

# Doula Services – Provider Training for Billing and Claims Payment

The following FAQs detail Humana Healthy Horizons® in Louisiana’s guidance related to doula services:

Question	Response
What is Humana Healthy Horizons’ strategy for contracting doula services?	<p>Humana Healthy Horizons works directly with doula providers to simplify the process for the doulas and promote direct, open and equitable access to the service for members.</p> <p>Doula providers should submit claims in accordance with guidelines in this document.</p> <p>All valid doula claims, filed according to the instructions below, are paid the same whether the doula is registered with the state Doula Registry or until the state mandates that doulas enroll with the Louisiana Department of Health (LDH).</p>
How should I bill Humana Healthy Horizons for payment?	<p>Claims may be filed either electronically or on paper.</p> <p>A Medicaid ID may be required, which can be secured through enrolling in the Medicaid provider enrollment portal. Required enrollment is being phased in by LDH. Please confirm the current requirements by visiting the <b>Louisiana Medicaid provider enrollment portal</b> for information.</p> <p>Both types of submission require the following:</p> <ul style="list-style-type: none"><li>• The billing provider type should be DL.</li><li>• The National Provider Identifier (NPI) should be billed on the claim. If you need assistance securing an NPI, please visit <b>How to apply for an NPI online</b>.</li></ul> <ol style="list-style-type: none"><li>1. Electronic submission of claims is the preferred method for adjudicating claims payment for all providers:<ul style="list-style-type: none"><li>– To enroll in electronic claims payment, visit <b>Humana.com/provider/medical-resources/claims-payments/claims-payment/electronic-payment-options</b>.</li><li>– Our preferred electronic claims submission portal is Availity. Learn more about Availity at <b>Humana.com/LAAvaility</b>.</li></ul></li><li>2. Providers may bill doula services as a paper claim on the professional healthcare claim form (CMS-1500).<ul style="list-style-type: none"><li>– Please submit paper claims to: <b>Humana Claims Office</b> P.O. Box 14601 Lexington, KY 40512-4601</li></ul></li></ol>

## Humana Healthy Horizons® in Louisiana

Humana Healthy Horizons in Louisiana is a Medicaid product of Humana Health Benefit Plan of Louisiana Inc.

Question	Response																
What procedure codes does Humana Healthy Horizons use for doula services?	<p>The doula services include the following Healthcare Common Procedure Coding System (HCPCS) procedure codes:</p> <table><tr><th>Description</th><th>HCPCS code</th><th>Rate</th><th>Visit(s)</th></tr><tr><td>Prenatal doula visits</td><td>S9445</td><td>\$75</td><td>5 maximum</td></tr><tr><td>Postnatal doula visits</td><td>S9445</td><td>\$75</td><td>3 maximum</td></tr><tr><td>Delivery attendance by doula</td><td>99199</td><td>\$450</td><td>1 maximum</td></tr></table> <p><b>Additionally:</b></p> <ul style="list-style-type: none"><li>• Doulas must accept Humana Healthy Horizons reimbursement as payment in full and not bill the patient for any amount.</li><li>• Providers must submit claims within 365 calendar days from the date of service.</li><li>• Doula providers may not have been excluded, barred, suspended or otherwise lawfully prohibited from participation in any government healthcare program.</li></ul>	Description	HCPCS code	Rate	Visit(s)	Prenatal doula visits	S9445	\$75	5 maximum	Postnatal doula visits	S9445	\$75	3 maximum	Delivery attendance by doula	99199	\$450	1 maximum
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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?	For all provider materials, please visit <a href="https://www.humana.com/HealthyLA">Humana.com/HealthyLA</a> .																
Who can I contact at Humana Healthy Horizons for specific questions related to these services or to escalate issues about claims payment?	For claims-related payment issues: <ul style="list-style-type: none"><li>• Visit <a href="https://www.humana.com/provider/medical-resources/claims-payments/claims-payment/payment-inquiries">Humana.com/provider/medical-resources/claims-payments/claims-payment/payment-inquiries</a>.</li><li>• Call the Humana Healthy Horizons provider call center at <b>1-800-448-3810</b>.</li></ul>																
What is Humana Healthy Horizons’ reimbursement timeline?	Humana Healthy Horizons intends to process all claims within 30 days of receipt in accordance with statutory requirements. Electronic claims processing accelerates this timeline considerably.																