

- Pay your doula in full.
- Get an invoice from your doula which includes the following information:
 - a) the doula's name and address
 - b) the doula's NPI number (National Provider Identification)
 - c) the doula's social security number or taxpayer ID number
 - d) the date and location services were provided
 - e) the CPT (Current Procedural Terminology) code for the services provided
 - f) a diagnosis code (which may need to be supplied by your doctor or midwife)
 - g) the doula's signature
- Submit the invoice with a claim form (provided by your insurance company, or the 1500 universal claim form if required) to your insurance company.
- Within four (4) weeks, expect to receive a letter telling you either that:
 - a) they have accepted the claim
 - b) they need more information before they can process your claim
 - c) this is not a covered expense

If the insurance company needs more information or denies your claim:

- 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 how she served you
- If possible, ask your doctor or midwife for a letter explaining how a doula helped you, was necessary or saved the insurance company money. (Did you have a high-risk pregnancy or postpartum? Did the birth doula's presence and/or suggestions appear to prevent complications, help your labor to progress more quickly or decrease your need for expensive pain medications? Did the postpartum doula's presence and/or suggestions help you or your baby in the postpartum period, increase breastfeeding success or appear to prevent postpartum complications?)
- Write a letter explaining why you felt the need for a doula and how you believe the doula was beneficial to your and your baby's health.
- Submit to your insurance company:
 - a) the doula's letter and credentials
 - b) the letter from your doctor or midwife
 - c) your cover letter
- If they refuse your claim, write a letter to your insurance company to the attention of Health Services requesting that they review the claim, as you feel it was a cost-cutting measure and they should cover the expense.
- Follow up by telephone if necessary.
- If the insurance company continues to deny your claim, write a letter to the company CEO explaining why you feel that doula care should be a covered expense. They may not pay your claim, but they may consider doing so for future claims.