



HOW TO REQUEST INSURANCE REIMBURSEMENT FOR DOULA SERVICES (FOR PARENTS)

Checklist

- Pay your doula in full.
- Get an invoice from her which includes the following information:
 - The doula's name and address
 - Her social security number/taxpayer ID number or NPI number
 - The date and location services were provided
 - The CPT code for the services provided
 - A diagnosis code
 - 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
 - They need more information before they can process your claim.
 - This is not a covered expense.
- Ask your Doula to send you the following:
 - A copy of her certification (if she is certified)
 - Other credentials or relevant training
 - 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.
- Submit to your insurance company
- 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.

