

## Instructions on receiving reimbursement for postpartum doula services

- 1 Pay Mothering the Mom in full for services.
- 2 Print out all insurance reimbursement forms from [www.motheringthemom.com](http://www.motheringthemom.com)
- 3 Give sample letters to your OB/midwife and ask them to write you a letter to submit to your insurance company which says that they feel the additional services of a postpartum doula would be beneficial to you (the 99 diagnostic codes for doula services are miscellaneous codes, which always need a letter from a doctor explaining why he/she feels the services are necessary. Whether it be from a doula, a nurse practitioner, a massage therapist, a physical therapist, etc., it must be accompanied by a doctor's letter, or the insurance company will deny the services).
- 4 Fax or mail to your insurance company the following forms:
  - letter from OB/midwife
  - general letter to insurance company stating benefits of doula care, with all blanks filled in (**please supply a copy of this form to Mothering the Mom in case a representative of your insurance company should call for further information**).
  - Position paper on postpartum support (print out from [www.motheringthemom.com](http://www.motheringthemom.com) )
  - Invoice from Mothering the Mom, marked “paid in full,” detailing the services provided, with the proper CPT and diagnostic codes.
  - You may also wish to add a letter yourself, stating how and why you feel the doula's presence was beneficial to you (**please supply a copy of this form to Mothering the Mom in case a representative of your insurance company should call for further information**).

In some cases, you may hear from the insurance company before your due date arrives. In most cases, you will not receive an answer until after your birth, when you have been able to submit an invoice showing services were paid and detailing services rendered. You may receive a letter denying the claim. If you do, resubmit the same information once again for a secondary review, and cc the information to the CEO explaining why you feel this service should be covered.

If your insurance company covers your doula services, please be sure to let us know, as well as reporting what you did to DONA (Doulas of North America: [www.DONA.org](http://www.DONA.org) ), as they are compiling information on third party reimbursement and every bit of information they receive may help others to gain reimbursement for their postpartum support services.

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