

DOULA UPDATE



MDHHS increases Medicaid reimbursement rates for doula services

The Michigan Department of Health and Human Services announced an increase in Medicaid reimbursement rates for doula services, effective Oct. 1, 2024. The move is a part of the MDHHS's ongoing commitment to improving maternal and infant health outcomes, particularly in underserved communities.

The new reimbursement rates aim to address the financial challenges many doulas face while helping to ensure women covered by Medicaid have greater access to critical birth support services.

Under MDHHS Bulletin MMP 24-40*, doula policy updates include:

- The rate for labor and delivery support has increased to \$1,500
- The number of covered doula visits has increased to 12 per pregnancy
- The doula visit reimbursement rate has increased to \$100

Blue Cross Complete reimburses services for any doula enrolled as a Medicaid provider on the MDHHS Doula Registry. Doula providers should continue to bill their standard rate for services. Blue Cross Complete will reimburse according to the MDHHS fee schedule or lesser of the billed charges. Refer to the Doula chapter of the MDHHS Medicaid Provider Manual* for additional enrollment and coverage information.

If you have any questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at 1-888-312-5713.

Non-emergency medical transportation available to members

Effective Oct. 1, 2024, Blue Cross Complete began providing no-cost, non-emergency medical transportation for Medicaid-covered services. These services include routine doctor visits; prenatal appointments; pharmacy pickups; trips to specialty mental health services; including substance use disorder treatment; and dental appointments for children enrolled in Healthy Kids Dental.

The Michigan Department of Health and Human Services released Letter 24-36* on July 11, 2024, establishing the new policy for Medicaid Health Plans. This update is designed to simplify NEMT for members.

Rides should be scheduled at least two days in advance through the Modivcare app. To learn more about transportation services, go to mibluecrosscomplete.com/transportation.

Providers should refer to the Non-Emergency Medical Transportation chapter of the MDHHS Medicaid Provider Manual for additional information. For full details on Letter 24-36,* go to michigan.gov.

If you have any questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at 1-888-312-5713.

Blue Cross Complete to host virtual Doula training

Blue Cross Complete will hold two Doula training meetings this year, reaffirming its commitment to support maternal and infant health. These meetings aim to equip doulas with essential skills, resources and knowledge to better service pregnant women and their families.

The virtual Doula Provider meetings will be held on the following dates:

- March 13, from 10 a.m. to noon
- Oct. 30, from 10 a.m. to noon

Registered Blue Cross Complete doulas will receive additional information and sign-up details for these meetings via email. Registration is required.

If you have any questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at 1-888-312-5713.

*Our website is mibluecrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.