



How to Request Insurance Reimbursement for Doula Services

- ___ Pay your doula in full.
- ___ Get an invoice from her which includes the following information:
 - a. The doula's name and address
 - b. Her social security number/taxpayer ID number or 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
- ___ Submit the invoice with a claim form to your insurance company.
- ___ 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.
- ___ Ask your Doula to send you the following:
 - a. A copy of her certification (if she is certified)
 - b. Other credentials or relevant training
 - c. A letter detailing her training and experience and what she did for you
- ___ If possible, ask your obstetrician or midwife for a letter explaining why a doula helped you, was necessary, or saved the insurance company money. (Did you have a high-risk pregnancy? Did the doula's suggestions appear to prevent complications or help your labor to progress more quickly? Did the doula's presence decrease your need for expensive pain medications?)
- ___ Write a letter explaining why you felt the need for a doula and how you believe the doula was beneficial to your health.
- ___ Submit to your insurance company: the doula's letter and credentials the letter from the doctor your cover letter
- ___ 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.
- ___ Follow up by telephone if necessary.

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.

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