



## MEDICAID ENROLLMENT GUIDE FOR DOULAS

This document will give an overview of Maryland Medicaid, the covered doula services, and the steps needed to enroll as a Maryland Medicaid Provider.

### **MEDICAID ENROLLMENT GUIDE FOR DOULAS**

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## Overview of Maryland Medicaid

Maryland Medicaid provides free healthcare services for eligible Maryland residents. Medicaid members fall into one of two groups: HealthChoice members or Fee-for-Service participants. Managed Care Organizations (MCOs) are responsible for coordinating the care of HealthChoice members. The vast majority of people who receive doula services will belong to an MCO.

There are nine MCOs in Maryland: Aetna Better Health, CareFirst, Jai Medical Systems, Maryland Physicians Care, MedStar Family Choice, Priority Partners MCO, UnitedHealthcare, and Wellpoint (formerly Amerigroup).

In order for a doula to receive payment for services provided to a HealthChoice member, a doula must first enroll as a Maryland Medicaid provider, and then submit claims to that member's MCO. From June 24, 2024 to December 31, 2025, doulas will not need to contract with an MCO to receive payment for providing services to a HealthChoice member.

**If you have further questions after reading this guide**, please see our comprehensive Doula Services FAQ for Birth Workers, [which is found on our website.](#)

## Overview of the service model

Maryland Medicaid will reimburse doulas for up to eight visits before (prenatal) or after birth (postpartum), as well as attendance at labor and delivery. The prenatal/postpartum visits can be divided up however the doula and client wish. All 8 visits could happen in the prenatal period or the postpartum period or a combination of both. Many doulas will choose to have 4 visits in the prenatal period and 4 visits in the postpartum period, but this is the decision of the doula and client.

Each prenatal/postpartum visit is broken up into 15 minute units and can last up to an hour (4 units total). These visits can be delivered via telehealth, but doulas must provide labor and delivery services in person.

**For more information on the doula service model**, including the billing codes and reimbursement amount for services, please read the Doula Services Program Manual, [which is found on our website.](#)

## How to enroll as a doula provider

[ePREP](#) is Maryland Medicaid’s online portal where you can sign up to become an approved Maryland Medicaid doula. Only doulas enrolled and approved in ePREP can be reimbursed for services provided to Maryland Medicaid beneficiaries. Doulas can enroll in three ways: as a doula collective (group practice), as an individual associated with a group (called a ‘rendering provider’), or as a solo provider.

In order to become enrolled as a provider in ePREP, you’ll need to do the following:

**Get an NPI**

An NPI (National Provider Identifier) is a 10-digit identification number issued by NPPES, which gives unique identifiers to healthcare providers across the country. If you do not already have an NPI, you must create an account with [NPPES](#). There are two types of NPIs - Type 1 (individuals) and Type 2 (group/organization). All doulas whether operating individually or as part of a group practice need a Type 1 NPI to enroll in ePREP. If you are a part of a group practice, you’ll need your organization’s Type 2 NPI, and they have to enroll in ePREP first as a New Group. [Here is a how-to guide to getting an NPI.](#)

**Get a Federal Tax ID**

You will need to submit a [W-9 form](#) with your Federal Tax ID. If applying as an individual, this can be your Social Security Number (SSN). If a group practice, this will be your Taxpayer Identification Number (TIN) or Employment Identification Number (EIN). Individual billers can choose to use a TIN/EIN for payments if they want.

**Get a State Business ID**

If enrolling as a solo practitioner or a group practice, you’ll need to obtain a SDAT number by registering your business with the State Department of Assessments and Taxation (SDAT), and be in “Good Standing” with the State. [You can complete this process here.](#) If enrolling as a rendering provider who is a member of a group practice, you do not need your own SDAT.

**Get your certifications**

Individual doulas will need to upload all applicable certificates from your certifying organization. A list of the approved certification organizations is on the [Doula Provider website](#).

**Complete the addendum**

Individual doulas will need to complete an addendum confirming that you have the following. Group practices will need to attest that all of their rendering providers have them.

- adequate liability insurance
- passed a [Fingerprint Criminal Background Check \(FCBC\)](#)

**Note:** Proof of liability insurance or background checks do not have to be uploaded in ePREP. Providers should keep proof in their records for reference.

After you have gathered these items, you can then [enroll in ePREP](#), using the appropriate ePREP workflow available [on our Doula Provider website](#): doula group, individual doula associated with a group (called ‘rendering providers’), or as an individual.

For more help on ePREP, visit [ePREP Instructions & Training Website](#), email [mdh.providerenrollment@maryland.gov](mailto:mdh.providerenrollment@maryland.gov) or call the ePREP call center: 1-844-463-7768.

## Why was my ePREP application returned or denied?

While there are many reasons why your ePREP application may not have been accepted, the three most common reasons are:

### Missing or Incorrect State Department of Assessments & Taxation (SDAT) Number

- A State Department of Assessments & Taxation (SDAT) Number is a requirement for all ePREP enrollees, whether an individual doula or group practice. This allows the State to verify that you are in good standing with SDAT.
- If you do not already have an SDAT number, you will need to obtain one before enrolling in ePREP.
- If you enter “N/A” under SDAT on your ePREP application, it cannot be approved.
- Further information on SDAT numbers is available - <https://businessexpress.maryland.gov/resources/business-faq>

### Missing or Incorrect Doula Certificates

- As part of your application, you must include copies of all of the applicable training certificates from an approved organization. The list of these is available on our [Doula Provider website](#).
- You will also be required to indicate which organizations you were trained by on your addendum, see Missing or Incorrect Addendum.

### Missing or Incorrect Addendum

- When you apply to ePREP, you must upload a signed addendum to your application. The addendum will ask you to attest to a variety of requirements, including:
  - That you have obtained all applicable training certificates from a state-approved organization, see Missing or Incorrect Doula Certificates;
  - That you have adequate liability insurance; and
  - That you have passed a Fingerprint Criminal Background Check (FCBC).
- Please make sure you complete the correct addendum. There is one for individual doula providers and one for doula groups. If you fill out the wrong form, your application will not be accepted.

The screenshot shows an email interface. On the left is a sidebar with 'Inbox' and 'Sent Messages' sections. The 'Inbox' section lists several contacts: Memorial Hospital, Kimberly Johnson, NEW HOPE, INC., and REHABILITATION CENTER DEVELOPMENTAL SERVICES. The main area shows a list of messages. The top message is from 'Memorial Hospital' with the subject 'Application Returned to Provider' and received on 'Wed 10/20/2021 03:13 PM'. A red arrow points to this message. Below it is another message from 'Kimberly Johnson' with the subject 'Submit Application' and received on 'Thu 08/26/2021 05:19 PM'. At the bottom, there is a box with the text 'Here is where you can see why your application was returned to you.' pointing to the first message.

To	From	Subject	Date Received	Actions
Kimberly Johnson	Maryland Medicaid Provider Enrollment Department	Application Returned to Provider	Wed 10/20/2021 03:13 PM	View, Reply, Forward, Delete
Kimberly Johnson	Maryland Department of Health Provider Enrollment Division	Submit Application	Thu 08/26/2021 05:19 PM	View, Reply, Forward, Delete

## How to bill for services

Once a doula is an approved Medicaid provider, they can begin providing services. After providing services to a member, a doula can bill by sending a claim to the MCO which the patient belongs to. Enrolled ePREP providers can confirm whether someone is a Medicaid participant, and which MCO they have by using the [Electronic Verification System \(EVS\)](#).

All claims will be submitted using the same form, which is called the CMS 1500. Each MCO has information on its website about how to bill them using these forms. Doulas can choose to contract with MCOs, however this will not be a requirement for payment until January 1, 2026.

There are also two billing webinars on the [Doula Provider page](#) that talk about the CMS 1500. In addition, you can contact the [Provider Services team](#) if you have questions about claims status, claims resolution, and billing procedure assistance.