



*We heal and inspire the human spirit.*

**To:** All PCPs, OBs, & BH Providers  
**From:** IEHP - Provider Relations  
**Date:** August 11, 2023  
**Subject:** **Doula Services are a Covered Benefit for Medi-Cal Members**

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Effective January 1, 2023, **Doula Services** are now available to all qualifying Medi-Cal Members.

### **What are Doula Services?**

Doulas provide person-centered, culturally competent care that supports the racial, ethnic, linguistic, and cultural diversity of Members while adhering to evidence-based best practices.

Doula services support the prevention of perinatal complications and improve health outcomes for birthing parents and infants.

### **What Services are included?**

Doulas are non-clinical Providers who offer supportive services that do not supersede the role of the OB/GYN.

Doulas provide health education, lactation support, development of birth plan, advocacy, physical, emotional, and non-medical support for pregnant and postpartum personas before, during, and after childbirth, including support during miscarriage, stillbirth, and abortion.

### **Benefits for pregnant Members or those who have been pregnant within the last 12 months, include:**

- One initial visit
- Up to 8 additional visits that may be provided in a combination of prenatal and postpartum visits
- Up to two extended 3-hour (each) postpartum visits within 12-months from the end of pregnancy

### **How do I Refer a Member?**

Members can be directed to self-refer by contacting IEHP Member Services at 1-800-440-IEHP (4347).

A recommendation from a physician or other Licensed Practitioner of the Healing Arts acting within their scope of practice is required for up to nine additional doula postpartum visits billed with HCPCS code Z1038 (postpartum visit).

Recommendations can be submitted by the licensed practitioner through the IEHP eAuth Provider Portal or faxed to the UM Department (909) 890-5751.

All communications sent by IEHP can be found at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondence.

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)