

WELCOME DOULA COMMUNITY

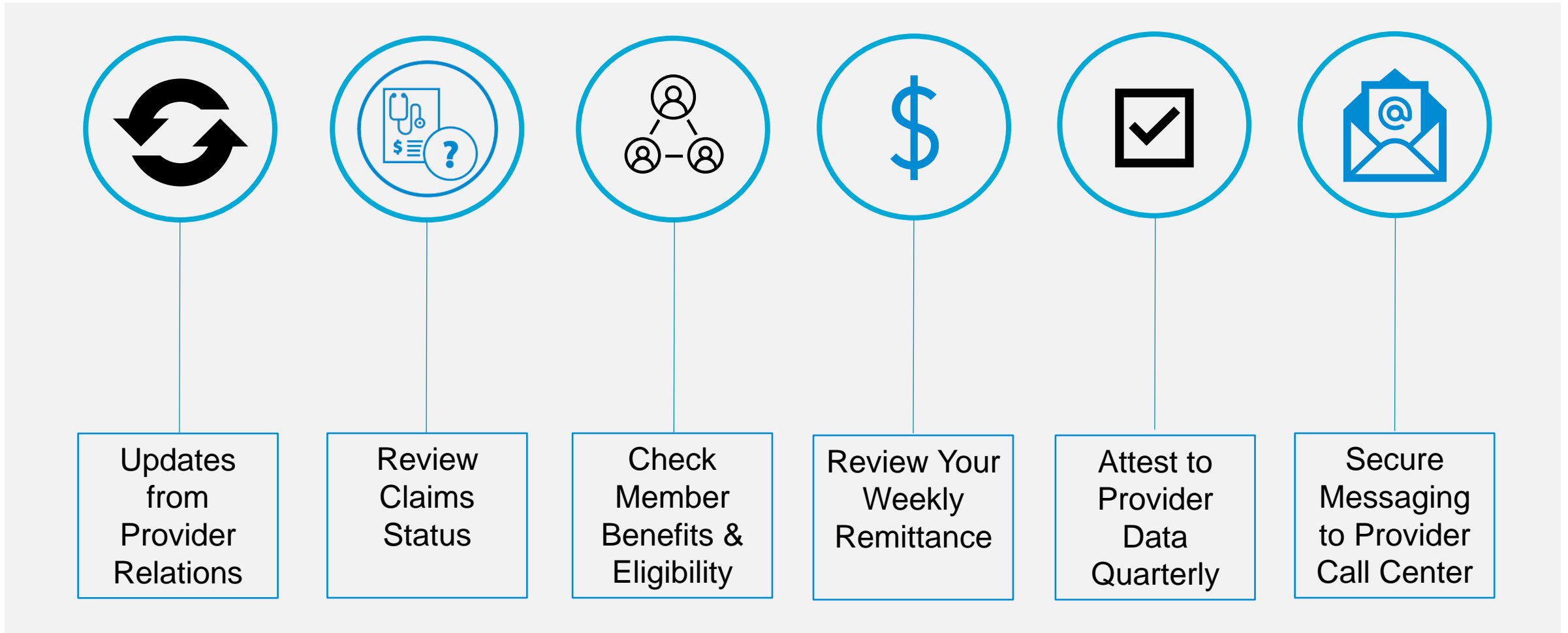


Blue Cross & Blue Shield of Rhode Island

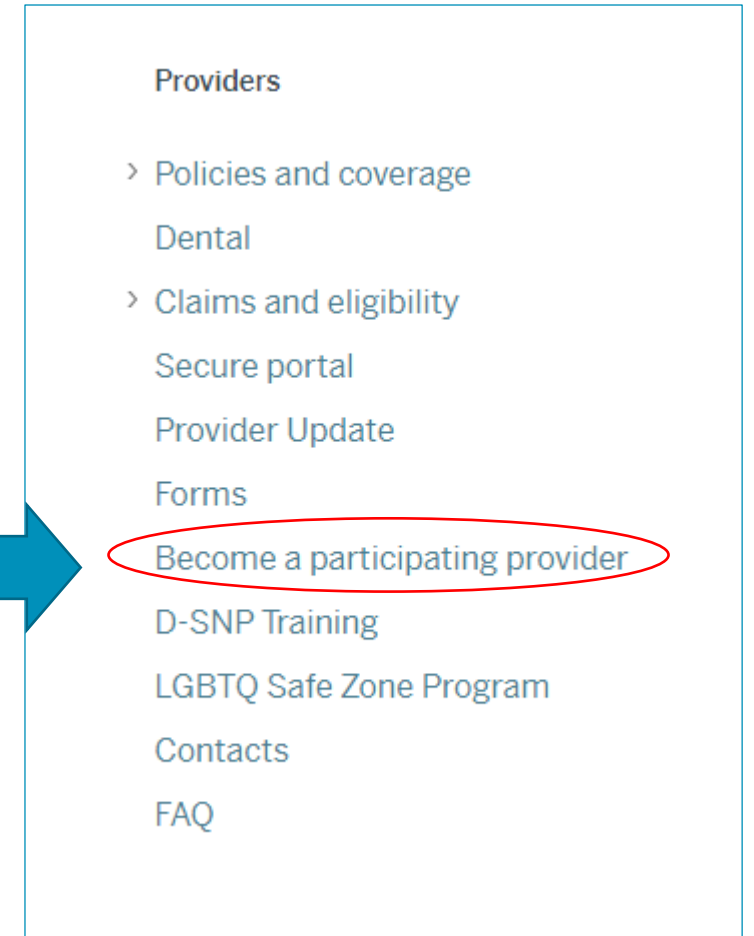
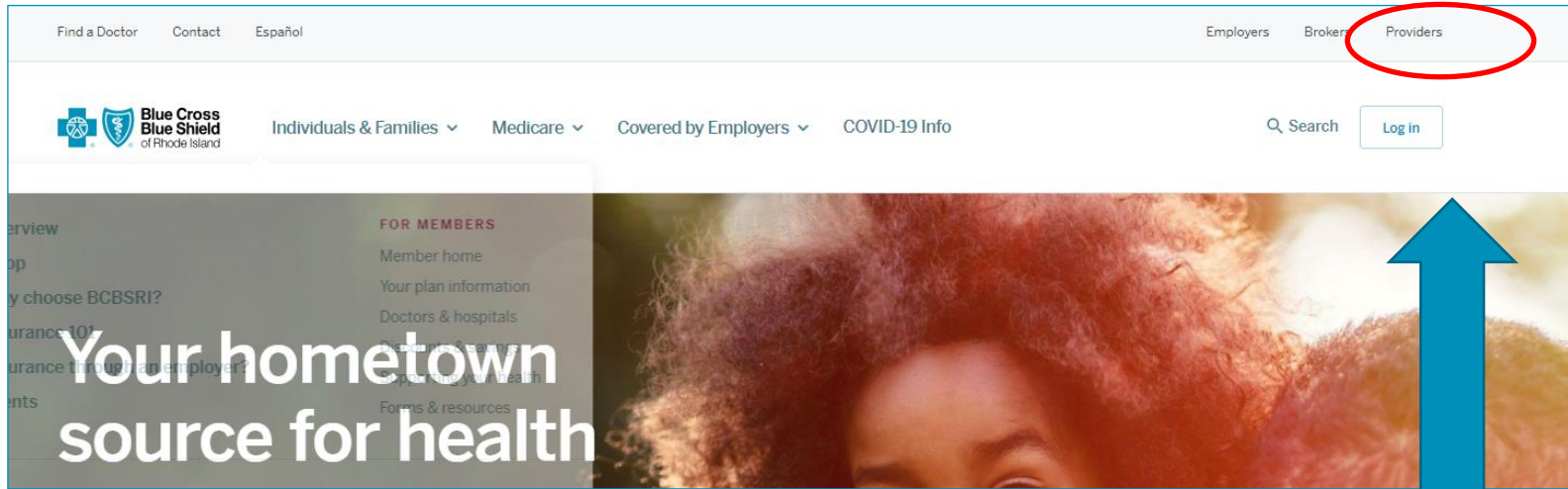
March 1, 2024

Participating with BCBSRI

Once you become a participating (in network) Doula provider with BCBSRI, you will be able to gain access to the Provider Portal.



How to become a Participating Doula with BCBSRI?



Step 1: Navigate to the “Providers” webpage on bcbsri.com

Step 2: Select “Become a participating provider” on the side navigation pane

[Become a participating provider | Blue Cross & Blue Shield of Rhode Island \(bcbsri.com\)](https://www.bcbsri.com)

Becoming a Participating Doula with BCBSRI

Step 3: Fill out the general and primary practice information.



If you are filling out this form, you are considered the “Provider” and the “Credentialing Contact”

General information

Credentialing contact

First name: Doula Last name: Doula

Contact phone number: 4011234567 Applying as: Specialist Credentialing contact email address: doula@yahoo.com

Primary practice information

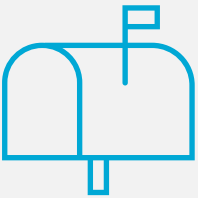
Start work date (at practice): 07/01/2022 Group name/Provider name: Doula Doula

Street address 1 (Where the physician will be rendering services): 1 Doula Lane Street address 2:

City: Providence State: Rhode Island ZIP code: 02903

Phone number: 4011234567 Provider email address: doula@yahoo.com Type 2 group NPI number:

Becoming a Participating Doula with BCBSRI



Step 4: Fill out your mailing address information

If your mailing address is the same as your primary location, you can check off the check box “Same as physical address”

Credentialing contact mailing address

FOR MEMBERS

Same as physical address

Your plan information

Street address 1

Street address 2

City

State

ZIP code


Becoming a Participating Doula with BCBSRI

Step 5: Fill out “New Provider” information

This information is similar to your general information in Step 3, but this will be produced on your contract and defines your specialty

New providers

Please note from time to time it may be necessary for our Medical Director or their designee to speak to the provider directly. Please note this information would not be shared outside of BCBSRI. Failing to provide direct contact information may delay the provider's enrollment request.

First name	Last name	Date of birth (YYYY-MM-DD)	Title
<input type="text" value="Doula"/>	<input type="text" value="Doula"/>	<input type="text" value="05/13/1987"/> 	<input type="text"/>
Email Address		Phone Number	
<input type="text" value="doula@yahoo.com"/>		<input type="text" value="4011234567"/>	
Type 1 individual NPI number	CAQH ID#		
<input type="text" value="1234567890"/>	<input type="text" value="12345678902349"/>		

Becoming a Participating Doula with BCBSRI

Final Step: Answer the handful of question in the form.

Once you've answered each question, you can hit the "Submit" button.



Do you use an electronic medical record in your practice?

Yes No

Is your practice an NCQA certified Patient Centered Medical Home (PCMH)?

Yes No

Are you a participating provider in an Accountable Care Organization (ACO)?

Yes No

Do you operate a concierge style practice which requires your patients to pay a periodic retainer fee for any of your services or do you intend to operate a practice in this manner in the future?

Yes No

Do you participate as a New England Health Plan PCP in another state?

Yes No

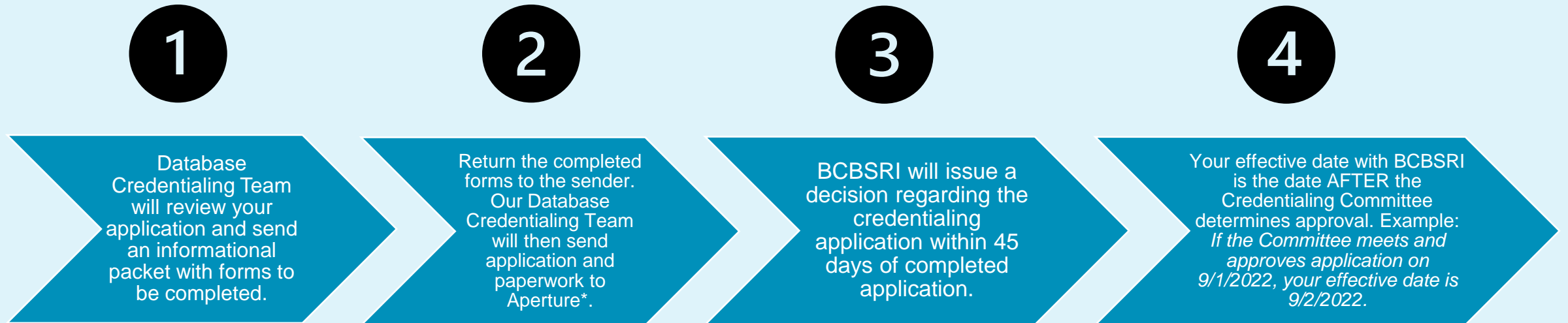
Will you be performing Telemedicine visits?

Yes No

At what frequency

Partially Fully

What Happens Next?



For any questions related to the Credentialing process, please contact [Monica Boulay](#)

* Aperture is a BCBSRI vendor responsible for completing primary source verification for credentialing. Once Aperture completes their review, the credentialing file is sent back to BCBSRI.

The Council for Affordable Quality Healthcare



What is CAQH? CAQH is a repository for providers to upload their personal and business information in one location that can then be shared with insurance companies when they wish to participate.

Why do participating providers need to use CAQH?

- ❖ Uploaded information can be used for multiple insurance companies to access for credentialing
- ❖ No need to re-fill out an application for recredentialing
- ❖ Easy upload for required documents
- ❖ Grant insurance companies permission to see your information



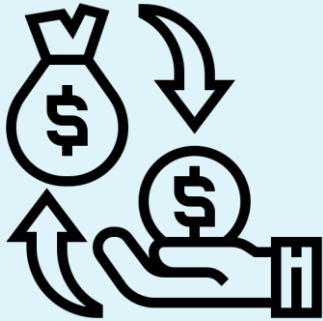
How does Claims Submission/Payment work for in-network Doulas?

How does the reimbursement process work?

- ❖ In-network Doulas will submit their claim to BCBSRI via a clearing house, paper submission or through bcbsri.com. *Claims must be filed within 180 days of the date of service.*
- ❖ Fee-for-service reimbursement not exceeding \$2,400 per pregnancy
- ❖ Doula service providers will be reimbursed at the following rates:

	Prenatal & Postpartum Visit	Labor and Delivery
Max. Visits	15 Hours	1 Labor & Delivery
Rates (per hour)	\$100	\$900

***Visits must be at least 60 minutes**



Doula Payment Policy

***Medicare does not cover Doula services. Commercial and FEP only (FEP effective 9/1/24)**

Reimbursement for out-of-network Doulas

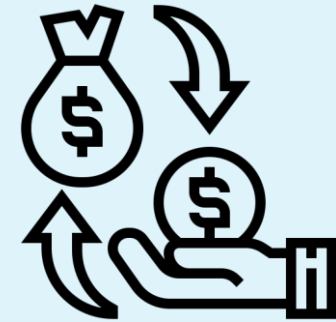
How does the reimbursement process work?

- ❖ Fee-for-service reimbursement not exceeding \$1,500 per pregnancy
- ❖ Member will be reimbursed at the following rates:

	Prenatal & Postpartum Visit	Labor and Delivery
Max. Visits	6 Hours	1 Labor & Delivery
Rates (per hour)	\$100	\$900

***Visits must be at least 60 minutes**

****Non-Participating Doulas will result in 30% reduction for all Direct Pay products**



[Member Reimbursement Form](#)

Helpful Hints and Doula Support



**Doula Provider Relations
Representative is Monica Boulay**



Monica.Boulay@bcbsri.org



401-459-5603



1 Remember to check your junk/spam folders as there are times the emails from our Credentialing Team do end up there.

2 All credentialing applications contain your personal information. BCBSRI will encrypt all emails to ensure your personal and financial information is safe. If you are having trouble opening encrypted email, contact the Doula Provider Relations Representative, Monica Boulay.

3 Due to regulatory requirement, BCBSRI sends emails every **15 days** to provide you with a status of your credentialing application. This email will advise if there are any missing documents and where your application is in the process. If you feel you have submitted the documentation stated to be missing, please contact Monica and she can confirm.