



Doula Benefit Summary and FAQ

The Doula Reimbursement Program reimburses covered members for the cost of services performed by a doula.

WHAT IS A DOULA?

Doulas are trained professionals that provide emotional, physical, and informational support and guidance to birthing parents before (antepartum), during (labor and delivery), and after (postpartum) childbirth. Doulas aren't medical professionals, do not provide medical care and do not replace the role of midwife or OB/GYN. Rather, they offer information and advocacy to help pregnant people navigate the healthcare system, make informed decisions about their care, and create a birth plan based on personal and cultural preferences. A doula can significantly reduce negative birth outcomes and improve the overall birth experience.

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WHO IS ELIGIBLE?

Employees (subscriber) and dependents (spouse/domestic partner or child) enrolled in the health plan.

WHAT ARE MY OPTIONS FOR OBTAINING DOULA SERVICES?

Eligible members have two (2) options:

Virtual doula. Access virtual doula services through Maven. Maven virtual doulas may assist in the creation of a birth plan, discuss birthing positions and breathing techniques, educate patients so they can advocate for themselves during the birthing process, and more. **Virtual doulas are at no cost to the member** and are available 24/7/365 by joining Maven at www.mavenclinic.com/join/franklincounty.

In-person doula. Doula services are also available in-person (or via telehealth when unavailable in-person). In addition to all the services available through a virtual doula, an in-person doula may assist in planning a home birth, use their voice or hands during labor to provide physical support and provide an understanding of hospital procedures and local hospital climate. The Doula Reimbursement Program will reimburse the cost of in-person and/or telehealth services obtained from **any certified doula**. The remainder of this document provides details regarding the Doula Reimbursement Program.

IS THERE A MAXIMUM REIMBURSEMENT AMOUNT?

Yes, the Doula Reimbursement Program will reimburse up to \$3,000 per pregnancy. If both employee and dependent are eligible, only one reimbursement is payable per pregnancy. Both cannot submit for reimbursement for the same pregnancy.

DO I NEED TO CHOOSE A DOULA FROM A LIST?

No. The only requirement is that your doula is certified (the license or certification number must be included on the claim form.) Doulas may practice independently or be a part of a collective or agency.

Eligible Services

WHAT SERVICES ARE ELIGIBLE FOR REIMBURSEMENT?

The following services performed by a doula, **on or after January 1, 2023**, are eligible for reimbursement:

Antepartum Visits

Antepartum services may include the following:

- Review of the member's home environment, equipment, child-care needs, transportation needs and requirement for interpreter services
- Review of the member's support system (family, friends, and/or significant other)
- Discuss the member's preferred infant feeding method (if breastfeeding is preferred, assist in scheduling lactation consult post-delivery)
- Provide information regarding prenatal classes
- Identify place of delivery and mode of transportation, if applicable
- Discuss the member's expectation of the birth experience, labor and delivery process and anesthesia, including discussion of a birth plan to be shared with delivering provider (OB/GYN or midwife)
- Support and reinforce information provided in prenatal classes concerning labor, delivery, and postpartum care of both the mother and the newborn, including:
 - » Confirm that there is a car seat available for transporting infant
 - » Review infant safe sleeping practices
 - » Offer suggestions for coping strategies in the postpartum period
 - » Discuss notification of active labor and expectations regarding attendance during the labor and delivery process

Labor and Delivery Attendance

Services provided during labor and delivery may include the following:

- At the member's request, be present at the birth and remain through the immediate postpartum period (including labor and delivery resulting in a stillbirth)
- Provide help and guidance on measures for comfort and pain relief such as breathing, relaxation, movement, positioning and comforting touch
- Provide emotional support and act as a facilitator to assist in communication with hospital staff
- Provide immediate postpartum support and initiation of breastfeeding, as needed (if applicable and trained to provide such breastfeeding support)

Postpartum Visits

Postpartum services may include the following:

- Discuss the birth experience
- Discuss importance of postpartum physician/midwife follow-up
- Follow-up on the infant's first wellness checkup scheduling
- Encourage member to discuss the immunization schedule with the child's healthcare provider
- If breastfeeding, provide support
- Review recommendations for postpartum health, including rest/sleep
- Assist the member in understanding baby cues and suggest techniques for soothing the baby
- Demonstrate and have the member provide a return demonstration of infant care
- Educate the member on infant carrying devices available



Restrictions & Claims

WHAT SERVICES ARE NOT ELIGIBLE UNDER THE DOULA BENEFIT?

- Still or video photography
- Placenta encapsulation
- Shopping
- Vaginal steams
- Yoga
- Group classes
- Belly binding
- Services provided by healthcare providers and covered by your health plan
- Childcare expenses
- Meal prep or housekeeping assistance
- Medical diagnosis or treatment
- Administration of medications
- Transportation
- Birthing ceremonies

ARE THERE PLACE OF SERVICE RESTRICTIONS ON REIMBURSABLE DOULAS SERVICES?

No. Eligible expenses for doula services provided at home, in a hospital or birthing center are reimbursable.

HOW DO I SUBMIT A CLAIM FOR DOULA SERVICES?

Print the Doula Claim Form from [BeWell.franklincountyohio.gov](https://www.bewell.franklincountyohio.gov) under the 'Family Forming' page. Submit the completed claim form to United Healthcare (UHC) at the address or fax number listed on the form.

- Claim forms must be submitted to UHC within 12 months of the doula services being performed.*
- **The coversheet and copies of your itemized invoice(s) and/or receipt(s) detailing the services performed must be included with the form.** Information on acceptable invoices and receipts are provided below.

Do not use the form to file a claim for services not associated with doula services. Refer to the eligible services and benefit maximum referenced above.

Your doula may require an up-front deposit or pre-payment for services. However, a claim form cannot be submitted until after services have been performed. Refer to the Healthcare FSA section regarding payment of services with pre-tax accounts.

TIPS FOR SUBMITTING AN ACCEPTABLE CLAIM FORM:

- Use black or blue ink and print clearly and legibly.
- Complete all the applicable fields on the form; sign and date it.
- Record the license/certification number of your doula where requested (or ask your doula to fill it in for you).
- Attach your dated itemized invoices and/or receipts.

WHAT ARE ACCEPTABLE INVOICES AND/OR RECEIPTS?

Itemized invoices or receipts must include the following:

- Doula name and/or practice name, address, and phone number
- Description of service
- Date(s) of service
- Location of service
- Hourly fee for service
- Hours of service
- Total billed

*Services obtained in 2023 may be granted an extension through December 31, 2024. Please contact the Benefits & Wellness Office for assistance.

Now What?

WHAT HAPPENS NEXT?

After United Healthcare processes the reimbursement, an Explanation of Benefits (EOB) is generated and made accessible to the patient at www.myUHC.com. The EOB details the charges and the amount of reimbursement payable. Reimbursements are made via check and mailed directly to the employee at the address on file.

HOW DO I ACCESS MY EOB AT WWW.MYUHC.COM?

Go to www.myUHC.com or use your mobile device to download the UnitedHealthcare app. (Use the QR code to locate the UnitedHealthcare app.) If you need assistance with the login and/or registration process, contact UHC at **877-440-5983**.



I USED A HEALTHCARE FLEXIBLE SPENDING ACCOUNT (FSA) TO PAY FOR DOULA SERVICES. CAN I COMPLETE A DOULA CLAIM FORM AND BE REIMBURSED THE MONEY I PAID FROM MY PRE-TAX FSA ACCOUNT?

No, doula expenses that have been paid from a pre-tax account, such as a Healthcare Flexible Spending Account (FSA), are not eligible for reimbursement under the Doula Reimbursement Program. You can be reimbursed by one, or the other, but not both.

FSA dollars are intended to reimburse you for expenses not covered elsewhere. If payment and/or reimbursement is requested from UnitedHealthcare (UHC) as well as a pre-tax account, the reimbursement will become taxable. **Doula expenses exceeding the \$3,000 per pregnancy maximum reimbursement amount can be reimbursed from a Healthcare FSA without incurring taxation issues.** You are solely responsible for complying with your personal income tax filing and payment obligations.

HAVE ADDITIONAL QUESTIONS?

Contact United Healthcare (UHC) at the number on the back of your ID card (**877-440-5983**) or the Benefits and Wellness Office at **614-525-5750**.