Newly Contracted Doula Orientation

Rev. 8/30/23

NEWLY CONTRACTED DOULA ORIENTATION

AGENDA:

1. Introduction
2. Alliance Mission, Vision and Values
3. The Managed Care Model
4. How Members join the Alliance
5. Member Eligibility
6. Doula Benefit
7. Alliance Information

Welcome to the Alliance!

Who are we?

- Central California Alliance for Health (the Alliance)
- County Organized Health System
- Serve over 350,000 members in Santa Cruz, Monterey, and Merced Counties
- Operate using the Managed Care Model

What programs do we cover?

- Medi-Cal
- Alliance Care IHSS (Monterey)

Alliance Mission, Vision and Values

Our Mission

Accessible, quality health care guided by local innovation.

Our Vision

Healthy people. Healthy communities. (English)

Our Values

EQUITY
Eliminating disparity through inclusion and justice.

INTEGRITY
Telling the truth and doing what we say we will do.

IMPROVEMENT
Continuous pursuit of quality through learning and growth.

COLLABORATION
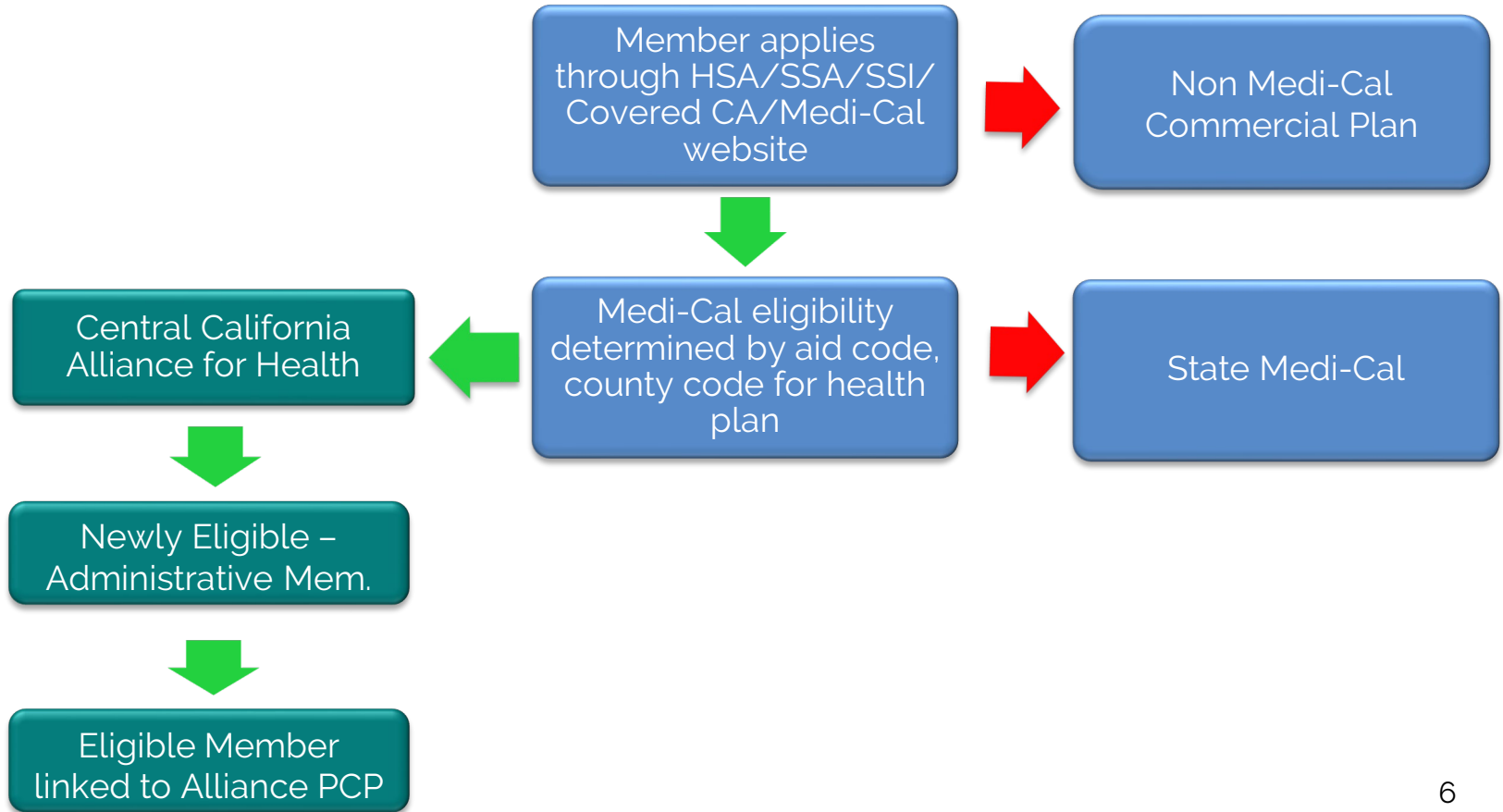Working together toward solutions and results.

The Managed Care Model

- Members select a **Primary Care Provider** (PCP) who provides a patient-centered medical home.

- PCP is responsible for members' **primary and preventive care** and arranging and coordinating all other aspects of their health care.

- PCPs are family practice, internal medicine, pediatrics or OB/GYNs.

- Eligible members **assigned** ("linked") to a PCP or clinic may only see a specialist (e.g., cardiologist, dermatologist, rheumatologist) if referred by their PCP.

How Members Join the Alliance

Member applies through HSA/SSA/SSI/Covered CA/Medi-Cal website

→ Non Medi-Cal Commercial Plan

Medi-Cal eligibility determined by aid code, county code for health plan

→ State Medi-Cal

Central California Alliance for Health

Newly Eligible – Administrative Mem.

Eligible Member linked to Alliance PCP

Membership Cards

Alliance Cards

CENTRAL CALIFORNIA ALLIANCE FOR HEALTH
800-700-3874

Member:
Member ID: **Effective Date:**
Birth Date:
                             Program:
PCP:

24/7 Nurse Advice Line/Línea de Consejos de Enfermeras: 844-971-8907
Dental/Cuidado dental: Medi-Cal Dental Program 800-322-6384
Mental health/Salud mental: Beacon Health Options 855-765-9700
Prescription drugs/Medicamentos recetados: Medi-Cal Rx 800-977-2273
Vision/Visión: Vision Service Plan (VSP) 800-877-7195
TTY Line/Línea TTY: 877-548-0857
www.thealliance.health

CENTRAL CALIFORNIA ALLIANCE FOR HEALTH
ALLIANCE CARE IHSS HEALTH PLAN 800-700-3874

Member:
Member ID: **Effective Date:**
Birth Date:
PCP:

Copayments: Office Visit: $10   Rx Generic: $5   Rx Brand Name: $15   ER: $25
24/7 Nurse Advice Line/Línea de Consejos de Enfermeras: 844-971-8907
Mental health & substance abuse/Salud mental y abuso de substancias:
Beacon Health Options 800-808-5796
TTY Line/Línea TTY: 877-548-0857
www.thealliance.health

State Medi-Cal Card

STATE OF CALIFORNIA
BENEFITS IDENTIFICATION CARD

ID No. 01234567A96144
JOHN Q RECIPIENT
M 05 20 1991 **Issue Date** 05 24 16

Member Eligibility

Prior to patient visit:

Verify **eligibility** at every visit

Eligibility can change month to month and must be reverified

How to verify eligibility?

Provider Portal: Available
24 hours a day. 7 days a week

Member Services :
(800) 700 3874
English: ext. 5505
Spanish: ext. 5508

Alliance Automated System:
(800) 700 3874 ext. 5501

Reasons why a member may not be eligible:	Reasons why a member may not be linked to a practice:
• Share of cost (members would become FFS) • Moved out of Alliance service area • Lost eligibility	• State Medi-Cal • Administrative member

Doula Services and Billing

1. Doula Services
2. Billing Codes and Modifiers
3. CMS 1500 Claim Form
4. Resources
5. Doula Eligibility and Documentation

DOULA SERVICES INCLUDE

- Perinatal support and guidance

- Health navigation

- Evidence-based education and practices for the prenatal and postpartum period and childbirth

- Childbirth and newborn/infant care

- Lactation support

- Development of a birth plan

- Linkages to community-based resources

COVERED VISITS

A written recommendation from a physician or other licensed practitioner of the healing arts acting within their scope of practice for services authorizes the following:

- One initial visit
- Up to eight additional visits that may be provided in any combination of prenatal and postpartum visits.
- Support during labor and delivery (including labor and delivery resulting in a stillbirth), abortion or miscarriage
- Up to two extended three-hour postpartum visits of up to three hours each after the end of a pregnancy

ADDITIONAL VISITS

An additional written recommendation from a physician or other licensed practitioner of the healing arts acting within their scope of practice is required for up to nine <u>additional</u> postpartum visits billed with HCPCS Z1038

NON-COVERED DOULA SERVICES

Doula services do not include

- Diagnosis of medical conditions
- Provision of medical advice
- Perform exams or procedures
- Clinical case coordination

Non-Covered Doula Services

- Behavioral health services
- Belly binding
- Clinical case coordination
- Health care services related to pregnancy, birth and the postpartum period
- Birthing ceremonies
- Massage
- Photography
- Vaginal Steams
- Yoga

BILLING CODES AND MODIFIERS

BILLING CODE	DESCRIPTION	FREQUENCY	REQUIRED MODIFIER	ALLOWED MODIFIER
Z1032	Extended initial visit 90 minutes. (Visit must be at least 90 mins)	1 per pregnancy	XP: Separate practitioner	93: Telehealth audio only 95: Telehealth w/audio video
Z1034	Prenatal visit	8 total combined prenatal and postpartum visits per pregnancy	XP: Separate practitioner	93: Telehealth audio only 95: Telehealth w/audio video
Z1038	Postpartum visit	8 total combined prenatal and/or postpartum visits per pregnancy	XP: Separate practitioner	93: Telehealth audio only 95: Telehealth w/audio video
T1032	Extended postpartum visit, per 15 minutes	2 visits per pregnancy 12 units per visit (3 hours)	XP: Separate practitioner	93: Telehealth audio only 95: Telehealth w/audio video
59409	Doula support during vaginal delivery	1 per pregnancy	XP: Separate practitioner	93: Telehealth audio only 95: Telehealth w/audio video
59612	Doula support during vaginal delivery after previous cesarean section	1 per pregnancy	XP: Separate practitioner	93: Telehealth audio only 95: Telehealth w/audio video
59620	Doula support during cesarean section	1 per pregnancy	XP: Separate practitioner	93: Telehealth audio only 95: Telehealth w/audio video
T1033	Doula support during or after a miscarriage	1 per pregnancy	XP: Separate practitioner	93: Telehealth audio only 95: Telehealth w/audio video
59840	Doula support during or after abortion	1 per pregnancy	XP: Separate practitioner	93: Telehealth audio only 95: Telehealth w/audio video

PLACE OF SERVICE CODES

POS CODES	DESCRIPTION
02	Telehealth
03	School
04	Homeless Shelter
05	Indian Health Service Free - standing Facility
06	Indian Health Service Provider - based Facility
07	Tribal 638 Free - standing Facility
08	Tribal 638 Provider - based Facility
11	Office
12	Home
13	Assisted Living Facility
14	Group Home
15	Mobile Unit for preventative and diagnostic services
16	Temporary Lodging
31	Skilled Nursing Facility
32	Nursing Facility
33	Custodial Care Facility
49	Independent Clinic
50	Federally Qualified Health Center
52	Psychiatric Facility - Partial Hospitalization
53	Community Mental Health Center
71	Public Health Clinic
72	Rural Health Clinic
99	Other Place of Service

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DIAGNOSIS CODES

Primary Dx Codes	DESCRIPTION
Z34.00	Encounter For Supervision Of Normal First Pregnancy, Unspecified Trimester
Z34.01	Encounter For Supervision Of Normal First Pregnancy, First Trimester
Z34.02	Encounter For Supervision Of Normal First Pregnancy, Second Trimester
Z34.03	Encounter For Supervision Of Normal First Pregnancy, Third Trimester
Z34.80	Encounter For Supervision Of Other Normal Pregnancy, Unspecified Trimester
Z34.81	Encounter For Supervision Of Other Normal Pregnancy, First Trimester
Z34.82	Encounter For Supervision Of Other Normal Pregnancy, Second Trimester
Z34.83	Encounter For Supervision Of Other Normal Pregnancy, Third Trimester
Z34.90	Encounter For Supervision Of Normal Pregnancy, Unspecified, Unspecified Trimester
Z34.91	Encounter For Supervision Of Normal Pregnancy, Unspecified, First Trimester
Z34.92	Encounter For Supervision Of Normal Pregnancy, Unspecified, Second Trimester
Z34.93	Encounter For Supervision Of Normal Pregnancy, Unspecified, Third Trimester
Z39.2	Encounter For Routine Postpartum Follow-Up

Secondary Dx Codes	DESCRIPTION
Z3A.00	Weeks Of Gestation Of Pregnancy Not Specified
Z3A.01	Less Than 8 Weeks Gestation Of Pregnancy
Z3A.08	8 Weeks Gestation Of Pregnancy
Z3A.09	9 Weeks Gestation Of Pregnancy
Z3A.10	10 Weeks Gestation Of Pregnancy
Z3A.11	11 Weeks Gestation Of Pregnancy
Z3A.12	12 Weeks Gestation Of Pregnancy
Z3A.13	13 Weeks Gestation Of Pregnancy
Z3A.14	14 Weeks Gestation Of Pregnancy
Z3A.15	15 Weeks Gestation Of Pregnancy
Z3A.16	16 Weeks Gestation Of Pregnancy
Z3A.17	17 Weeks Gestation Of Pregnancy
Z3A.18	18 Weeks Gestation Of Pregnancy
Z3A.19	19 Weeks Gestation Of Pregnancy

CMS 1500 CLAIM FORM

- Providers may bill on a CMS 1500 claim form or submit through a clearinghouse via EDI

- The Alliance accepts claims hard copy or electronically

- Claims are processed in approximately 30 days

- Medi-Cal website is a comprehensive resources that we will explore on a future slide

MEMBER DEMOGRAPHICS

- 1 Medicaid Box

- 1a Member ID

- 2 Member Name

- 3 Member DOB & Gender

- 5 Member Address

- 6 Relationship Box

https://files.medi-cal.ca.gov/pubsdoco/Publications/masters-MTP/Part2/cmscomp.pdf

SERVICES RENDERED

- 21A-L Diagnosis Codes
- 23 Authorization Number
- 24A Dates of Service
- 24B Place of Service
- 24D Procedure Code & Modifiers
- 24F Billed Charges
- 24G Quantities/Units
- 24J Rendering NPI
- 25 Tax ID
- 26 Patient Account Number
- 28 Total Billed Charges

PROVIDER DEMOGRAPHICS

- 31 Signature Line

- 33 Billing Provider Address and Phone

- 33a Billing NPI

cms comp
1

CMS-1500 Completion

Page updated: August 2020

The Health Insurance Claim Form (CMS-1500) is used by Allied Health professionals, physicians, laboratories and pharmacies to bill supplies and services to the Medi-Cal program. Providers are required to purchase *CMS-1500* claim forms from a vendor. Claim forms ordered through vendors must include red "drop-out" ink.

Most claims for these services and supplies may also be submitted through Computer Media Claims (CMC). For CMC ordering and enrollment information, refer to the *CMC* section in the Part 1 manual.

For additional billing information, refer to the *CMS-1500 Special Billing Instructions*, *CMS-1500 Submission and Timeliness Instructions* and the *CMS-1500 Tips for Billing* sections in this manual.

PORTAL RESOURCES

Change – Echo Portal

- Owned and maintained by the vendor Change - Echo

- The site to view and pull RA's and check information

- Requires a log in given by Change – Echo

- Providerpayments.com

- Customer Support 888-983-5574

Alliance Provider Portal

- Owned and maintained by CCAH

- The site to check member eligibility, auth status and claim status

- Requires a log in given by CCAH

- thealliance.health

RESOLVING DENIALS

Contact the Claims Department

The Claims Customer service team is available from 8:30 – 4:30 to answer your questions and help you resolve claims issues. 831-430-5503 (phones do shut down for lunch from 11:30 – 12:30 PST)

https://thealliance.health/wpcontent/uploads/RA_Guide.pdf

Submit Corrected Claims

Use Box 19 for documentation see policy 600-1009

Doula: **Eligibility Criteria**

To be eligible for Doula services, Members must be enrolled in **Medi-Cal Managed Care** and be Alliance members. Persons must also either be pregnant or have been pregnant within the last 12 months.	All visits are limited to one per day, per Member. Only one doula can bill for a visit provided to the same Member on the same day, excluding labor and delivery. One prenatal visit or one postpartum visit can be provided on the same day as labor and delivery, stillbirth, abortion, or miscarriage support. The prenatal visit or postpartum visit billed on the same calendar day as birth can be billed by a different doula.

Doula: Documentation Requirements

Each visit must be documented, indicating:

- Date and Time of the service
- Duration
- Information on services provided

Documentation must be kept by the doula along with the written recommendation

Sample Documentation

November 8, 2023 at 11:00 am - "Discussed childbirth education with the Member and discussed and developed a birth plan for one hour."

Alliance Information

→ **Provider Portal**

→ **Language Assistance Services**

→ **Nurse Advice Line (NAL)**

→ **Fraud, Waste, and Abuse**

→ **HIPAA Compliance**

→ **Member Benefits**

→ **Requesting Transportation**

→ **Who to Contact**

→ **Additional Resources**

Provider Portal

The **Provider Portal** is an online resource that has many valuable functions. It's a secure way to transfer information between the Alliance and the providers.

Some of the functions include:

- Member Eligibility
- Search and Submit Requests
- Claims information
- Reports
- Additional Resources

Supplemental Training/Key documentation on the Alliance Website
https://thealliance.health/trainings/enhanced-care-management-ecm-community-supports-provider-portal-training/
https://thealliance.health/for-providers/provider-portal/using-the-provider-portal/provider-portal-frequently-asked-questions/

Language Assistance Services

Telephonic Interpreting

- Available 24/7 to support members at all points of contact
- No prior approval needed
- Over 200 foreign languages

Face-to-Face Interpreting

- Only when the following situations are present:
  - Members who are deaf or hearing-impaired.
  - End-of-life issues.
  - Abuse or sexual assault issues.
  - Complex procedures or courses of therapy.
- Prior approval is required to access all face-to-face interpreter services.
- American Sign Language (ASL) is available to deaf or hard-of-hearing members for all Alliance covered services.

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Nurse Advice Line (NAL)

Member NAL Flyer

Nurse Advice Line

Dial 844-971-8907 (TTY: Dial 711)

24 hours a day, 7 days a week.

The Alliance's Nurse Advice Line provides members with answers to health care questions 24 hours a day, seven days a week.

Please ensure that our members know that they can use the Nurse Advice Line for non-emergency questions when your office is closed, or if they are unable to reach you.

The phone number for the Nurse Advice Line is printed on the Alliance Member ID card.

Fraud, Waste and Abuse (FWA)

Error

Mistakes
E.g. incorrect coding

Waste

Consumption of resources due to mismanagement, inappropriate actions, inadequate oversight; inefficiency. Typically, not a result of criminal actions.
E.g. Ordering excessive diagnostic tests

Abuse

Activity inconsistent with sound fiscal, business, or medical practice resulting in unnecessary cost; bending the rules.
E.g. Improper billing practices

Fraud

Intentional deception or misrepresentation made with the knowledge that deception could result in unauthorized benefit.
E.g. Billing for services not provided

Laws Relating to Fraud Waste and Abuse (FWA)

Laws to prevent engaging in fraudulent behavior and encouraging the reporting of FWA

Law / Requirement	Summary
Federal & California False Claims Act	• Prohibits the submission of fraudulent claims • Allows whistleblowers to be rewarded with a percentage of the money the government recovers
Anti-Kickback Statute	• Prohibits asking for / receiving anything of value in exchange for referrals of federal health care business
Physician Self-Referral Law	• Prohibits a physician from making referrals for certain designated health services to entities that they have a financial interest in
Medi-Cal Contract Requirements	• Requires health plans to report suspected FWA to the Department of Health Care Services

Training materials available via Office of Inspector General Health Care Fraud Prevention & Enforcement Action Team

HIPAA Compliance

Providers are responsible for maintaining the confidentiality of Alliance member protected health information (PHI).

Law	Summary
Privacy Rule	• Ensures individuals' PHI is protected from unauthorized use/disclosure while allowing information flow needed to promote high quality care. • Includes: permitted / required disclosures, authorization to disclose information, patient right of access to records, etc.
Security Rule	• Establishes security standards for electronic PHI. • Includes: risk analysis, encryption, administrative / physical / technical safeguards to protect PHI
Breach Notification	• Requires Covered Entities to notify patients if their PHI has been breached; includes standards for determining if a breach occurred

Training materials via the Office of Civil Rights

REPORTING COMPLIANCE CONCERNS

- Providers are our partners in ensuring compliance
  - Report HIPAA breaches, security incidents within 24 hours
  - Report suspected FWA within 5 days
- Reporting mechanism:
  - Contact your Provider Services Representative
  - Email the Compliance Department: HIPAA@ccah-alliance.org
  - Complete form on Alliance Website

Member Benefits

- Enhanced Care Management (ECM)
- Primary care
- Specialty care
- Allied services
- Durable Medical Equipment
- Self-referred services
- Prescription Drugs
- Emergency & Urgent visits
- Community Supports
- Inpatient and outpatient hospital care
- Diagnostic services (lab, x-ray, imaging)
- Doula Services
- Community Health Workers

Benefit descriptions can be found in the Member Handbook on the Alliance website.

Subcontracted Member Benefits

- **Vision**
  - Covered through Vision Services Plan (VSP)
  - Toll-free access line Monday through Friday from 6:00 am to 7:00 pm Phone: 800-877-7195

- **Medi-Cal Mental Health**
  - Carelon Behavioral Health is subcontracted to provide outpatient mental health services for Alliance members
  - Toll-free access line 24 hours a day, 7 days a week | Phone: 855-765-9700

- **IHSS Mental Health (Monterey)**
  - Carelon Behavioral Health manages outpatient and inpatient mental health. There is no referral to county
  - Toll-free access line 24 hours a day, 7 days a week | Phone: 855-765-9700

Benefits Not Covered by the Alliance

- Dental Services (Denti-Cal)

- Inpatient Mental Health Services (State Medi-Cal)

- Substance Use Disorder Treatment Services
  (Co. BH and State Medi-Cal)

- Local Education Authority Services (Regional Centers)

- Outpatient prescription drugs

- Serious Mental Illness Health Services (County BH Dept)

- Institutional long-term care (for stays longer than the month of entry)

Requesting Transportation

Providers can use this form to request non-emergency medical transportation (NEMT) for Alliance members.

Link: https://thealliance.health/wp-content/uploads/Transportation_Services_Request_Form.pdf

Who to Contact

Doula Support Contact List			
Claims Customer Service Rep	Kristine Deaton	831-430-5745	kdeaton@ccah-alliance.org
Claims Customer Service Rep	Lori Schwartz	831-430-5732	lschwartz@ccah-alliance.org
Claims Customer Services	ACD Line	831-430-5503	
Member Support	Member Services ACD Line	800-700-3874	
Sr. Provider Relations Rep	Cleo Morello	831-430-5744	cmorello@ccah-alliance.org
Provider Services Reps	ACD Line	831-430-5504	

Alliance: Where can I get additional information and resources?

Alliance Webpage Link
www.thealliance.health

Provider Portal link:
https://thealliance.health/for-providers/provider-portal/

DHCS: Where can I get additional information and resources?

Doula Services as a Medi-Cal Benefit

The Department of Health Care Services (DHCS) has added doula services to the list of preventive services covered under the Medi-Cal program. Doula services include personal support to women and families throughout a woman's pregnancy, childbirth, and postpartum experience. This includes emotional and physical support, provided during pregnancy, labor, birth, and the postpartum period. Pursuant to federal regulations, doula services must be recommended by a physician or other licensed practitioner.

Please visit the **DHCS Doula Services Website** for more information and access to the Doula Provider Resources and supporting documents

DHCS Doula Services Website link: https://www.dhcs.ca.gov/provgovpart/Pages/Doula-Services.aspx

Questions?