



THIRD PARTY REIMBURSEMENT COMMITTEE

Sample Letter to Send with First Request for Reimbursement Or After Claim Has Been Denied

[Doula Return Address]

[Date]

[Company Name and Address]

Dear [Contact Person],

If a new technological breakthrough could provide women in childbirth a shorter labor with fewer complications, less need for pitocin, reduced use of forceps, fewer requests for epidural anesthesia and fewer cesarean births, most hospitals would purchase as many as they could afford. Of course insurance companies would pay for the use of this technology because in the end it would be cost effective. It would benefit women, babies, hospitals and the insurance industry.

You may be surprised to learn that trained doulas can do just that! Medical research shows the positive effect of labor support doulas in the birth setting. Eleven controlled trials have demonstrated the benefits listed above, in addition to a greater satisfaction with childbirth for the mothers, a more positive assessment of their babies and less postpartum depression. Babies born with a doula present have shorter hospital stays and fewer admissions to special care nurseries. They breastfeed more easily and their mothers are more affectionate in the postpartum period. The enclosed literature cites and summarizes the relevant studies. [Note: You should include the DONA Position Paper, The Doula's Contribution to Modern Maternity Care in addition to any other DONA materials.]

The word "doula" comes from ancient Greek and now refers to a trained, experienced woman who provides continuous physical, emotional and informational support to mothers before, during and after childbirth. Doulas of North America (DONA) is the oldest birth doula certifying organization in America. For more information about DONA, see the web page at www.DONA.org or call (888)788-DONA.

[Your client's name] hired me to assist in this birth because [state what benefit she was looking for, e.g. she wanted fewer interventions, she felt the need for extra support to attempt a VBAC, she hoped to avoid some circumstance that happened in a previous birth, etc.]. By serving her (and her husband, partner, family) as a doula, I have contributed to the successful birth of [baby's name]. [You might also add details about how many meetings you had with the client, how many hours you were with her during labor, the exact services you provided, etc.] If you need additional information to pay this claim, please contact me at [your phone and/or email address].

Respectfully,

[Your name and credentials]



How to Request Insurance Reimbursement for Doula Services

- _____ *Pay your doula in full.*
- _____ *Get an invoice from her which includes the following information:*
 - a. The doula's name and address*
 - b. Her social security number or taxpayer ID number*
 - c. The date and location services were provided*
 - d. The CPT code for the services provided*
 - e. A diagnosis code*
 - f. The doula's signature*
- _____ *Submit the invoice with a claim form to your insurance company.*
- _____ *Within 4 weeks, expect a letter telling you either that*
 - a. they need more information before they can process your claim.*
 - b. this is not a covered expense.*
- _____ *Ask your doula to send you the following:*
 - a. a copy of her certification (if she is certified)*
 - b. other credentials or relevant training*
 - c. 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. (Did you have a high-risk pregnancy? Did the doula's suggestions appear to prevent complications or help your labor to progress more quickly? Did the doula's presence decrease your need for expensive pain medications?)*
- _____ *Write a letter explaining why you felt the need for a doula and how you believe the doula was beneficial to your health.*
- _____ *Submit to your insurance company:*
 - the doula's letter and credentials*
 - the letter from the doctor*
 - your cover letter*
- _____ *If they refuse it, write a letter to Health Services requesting that they review the claim, as you feel it was a cost-cutting measure and they should cover the cost.*
- _____ *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. They may not pay your claim, but they will consider it for the future.*

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