

## Doula Services Reimbursement

Prisma Health recognizes that your childbirth journey may include services that the Prisma Health medical plan does not cover. In order to best serve our team members, Prisma Health has implemented a reimbursement program for doula services to improve your care before, during, and after childbirth.

### Frequently Asked Questions

Q: What is a doula?

A: A certified individual who provides emotional, informational, and physical support during pregnancy, birth, and the immediate postpartum period.

Q: Why is a doula helpful during pregnancy and childbirth?

A: Doula support during pregnancy has been shown to decrease the risk of cesarean and preterm birth, reduce the need for an epidural, decrease the likelihood of having a low birth weight baby or experiencing a birth complication, reduce the length of labor, and improve maternal health equity.

Q: When can I see a doula?

A: Before, during, and/or after pregnancy and childbirth.

Q: Who is eligible to receive reimbursement for doula services?

A: Eligible full-time and part-time team members and their spouses covered on the Prisma Health medical plan who have been employed greater than 90 days. Contract and PRN team members are not eligible for participation. Only one team member can utilize the financial reimbursement benefit should a team member and his/her spouse both work at Prisma Health. The team member must be actively employed at the time the expense is incurred and at the time any financial reimbursement is made. Participation in the reimbursement program ends on the earlier of: (1) The date the eligible team member ceases to be an eligible team member for any reason; provided, that eligible expenses incurred while an eligible team member is covered under the program, subject to the benefit limitations under the program, if submitted within 31 days of the employee losing his/her status as an eligible team member or (2) the date the eligible team member receives the maximum benefit under the program pursuant to the terms of the program.

Q: How much is the reimbursement?

A: Up to \$500 per pregnancy.

Q: What documentation is required to submit for reimbursement?

A: In order for reimbursement to be approved a superbill that includes the dates of service, detailed charges incurred with amounts listed, participant (team member or spouse) name, and doula care provider name.

Q: How do I submit my request for reimbursement?

A: Submissions for reimbursement must be made through Workday Help using the "Doula Services Reimbursement" case type.

Q: Is there a timeframe on how long I have to submit my request for reimbursement?

A: Submissions must be completed within 6 months from date of delivery.

Q: How is reimbursement processed?

A: Reimbursement will be processed with your paycheck within 2-3 pay periods of your approved submission.

Q: Is the reimbursement taxed?

A: Yes, reimbursement for doula services is subject to applicable federal, state, and local taxes.

Q: What expenses are eligible for reimbursement?

A: Eligible expenses are services related to utilizing professional doula services not covered by the Prisma Health medical plan. You may not submit a request for reimbursement if the services are processed through the Prisma Health medical plan. Expenses could be prenatal services/education, pregnancy support, labor and delivery support, emotional and physical support, postpartum support, etc.

Q: What documentation is required to submit for reimbursement?

A: Acceptable proofs of payment include a copy of a bill from your certified doula showing fee(s) paid or a credit card statement. Documentation must include: date(s) of service, doula or practice name, and amount paid.

Q: How do I know if my doula is certified or has received the appropriate training?

A: The requirement for certifying a doula varies between doula organizations. Please ask to see a doula's certification or proof of their completed doula training (this may be in the form of a certificate or a letter from the training organization) before seeking services.

Here's some information to look for on a doula certification or training certificate:

- The doula's name.
- A start date and/or expiration date.
- A certifying or training organization (examples include: DONA, Ancient Song Doula Services, International Black Doula Institute, and more).
- The hours and type of training the doula received.

Some examples of qualifying credentials that your doula may have include:

- CD – certified birth doula
- PCD – postpartum certified doula
- Adv. before CD or PCD – approved as an advanced doula
- BDT – birth doula trainer
- PDT – postpartum doula trainer
- DONA – certified by DONA International