

# How to Request Insurance Reimbursement for Doula Services

Fortunately, there are twenty plus insurance companies that have begun paying for doula services. You will have to call your insurance company to see if they participate. And if they do you will have to find out if they'll cover all of the expense or just part of it. Use these instructions to help guide you through the process of reimbursement. We can not guarantee that your insurance will reimburse all or part of your doula service, but we recommend you take the time to inquire, and are happy to provide you with any information you may need.

- 1.) Pay Pine Laurel Wellness in full for your doula service.
- 2.) Ask for an invoice from us which includes the following information:
  - a. The doula's name and address.
  - b. The doula's NPI number.
  - c. The date and location services were provided.
  - d. The CPT code for the services provided.
  - e. A diagnosis code.
  - f. The doula's signature.
- 3.) Submit the invoice with a claim form to your insurance company. The standard claim form that is usually used is (HCFA-1500). However your medical provider may have a different form and they should be able to provide you with the necessary form.
- 4.) Within four weeks, expect a letter telling you either that:
  - a. They need more information before they can process your claim.
  - b. This is not a covered expense.
- 5.) Ask us for the following:
  - a. A copy of your doula's certification.
  - b. Other credentials or relevant training.
  - c. A letter detailing your doula's training and experience and what they did for you.
- 6.) If possible, ask your obstetrician or midwife for a letter explaining how your doula helped you, was necessary, or saved the insurance company money.
- 7.) Write a letter explaining why you felt the need for a doula and how you believe your doula was beneficial to your health.
- 8.) Submit to your insurance company: the doula's letter and credentials, the letter from the doctor and your cover letter.
- 9.) If they refuse it, write a letter to Health Services requesting that they review the claim, as you feel it was a cost-cutting measure and they should cover the cost.
- 10.) Follow up by telephone if necessary.
- 11.) 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 claim, but they will consider it for the future.

(Adapted from: Kelli Way, ICCE, CD(DONA) 1998.