2021.

**ENGLISH:** This information is available for free in other languages and formats. Please contact our Customer Service number at **800-477-6931**. If you use **TTY**, call **711**, Monday – Friday, 8 a.m. to 8 p.m.

**SPANISH:** Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al **800-477-6931**. Si usa un **TTY**, marque **711**. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

**CREOLE:** Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Kliyan nou an nan **800-477-6931**. Si ou itilize **TTY**, rele **711**, Lendi - Vandredi, 8 a.m. a 8 p.m.

**FRENCH:** Ces informations sont disponibles gratuitement dans d'autre langues et formats. N'hésitez pas à contacter notre service client au **800-477-6931**. Si vous utilisez un appareil de télétype (**TTY**), appelez le **711** du lundi au vendredi, de 8h00 à 20h00.

**ITALIAN:** Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero **800-477-6931**. Se utilizza una telescrivente (**TTY**), chiami il numero **711** dal lunedì al venerdì tra le 8 e le 20:00.

**RUSSIAN:** Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру **800-477-6931**. Если Вы пользователь **TTY**, звоните по номеру **711** с понедельника по пятницу, с 8.00 до 20.00.

## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-477-6931 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m. Eastern time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

## Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
**Discrimination Grievances**, P.O. Box 14618, Lexington, KY 40512-4618.  
If you need help filing a grievance, call **800-477-6931** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the  
**U.S. Department of Health and Human Services, Office for Civil Rights**  
electronically through their Complaint Portal, available at  
**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at **<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>**.

Auxiliary aids and services, free of charge, are available to you.  
**800-477-6931 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

**Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.**

**English:** ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **800-477-6931 (TTY: 711)**.

**Español: (Spanish)** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-477-6931 (TTY: 711)**.

**Kreyòl Ayisyen: (French Creole)** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **800-477-6931 (TTY: 711)**.

**Tiếng Việt: (Vietnamese)** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **800-477-6931 (TTY: 711)**.