Provider Enrollment Requirement: Doula Specialty

February 1, 2023

Michigan Department of Health & Human Services

"Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time."

-Provider Relations

Agenda

- Enrollment Requirement
- Introduction to the Provider Enrollment Webpage
- New Doula Providers
  - Beginning the CHAMPS Enrollment Process
- Existing Providers
  - CHAMPS Modification: Adding the Doula Specialty
- Provider Resources

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Glossary

The below terms or abbreviations will be used throughout this presentation.
This is not an all-inclusive list.

Abbreviation or Term	Definition
CHAMPS	Community Health Automated Medicaid Processing System
CMS	Center for Medicare and Medicaid Services
DDE	Direct Data Entry
FFS	Fee for Service
FQHCs, RHCs, THCs	Federally Qualified Health Center, Rural Health Center, Tribal Health Center
MDHHS	Michigan Department of Health and Human Services
MHP	Medicaid Health Plan
MMP	Michigan Medicaid Policy
PA	Prior Authorization
SSN/EIN/TIN	Social Security Number/Employer Identification Number/Tax Identification Number
An additional glossary of terms is found in the Medicaid Provider Manual	

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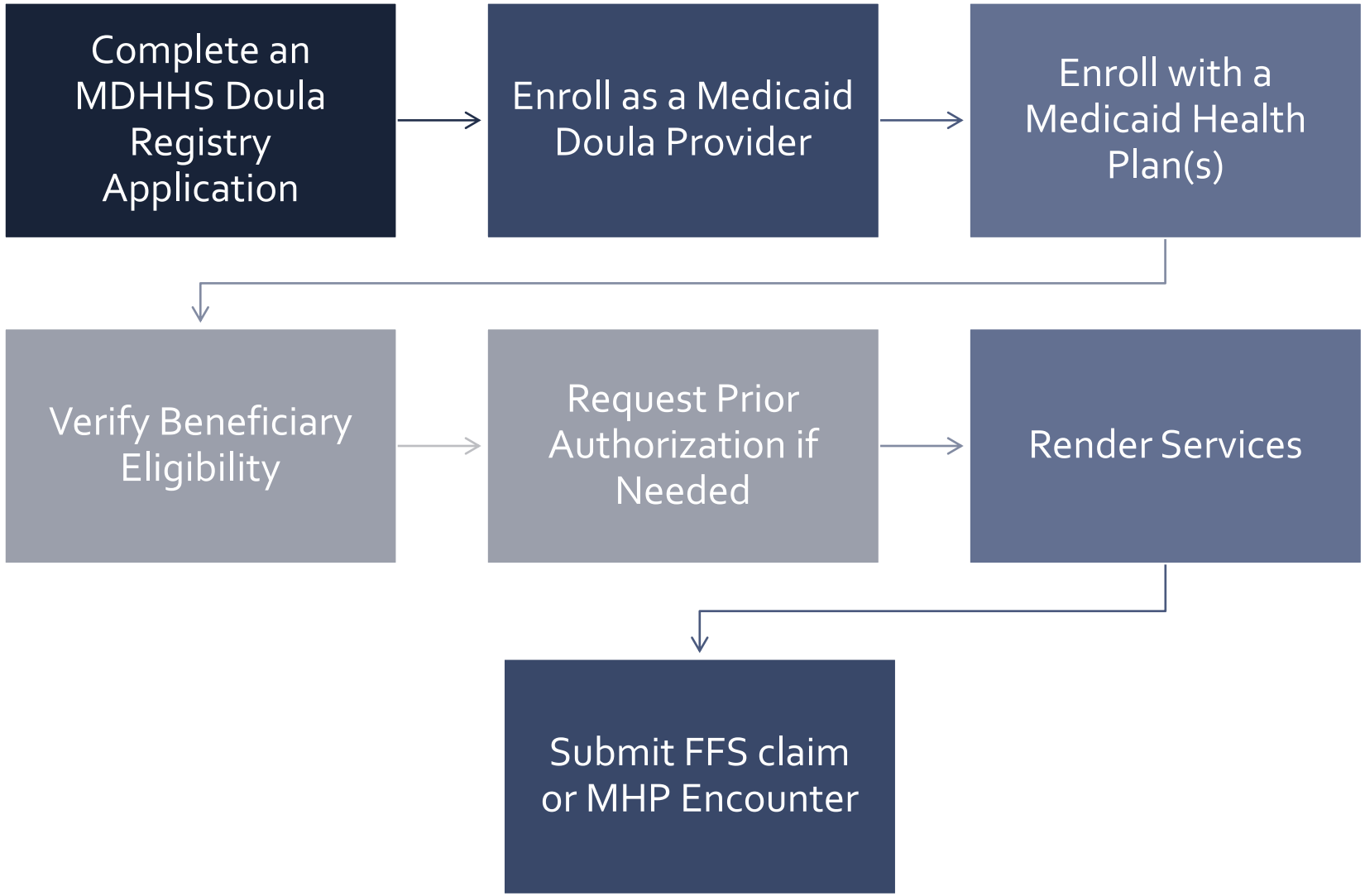
Overview

Pathway to Providing Medicaid Covered Doula Services



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Enrollment Requirement

MMP 22-47 Medicaid Coverage for Doula Services

- Prior to Medicaid CHAMPS enrollment, doula providers must register with the Michigan Department of Health and Human Services (MDHHS) Doula Initiative.

  Website: Doula Initiative (michigan.gov)

- Doula providers seeking reimbursement for their professional services to Medicaid beneficiaries are required to be actively enrolled in the Community Health Automated Medicaid Processing System (CHAMPS) – the state's online Medicaid enrollment system.

The intent of this resource is to promote the provider enrollment requirement for Doula providers through our Medicaid system, CHAMPS.

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Enrollment Steps

- Become a MDHHS Certified Doula (michigan.gov)
- Contact MDHHS-MIDoula@michigan.gov regarding the doula registry application status or registry questions.

- **Determine if the provider needs to enroll with Michigan Medicaid in CHAMPS**
  - Policy Bulletin MMP 22-47
- **Complete an MDHHS Doula Registry Application**
  - Doulas providing services to Medicaid beneficiaries will be required to be registered with the MDHHS Doula Registry to enroll as a Medicaid provider.
- **Apply for a Type 1 (Individual) National Provider Identifier (NPI)**
  - Learn more about how to apply for an NPI
- **Register with SIGMA – Vendor Self Service**
  - After completing SIGMA registration allow 3-5 business days to begin and complete the CHAMPS application. If you attempt to enroll in CHAMPS during this time, you may get an error when validating your information.
- **Complete the CHAMPS Provider Enrollment Application**
  - Register for a MILogin Account for Access to CHAMPS
  - Doula providers - Individual/Sole Proprietor
- **Enroll/Credential with a Medicaid Health Plan**
  - Doulas wishing to provide services to Medicaid Health Plan members must first enroll in CHAMPS and then become credentialed with each Medicaid Health Plan in the doula's geographic service area.
    - To identify which Medicaid Health Plan is associated with a specific county, refer to Medicaid Health Plans: List of Medicaid Health Plans Contact and Service Listing.

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Introduction to the Provider Enrollment Webpage

www.Michigan.gov/MedicaidProviders >> Provider Enrollment

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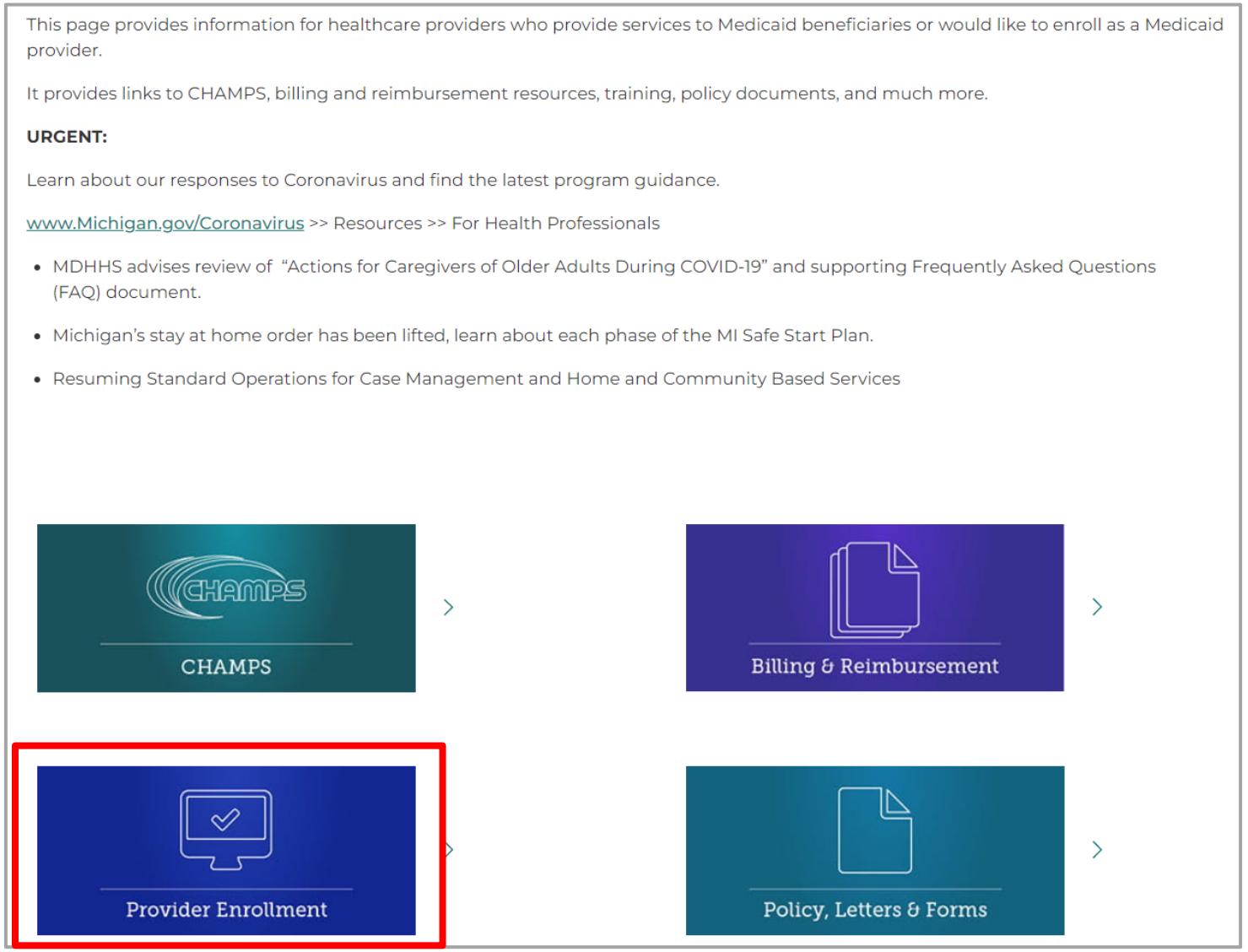
Provider Enrollment Webpage

- Medicaid Providers Main Webpage
- Click Provider Enrollment



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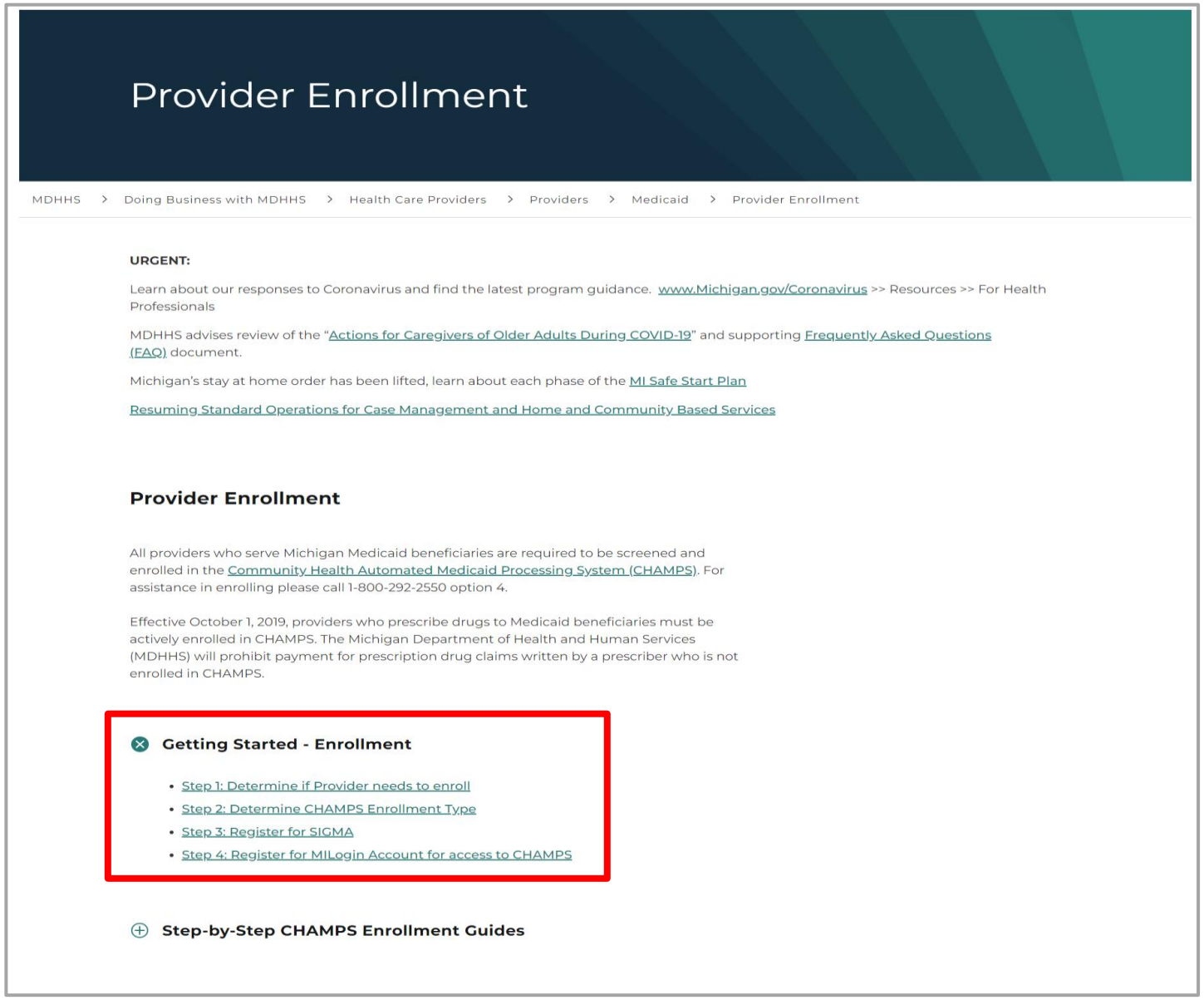
Provider Enrollment Webpage

- Provider Enrollment main webpage.
- Doula providers are required to complete an MDHHS Doula Registry Application, Register in SIGMA Vendor Self Service(VSS), and Register for a MILogin account to access CHAMPS, before starting the CHAMPS provider enrollment application.



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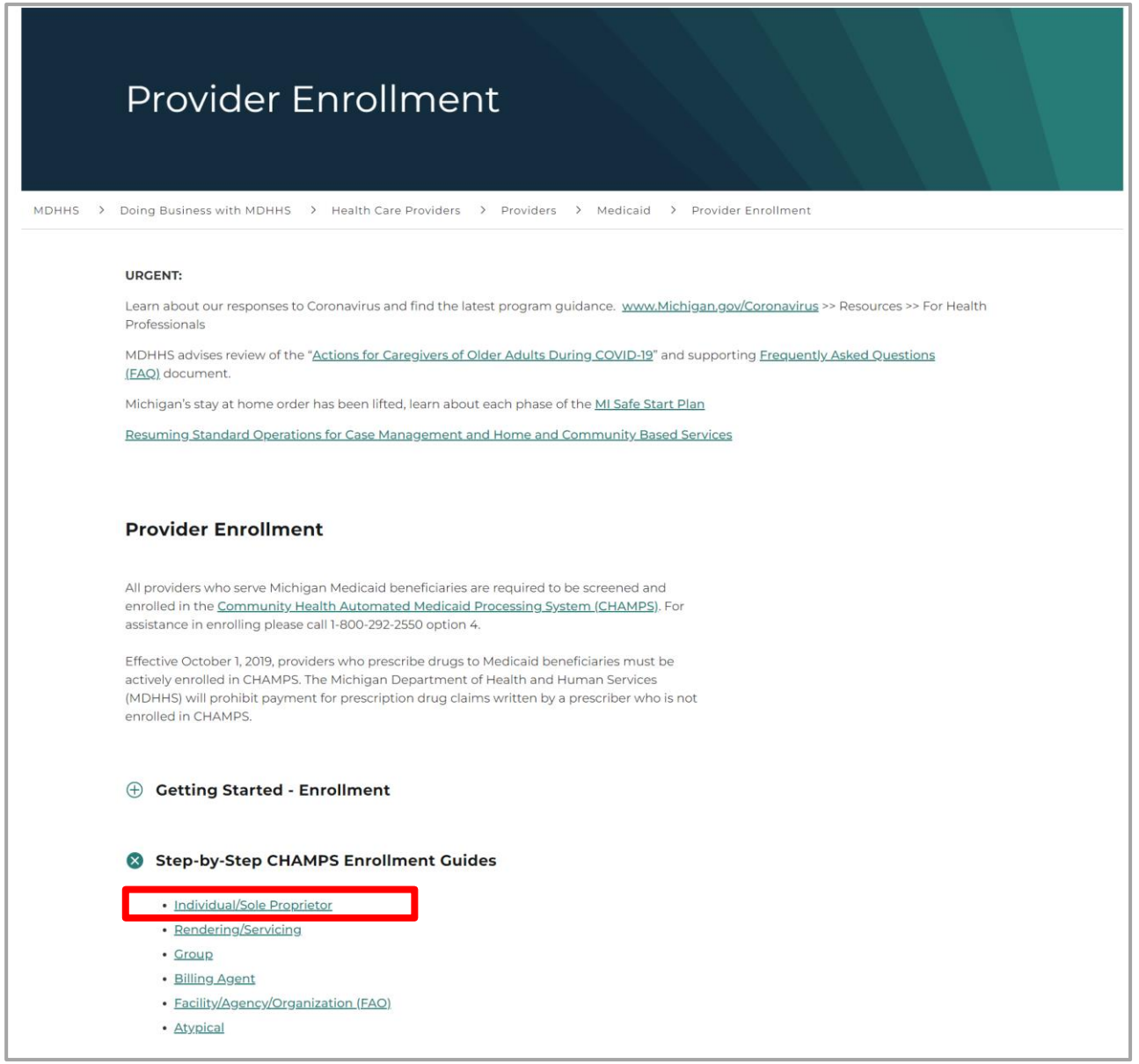
Provider Enrollment Webpage

- Once the provider has registered in both the MDHHS Doula Registry and with SIGMA VSS providers will select the Individual/Sole Proprietor hyperlink.



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Individual/Sole provider Enrollment resources

- For complete instructions on enrolling as an Individual/Sole provider reference the CHAMPS Enrollment Application: Individual/Sole Proprietor User Guide PDF hyperlink.
- Additional Individual resources are listed and can be utilized to assist providers in completing the Individual/Sole enrollment.

An Individual/Sole Proprietor is a provider that owns his/her own practice. This provider will receive payments directly from MDHHS for services rendered at their practice. An Individual/Sole Proprietor may associate to other entities and Rendering/Servicing providers may associate to an Individual/Sole Proprietor. Most resources are provided in both PDF and Adobe Recording formats.

- Individual Enrollment Checklist - PDF (The intent of this resource is to provide a document that can be prefilled with the required information for completing a provider enrollment application to allow for ease of completion.)
- CHAMPS Enrollment Application: Individual/Sole Proprietor User Guide
  - Step 1: Provider Basic Information - PDF, Recording
  - Step 2: Add Locations - PDF, Recording
  - Step 8: Add Provider Controlling Interest/Ownership Details - PDF, Recording
    - Additional Ownership Tip - PDF
- How to associate a billing agent and authorize the 835 - PDF
- Primary Specialty - PDF
- Quick Reference Guide - PDF
- Track Application - PDF, Recording
- Brain Injury Specialty Information- PDF
- Prescriber Requirement Information - PDF, Recording

Domain Administrator Resources

- Domain Administrator Functions -PDF
  - Quick Reference Guide
- Electronic Signature Agreement Cover Sheet MDHHS-5405
- Electronic Signature Agreement DCH-1401

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New Doula Providers

Beginning the CHAMPS Enrollment Process

Medicaid Doula providers are required to enroll in CHAMPS as an Individual/Sole enrollment type.

The following slides will walk through the enrollment process, CHAMPS Individual/Sole enrollment resources, and the specific specialty steps needed as it pertains to a Doula enrollment.

All resources mentioned can be found on the Medicaid Provider Enrollment website: www.Michigan.gov/MedicaidProviders >> Provider Enrollment

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Step 3: Register with SIGMA

- SIGMA VSS provides a one-stop for vendors to maintain their information, such as addresses, bank accounts, contracts awarded, and payment information. SIGMA VSS allows multiple users with different roles to review or update information, respond to business opportunities, see all payments made by the State (by check or direct deposit), and receive electronic communications.
- SOM VSS User Guide for New Vendors
- SOM VSS User Guide for Existing Vendors

Individual/Sole providers must have their Social Security Number (SSN), or Employer Identification Number (EIN)/Tax Identification Number (TIN) enrolled with SIGMA Vendor Self Service (VSS) prior to starting the enrollment process in CHAMPS.

SIGMA VSS website: www.michigan.gov/SIGMAVSS

- If you have questions regarding this current process, contact the Vendor Support Call Center at 1-888-734-9749 or email SIGMA-Vendor@Michigan.gov

After completing SIGMA registration allow 3-5 business days before beginning and completing the CHAMPS application. If you attempt to enroll in CHAMPS during this time, you may get an error when validating your information.

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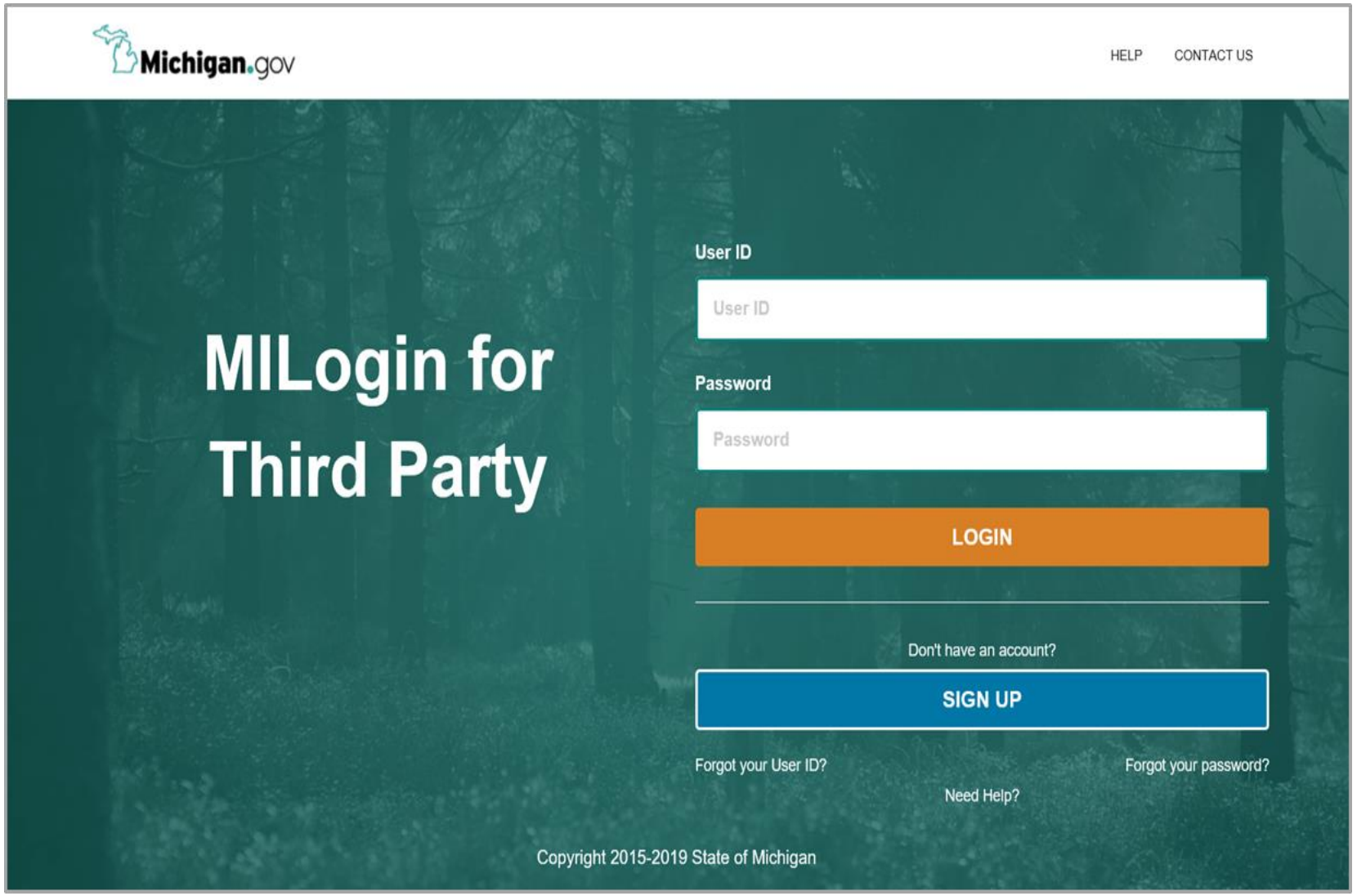
Step 5: MILogin

- A MILogin user ID and password are required to subscribe and access the CHAMPS application.
- How to access:
  - https://MILogintp.Michigan.gov
- For complete instructions on how to register for MILogin and access CHAMPS reference the below resources:
  - Access CHAMPS
  - MILogin Instructions
  - MILogin Help Page



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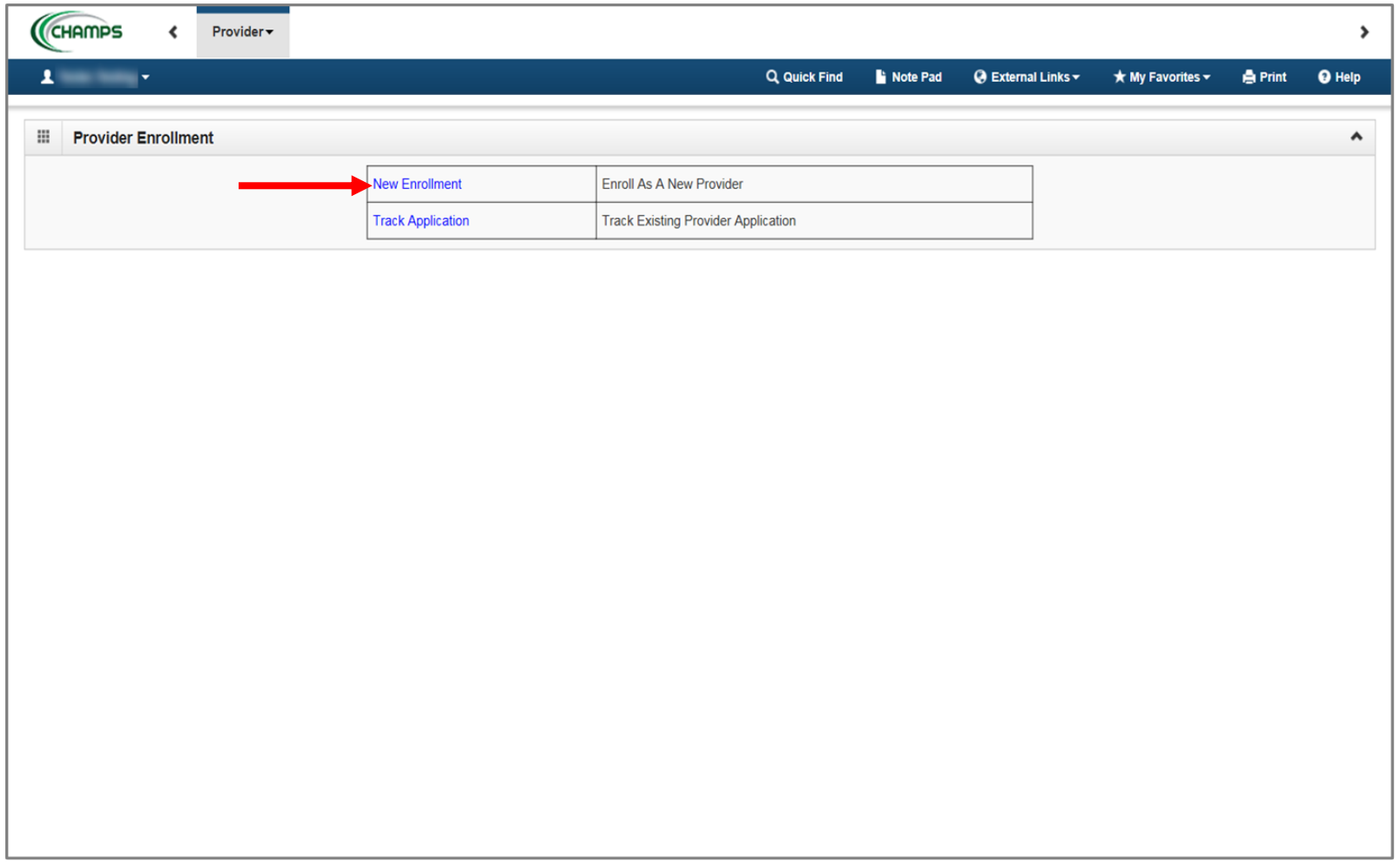
Begin the Enrollment Application Process: Individual/Sole

- After obtaining a MILogin account, requesting the CHAMPS application, and accessing CHAMPS, providers can begin the Enrollment Application.
- Click New Enrollment



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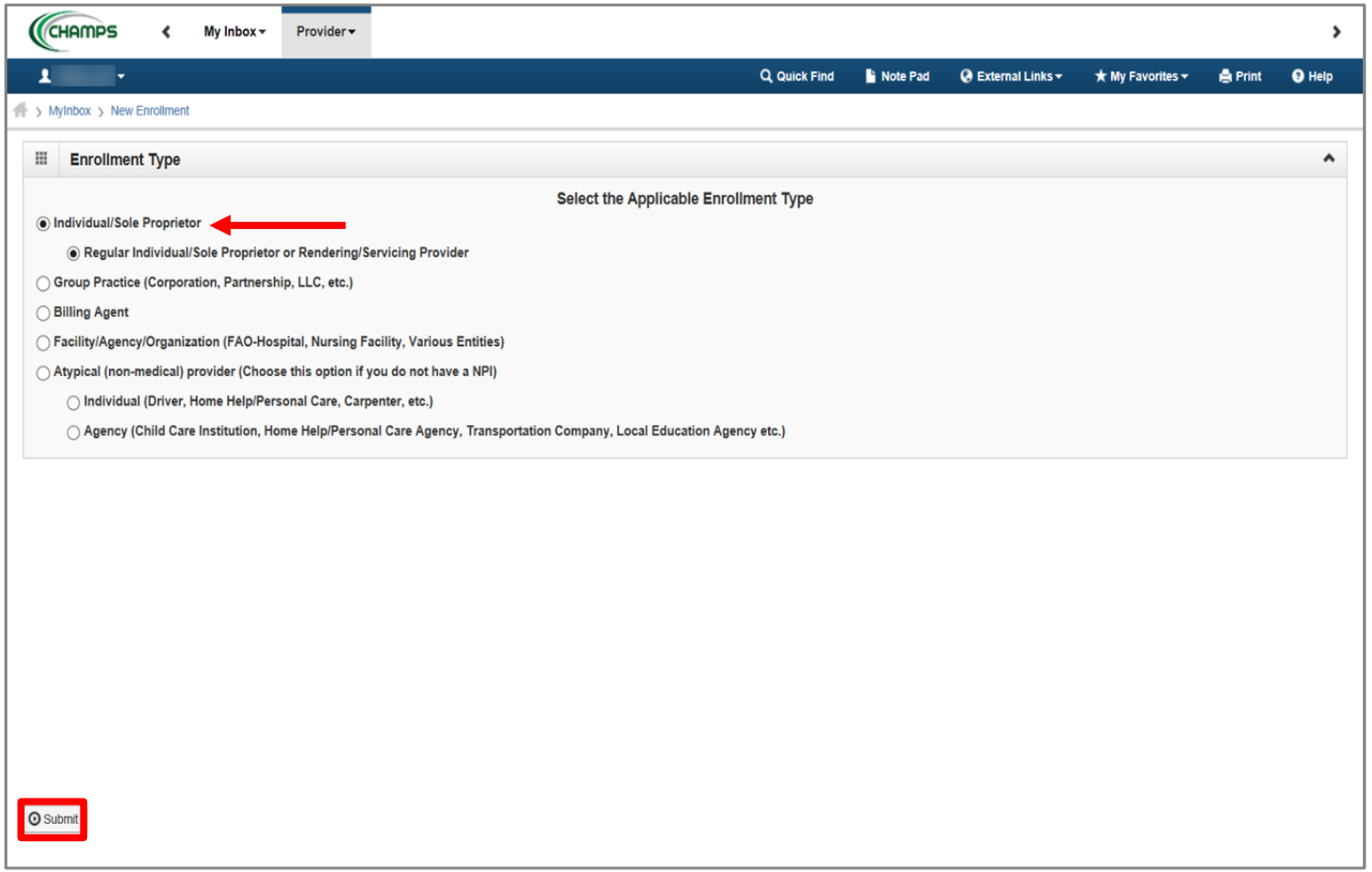
Begin the Enrollment Application Process: Individual/Sole

- Select Individual/Sole Proprietor
- Click Submit



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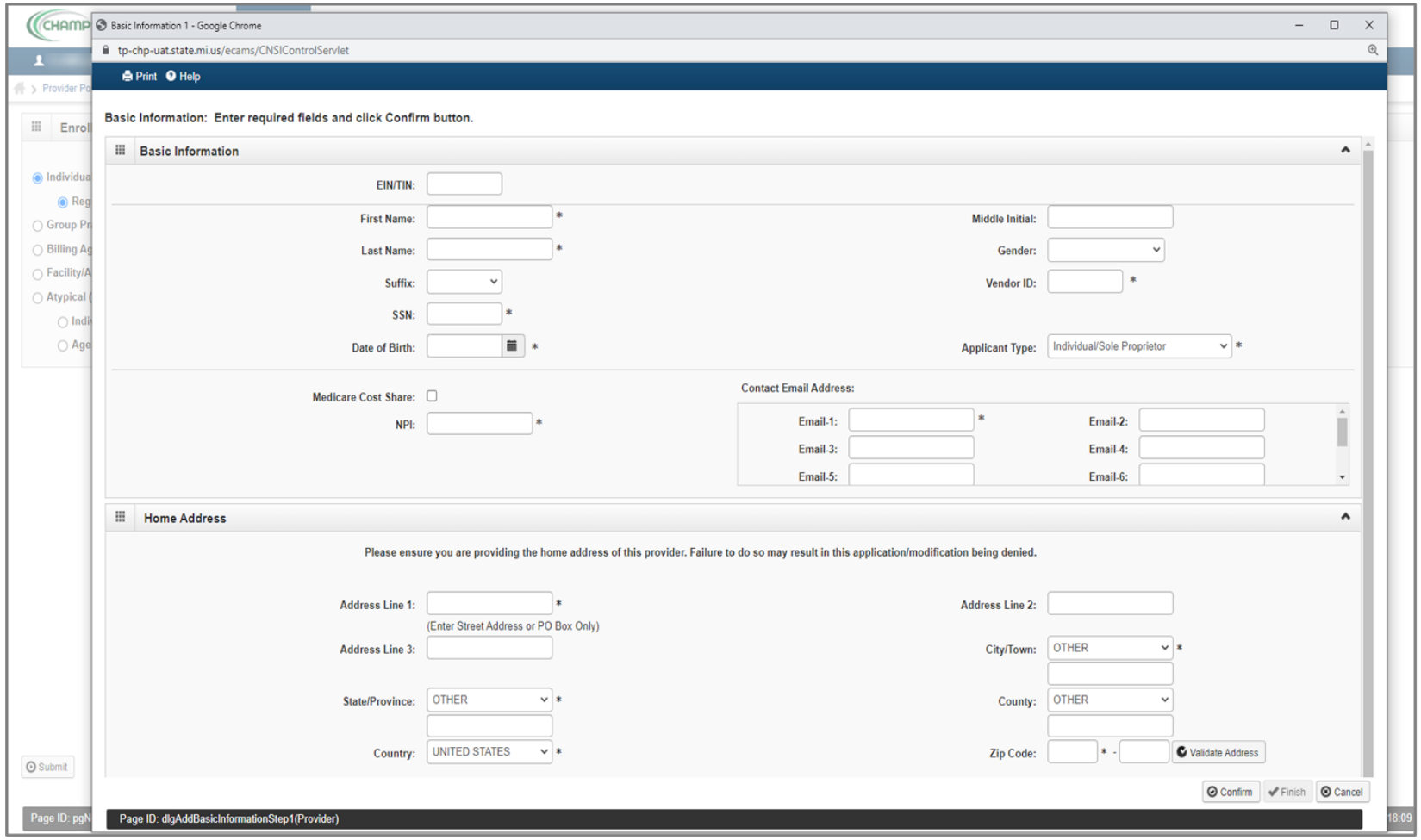
Individual/Sole
Step 1: Basic Information

- Information needed:
  - ❑ First Name
  - ❑ Last Name
  - ❑ Social Security Number (SSN)
  - ❑ Date of Birth (DOB)
  - ❑ Vendor ID (SIGMA Vendor ID)
  - ❑ NPI
  - ❑ Contact Email Address
  - ❑ Home address
  - ❑ City/Town
  - ❑ State/Province
  - ❑ Country
  - ❑ Zip code
- Required items are marked with an asterisk.
- Refer to Enrollment Guide for Individual/Sole providers for complete step-by-step instructions.



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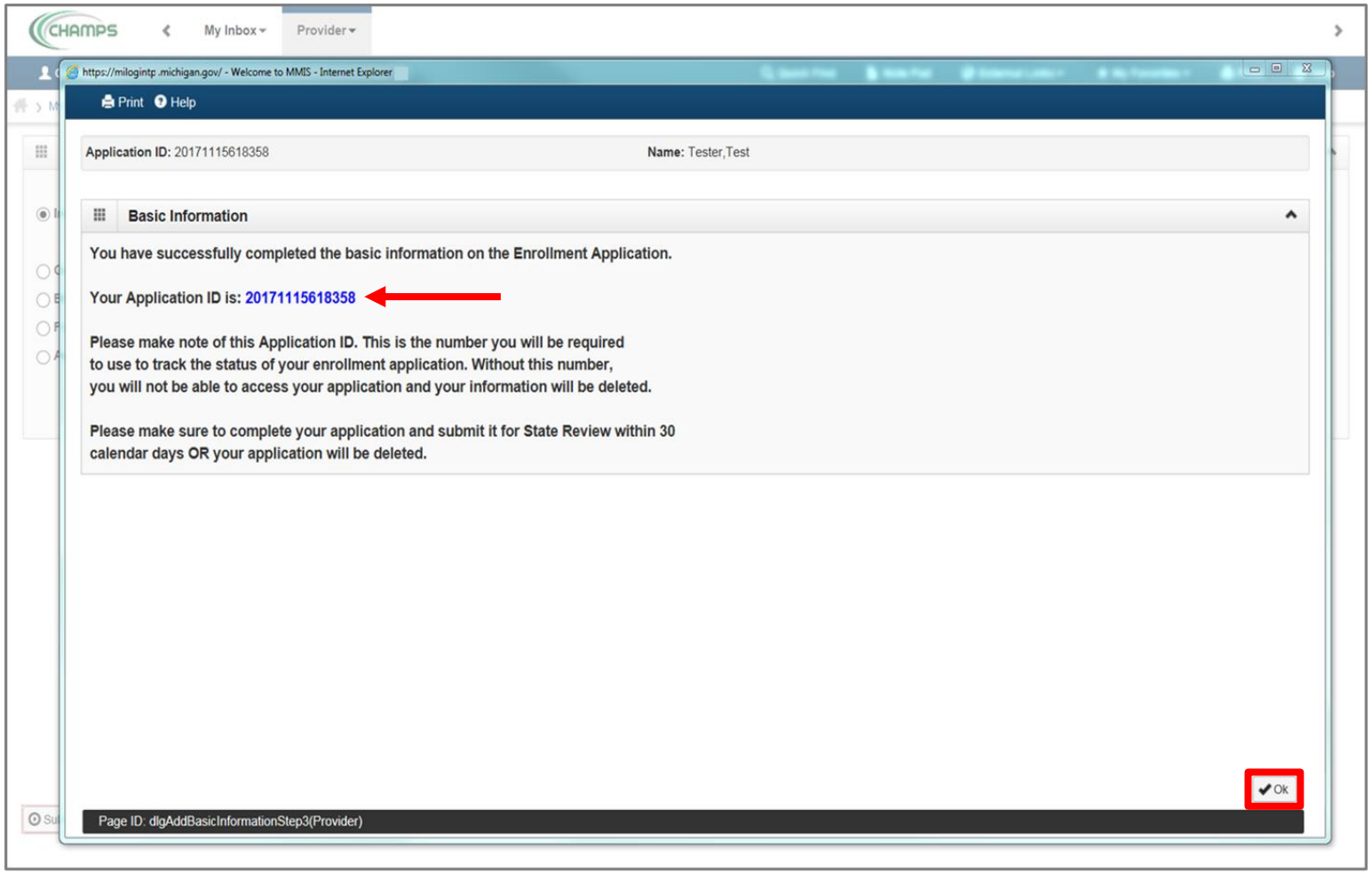
Individual/Sole

- Confirmation, Basic Information is complete
- Take note of the Application ID, as this is used to track your application status
- Click Ok



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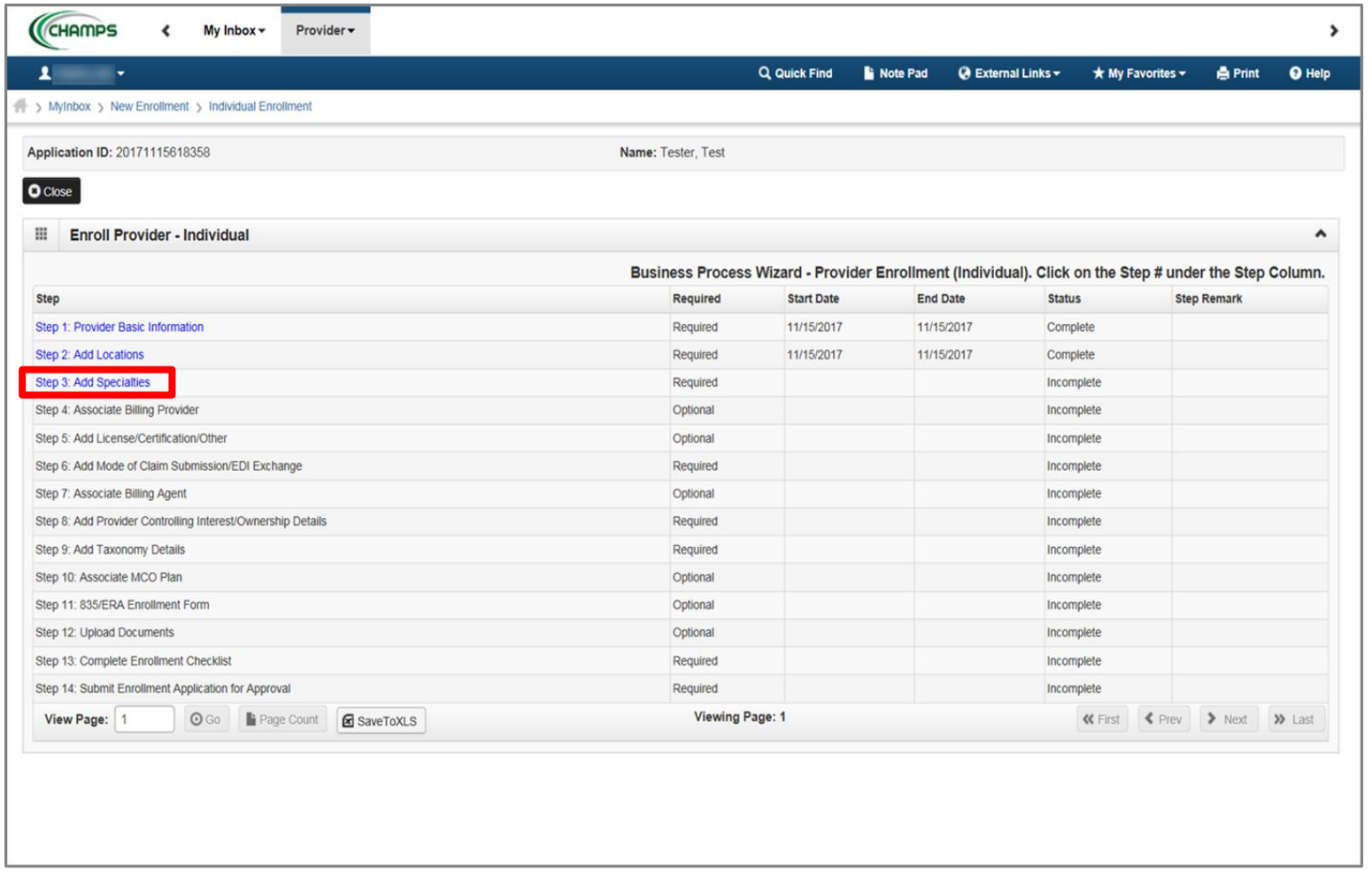
Individual/Sole Step 3: Add Specialties

- Utilize the Enrollment Guide for Individual/Sole providers for complete step-by-step instructions on completing step 2: Add Locations.
- Once step 2 is complete the next step is step 3: Add Specialties
- When completing Step 3: Add Specialties reference the following slides for help in selecting the correct specialty.

(Please Note: some steps are required verses optional)



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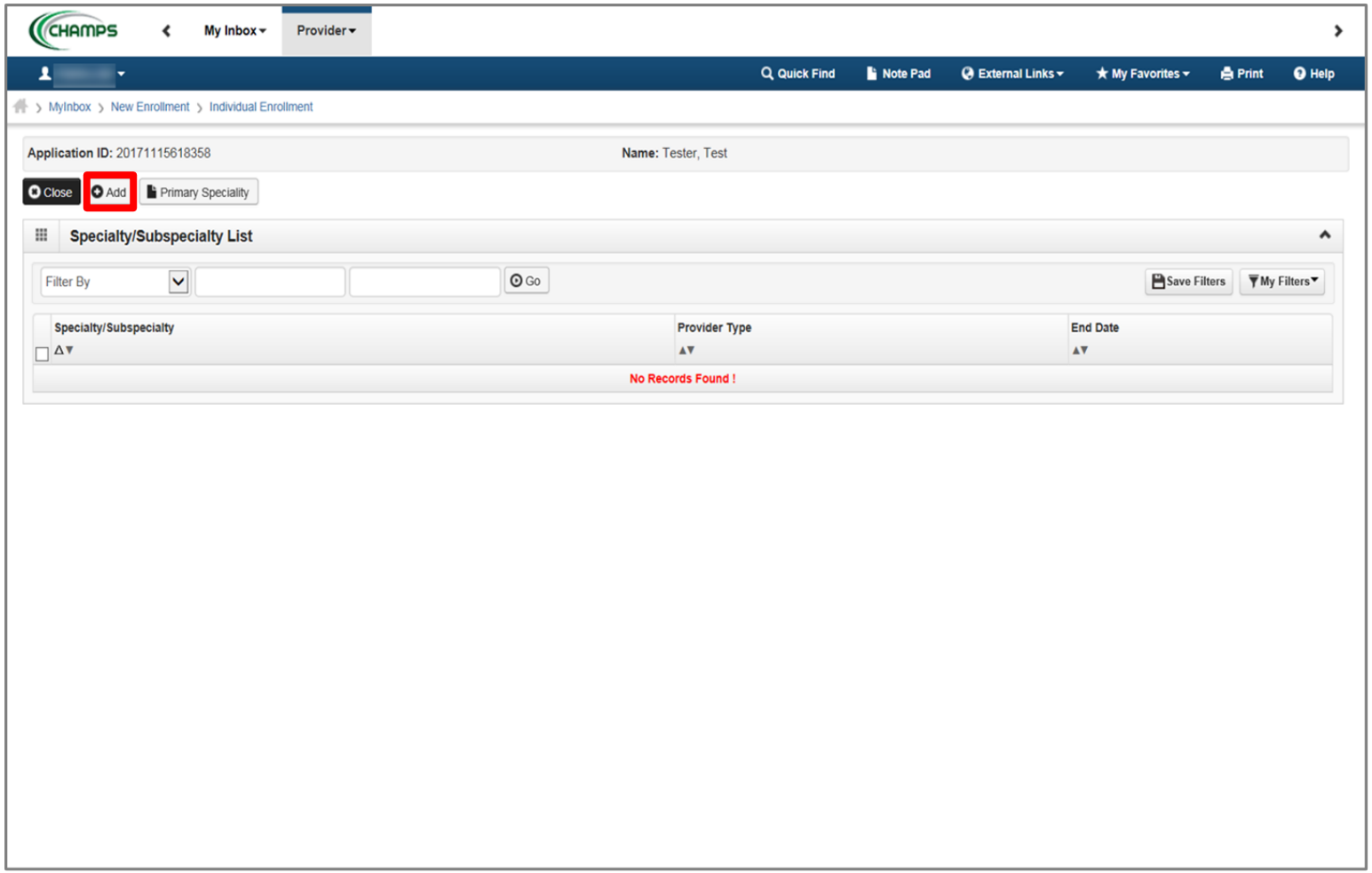
Individual/Sole
Step 3: Add Specialties

- Click Add



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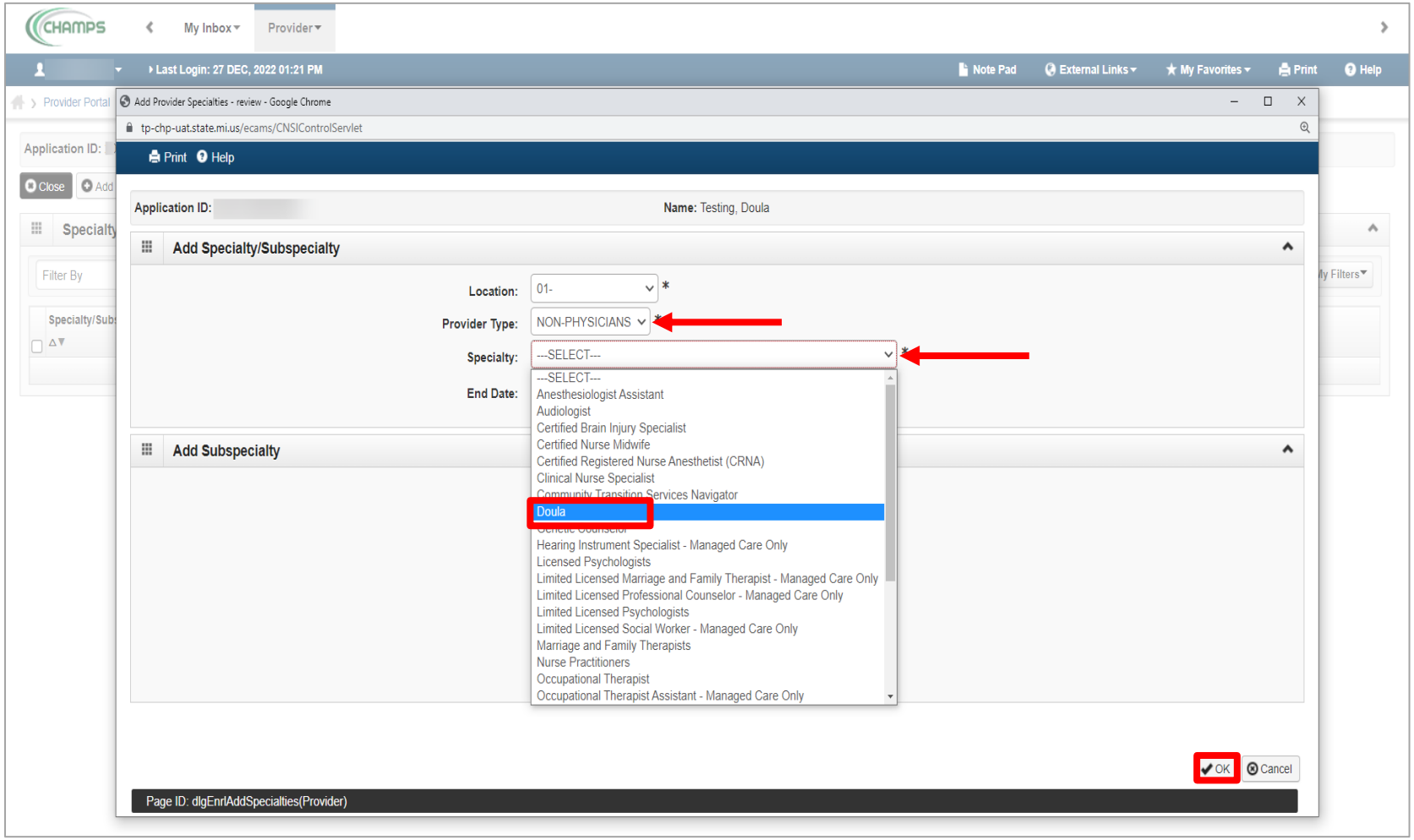
Individual/Sole Step 3: Add Specialties

- Select the appropriate Location.
  - The location will default to the primary practice location entered in step 2.
- From the Provider Type dropdown menu select Non-Physicians.
- From the Specialty dropdown select: Doula

(Please Note: There is no need to fill in an End Date)

- Click Ok



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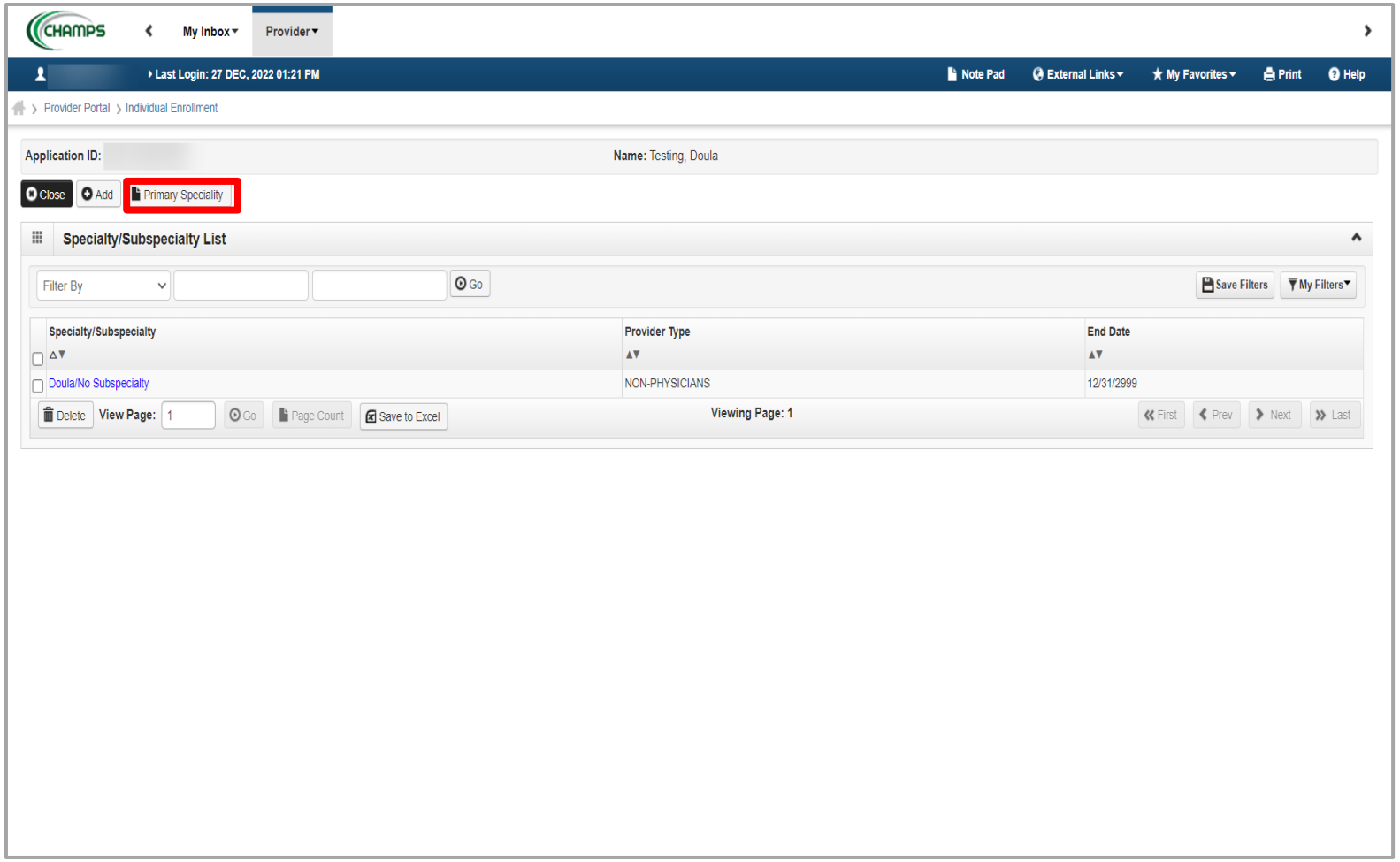
Individual/Sole Step 3: Add Specialties

- After adding the specialty click the Primary Specialty button.



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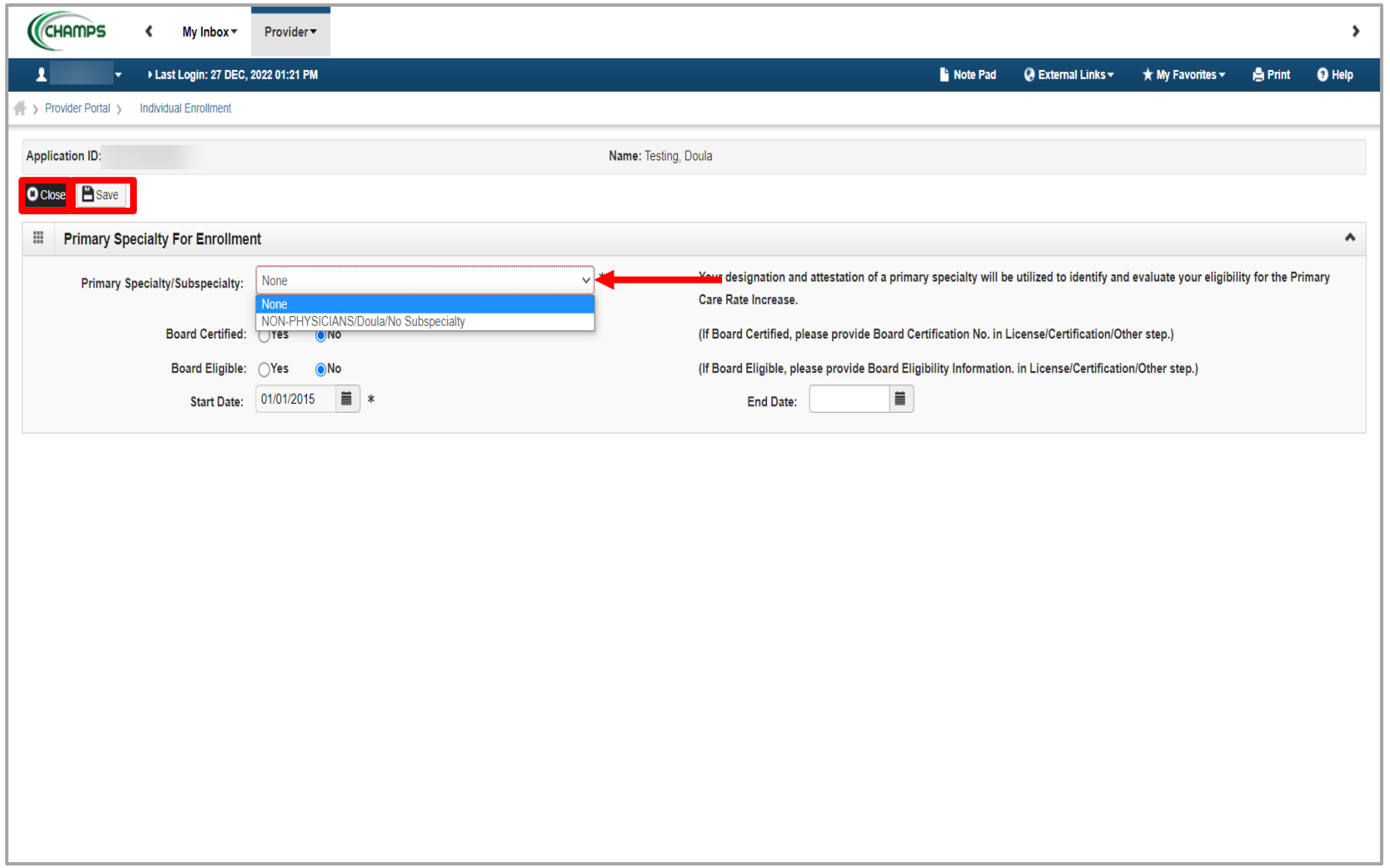
Individual/Sole Step 3: Add Primary Specialty

- From the Primary Specialty/Subspecialty dropdown menu select: Non-Physicians Doula/No Subspecialty.
- Note the Board Certified and Board Eligible indicators pre-populate to No.
  - If the provider is Board Certified or Eligible update the buttons to Yes and additional information will be required in step 5.
- Once completed click Save then Close.



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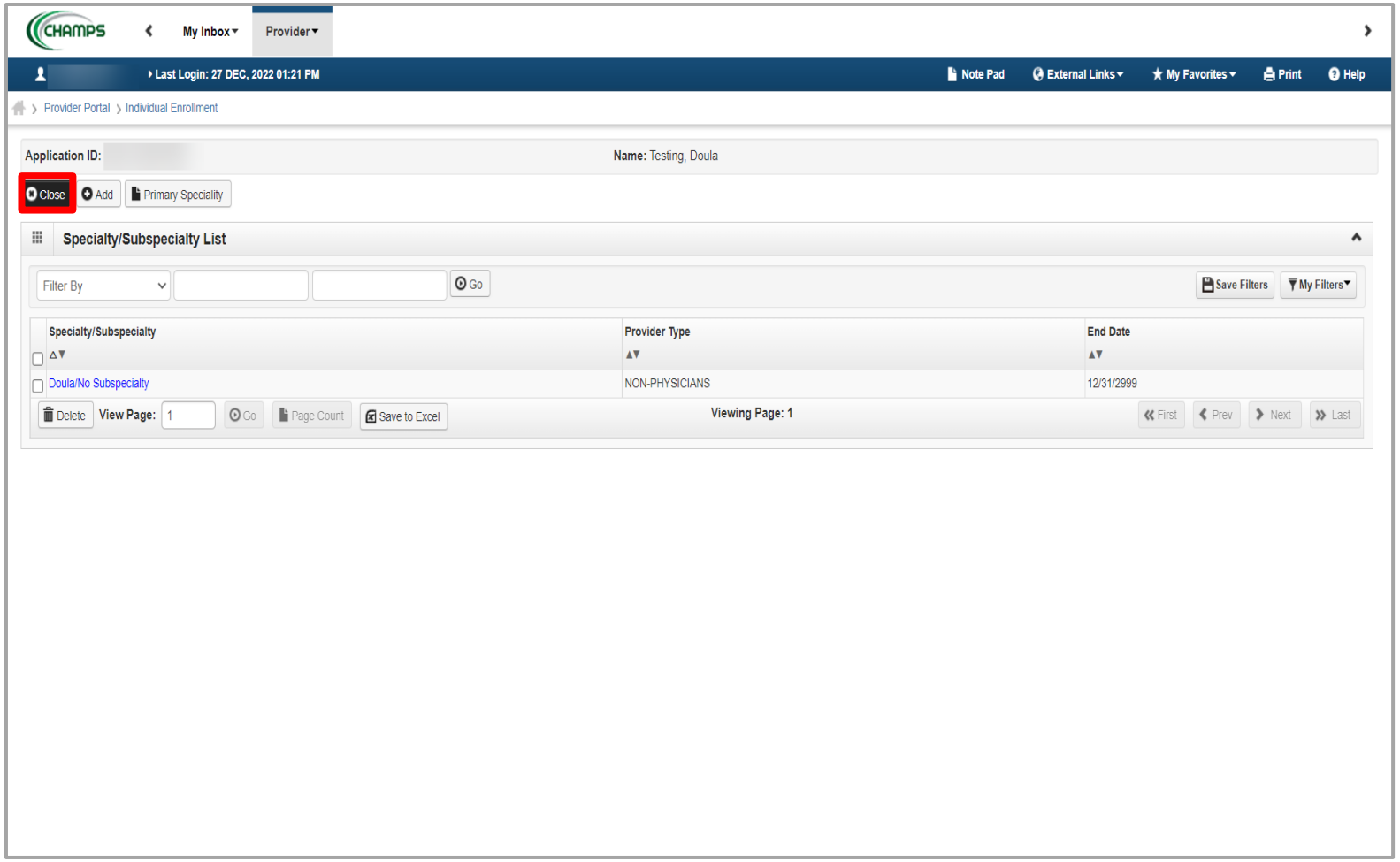
Individual/Sole Step 3: Add Primary Specialty

- Click Close to return to the business process wizard steps.



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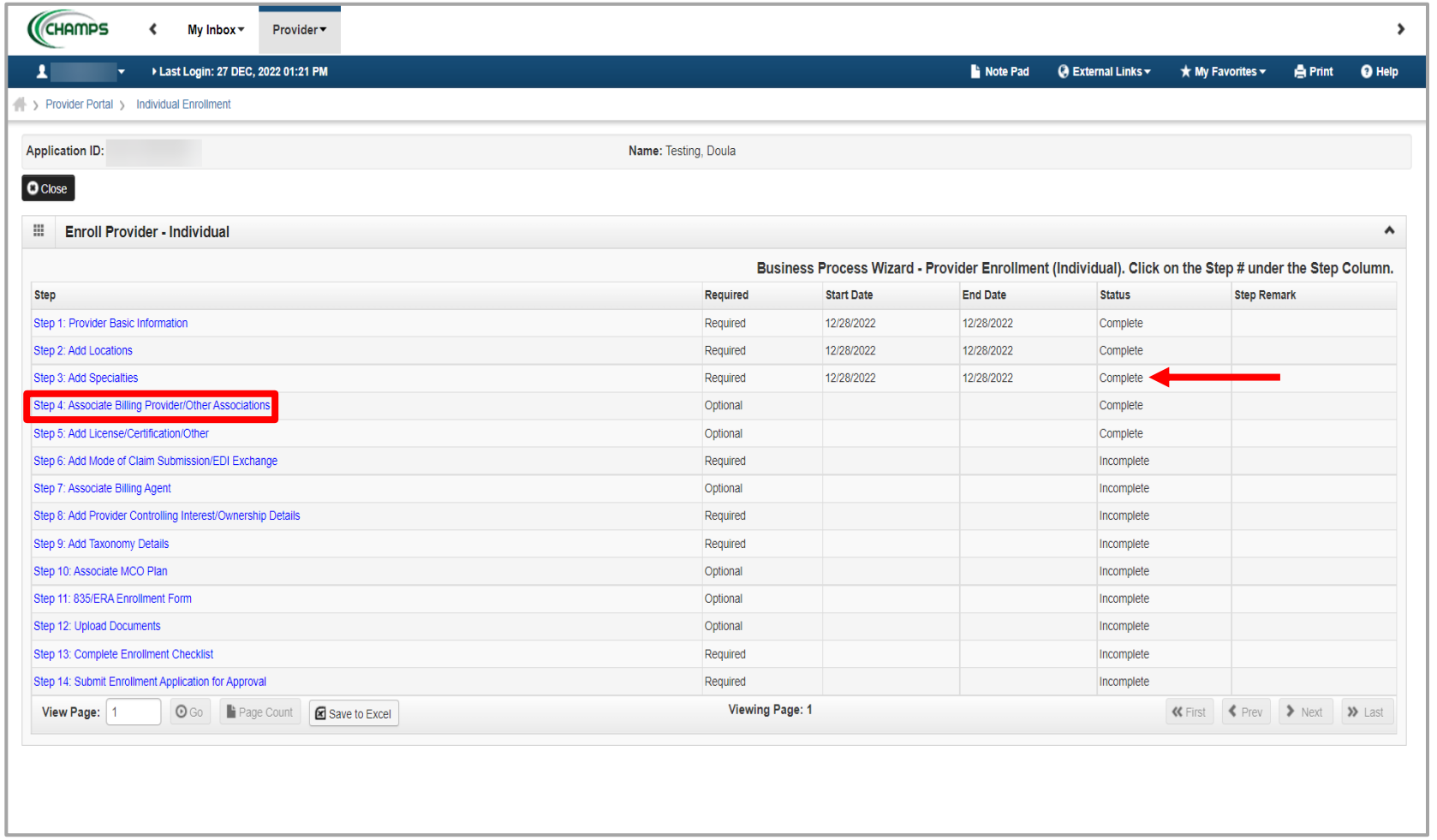
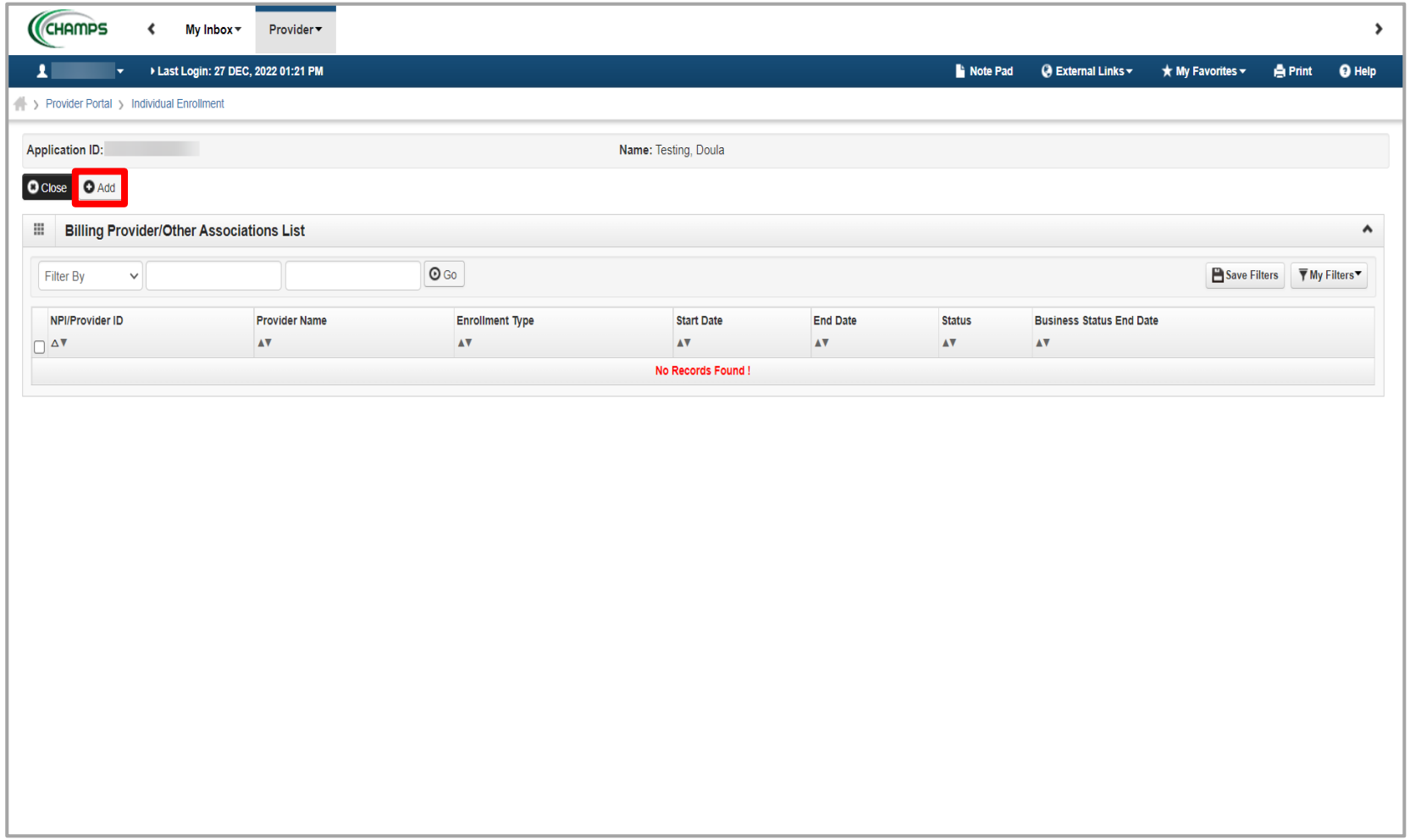
Individual/Sole Step 4: Associate Billing Provider

- Step 3 will show complete
- Click Step 4: Associate Billing Provider
  - The billing provider may be a healthcare system or physician group.
- For Individual/Sole proprietor enrollment types this step is optional.
  - Doula providers working with Doula groups or Medicaid-enrolled organizations will need to complete this step.
- Rendering/Servicing enrollment types are required to associate to a billing provider enrolled as a group, FAO, or Clinic billing provider.
- Refer to Enrollment Guide for Individual/Sole providers for complete step-by-step instructions.



Individual/Sole Step 4: Associate Billing Provider

- Click Add



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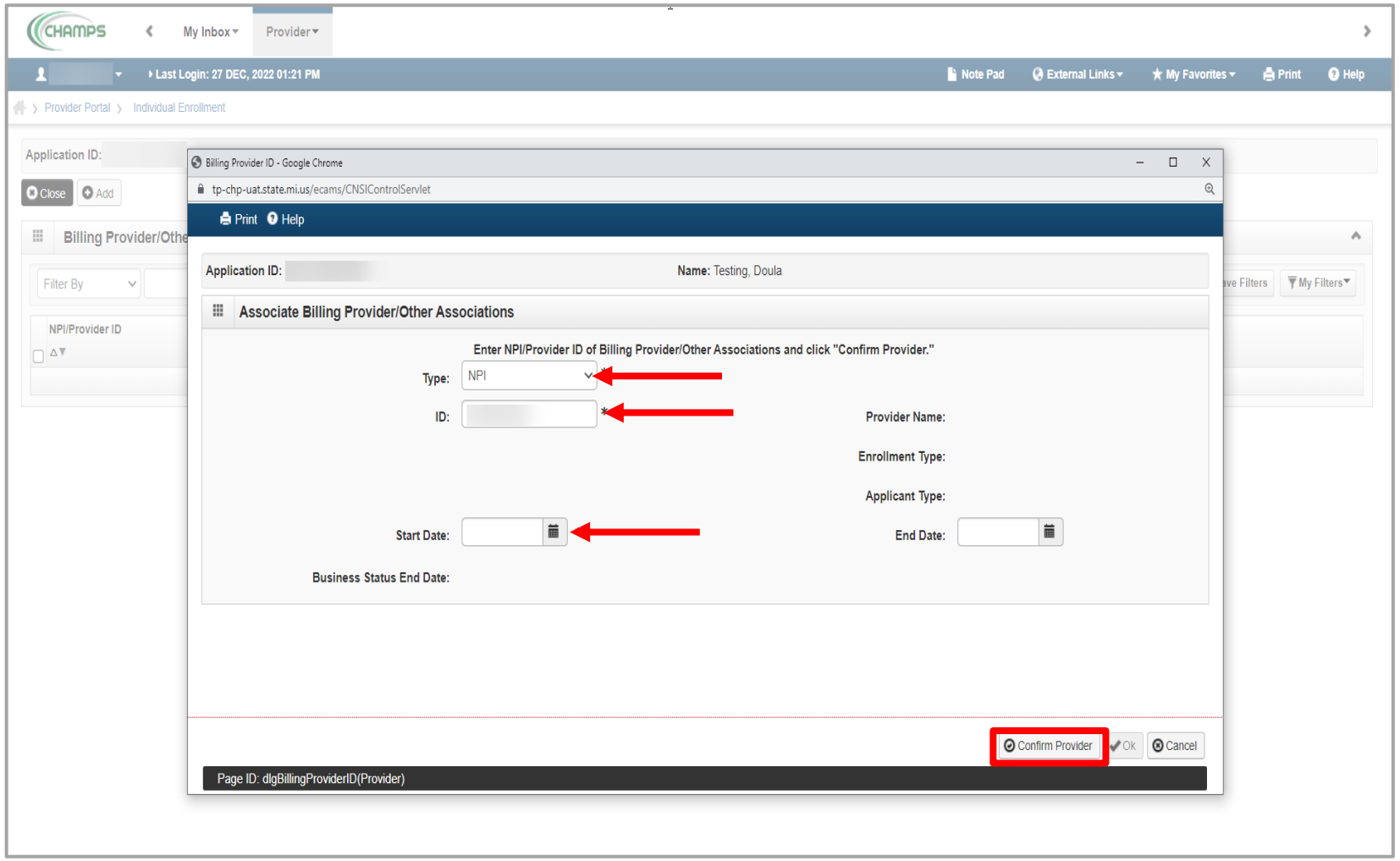
Individual/Sole Step 4: Associate Billing Provider

- From the Type dropdown select NPI.
- Enter the 10-digit billing provider NPI in the ID field.
- Enter the start date.
  - The date the Individual Provider enrolling was or became associated with the billing provider. This is not the enrollment start date.
  - There is no need to fill in an End Date unless the enrolling provider is no longer associated to the billing provider.
- Click Confirm Provider



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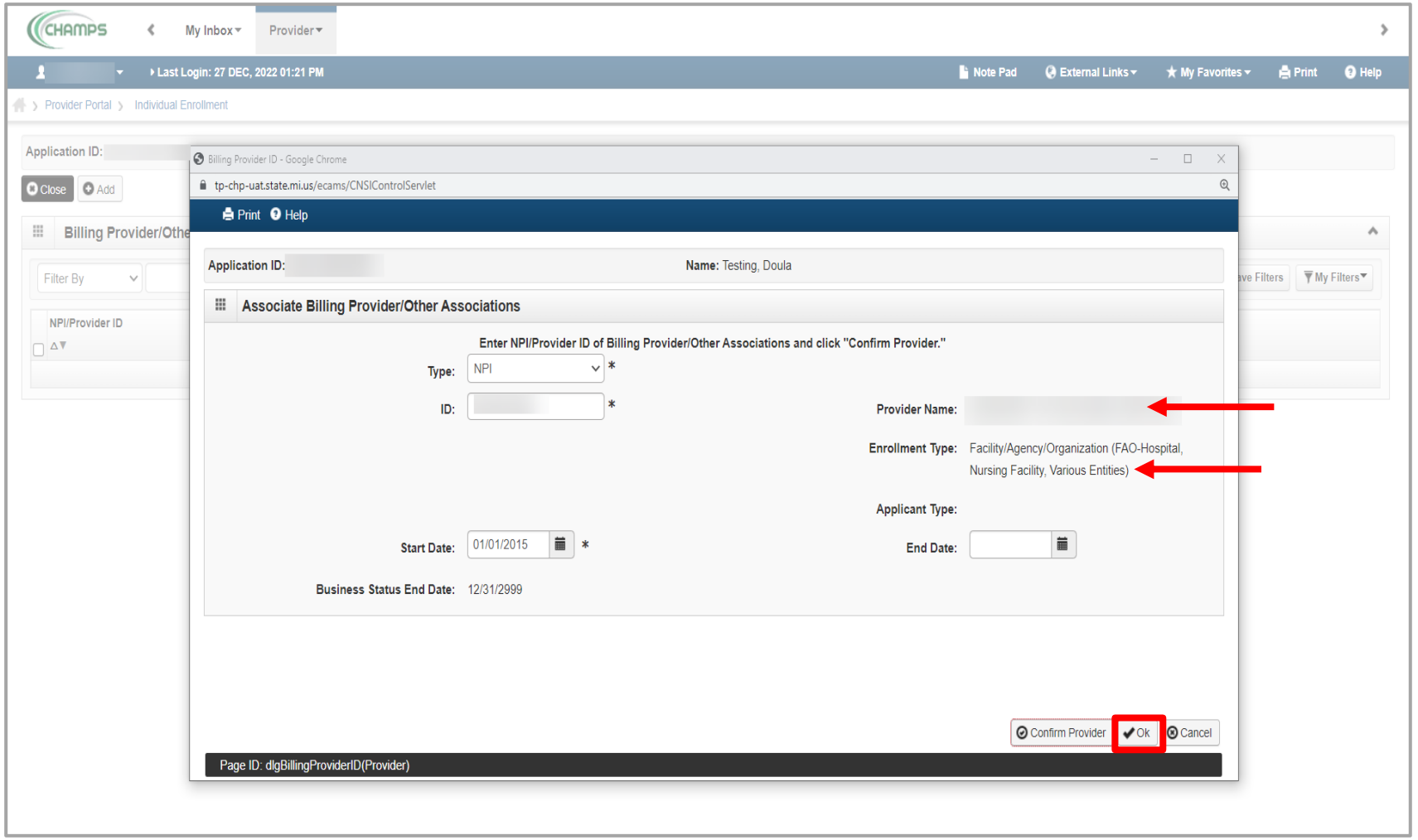
Individual/Sole Step 4: Associate Billing Provider

- After clicking confirm provider the billing provider name, enrollment, and applicant type will populate.
  - If the billing NPI entered is not currently enrolled in CHAMPS providers will receive an error message and will need to enter a different billing NPI.
- Click Ok.



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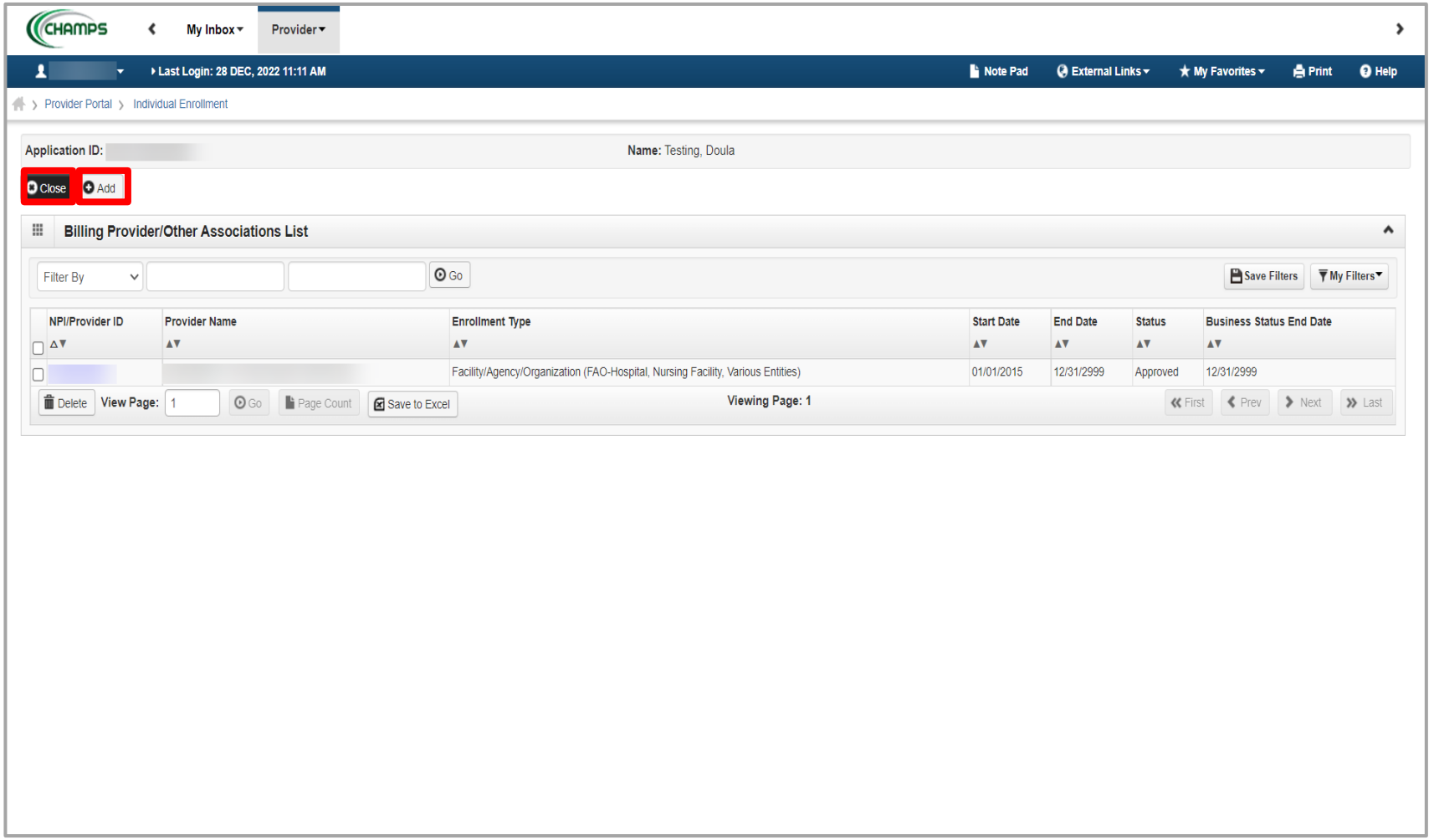
Individual/Sole Step 4: Associate Billing Provider

- The billing provider information will be displayed with the association start and end dates.
  - The billing provider's Business Status End Date is the date the provider would need to complete revalidation.
- If additional billing providers or provider groups need to be associated, click Add. Providers can have multiple billing providers associated.
- Once all billing providers have been associated click Close to return to the business process wizard steps.



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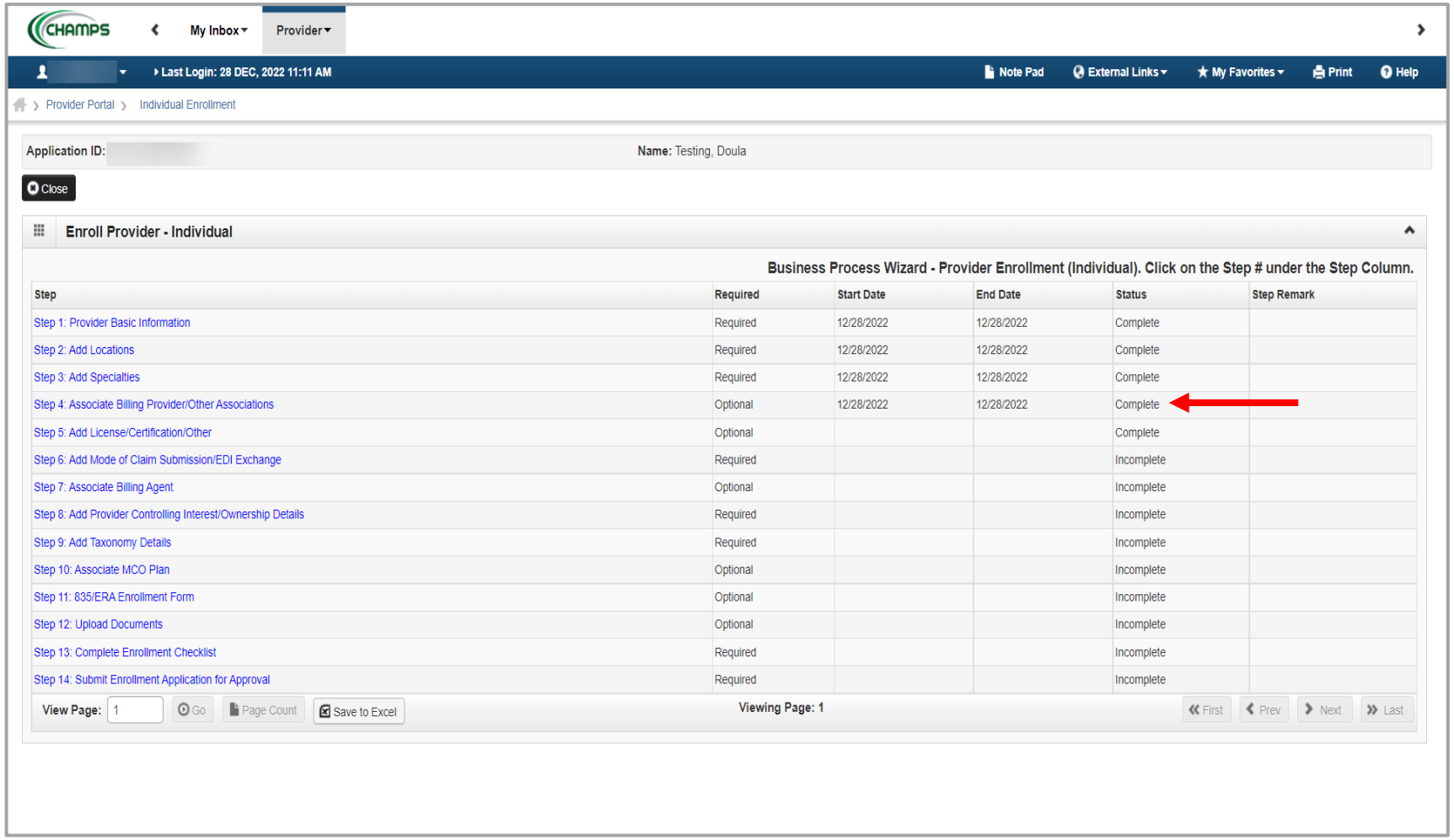
Individual/Sole Step 4: Associate Billing Provider

- Step 4 will show complete
- Providers will need to complete the remaining required enrollment steps and submit the application for approval.
- Refer to Enrollment Guide for Individual/Sole providers for complete enrollment instructions.
- To track the status of the application it's important to take note of the Application ID–Track Application Resource



(Please Note: Optional steps may show as incomplete if you chose not to complete. This is ok.)

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Existing Providers

CHAMPS Modification: Adding the Doula Specialty

Current CHAMPS enrolled providers who will provide Doula services must submit a CHAMPS provider enrollment modification to update their provider enrollment information to add the Doula specialty.

Slides 32-44 should be used by providers who have already completed an enrollment application in CHAMPS.

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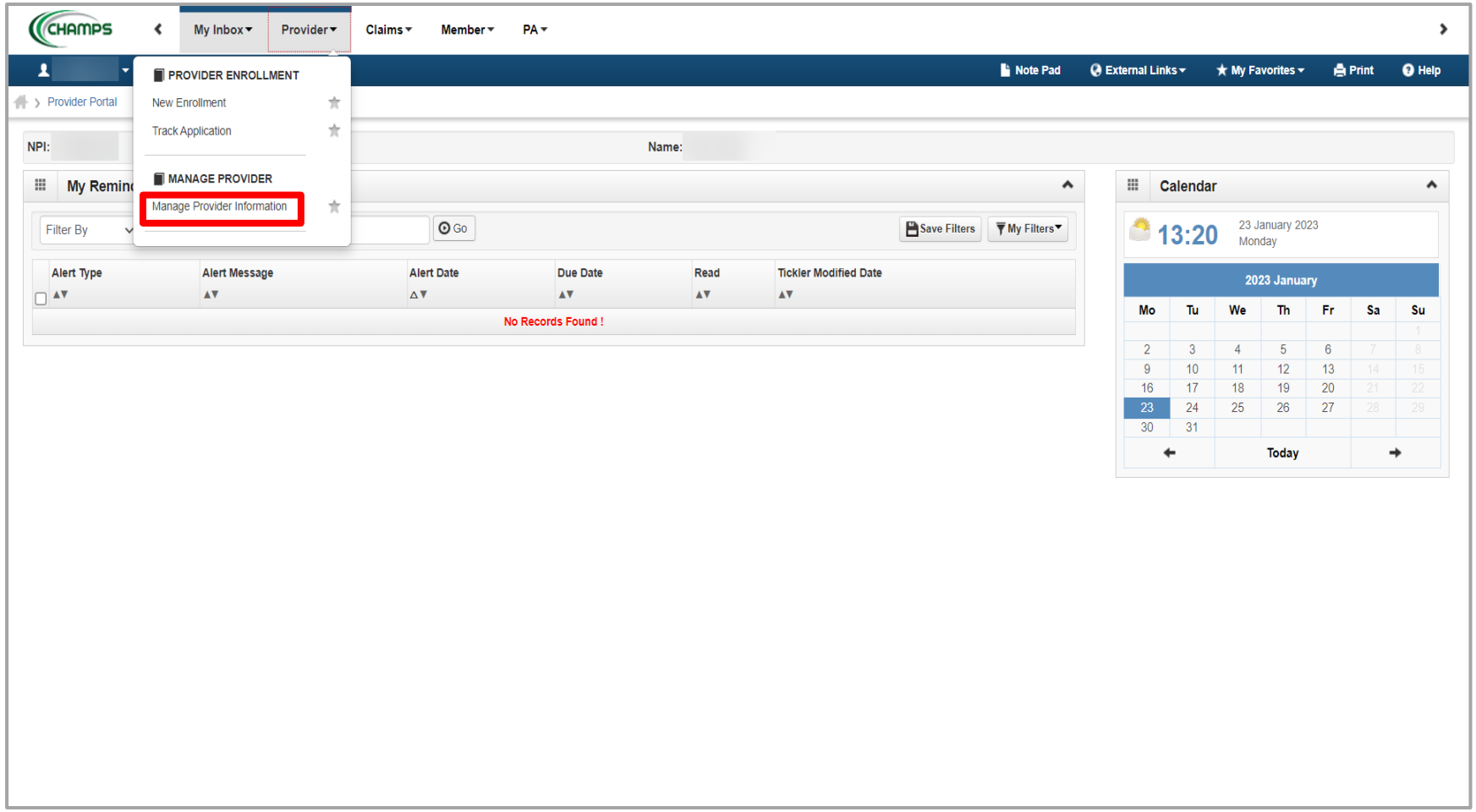
Provider Modification

- After logging into CHAMPS.
- Click the Provider Tab and select Manage Provider Information.

Please note: Slides 32-44 should be used by providers who are currently enrolled in CHAMPS. Existing enrolled providers will need to add the doula specialty to their existing or current enrollment file.



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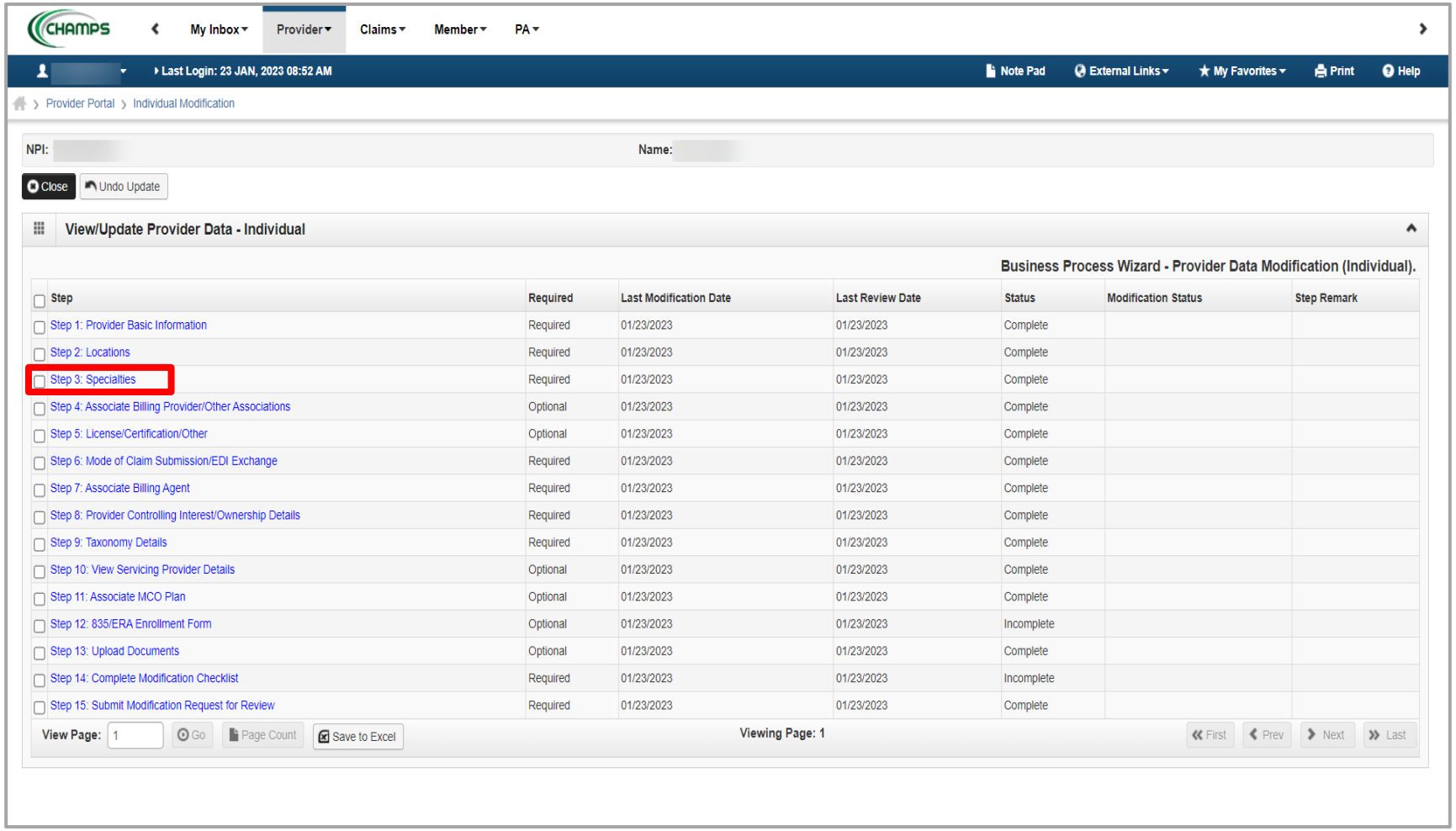
Provider Modification: Step 3: Specialties

- Click step 3: Specialties
- Utilize the Enrollment Guide for Individual/Sole providers

(Please Note: some steps are required versus optional)



Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Step Remark
Step 1: Provider Basic Information	Required	01/23/2023	01/23/2023	Complete		
Step 2: Locations	Required	01/23/2023	01/23/2023	Complete		
Step 3: Specialties	Required	01/23/2023	01/23/2023	Complete		
Step 4: Associate Billing Provider/Other Associations	Optional	01/23/2023	01/23/2023	Complete		
Step 5: License/Certification/Other	Optional	01/23/2023	01/23/2023	Complete		
Step 6: Mode of Claim Submission/EDI Exchange	Required	01/23/2023	01/23/2023	Complete		
Step 7: Associate Billing Agent	Required	01/23/2023	01/23/2023	Complete		
Step 8: Provider Controlling Interest/Ownership Details	Required	01/23/2023	01/23/2023	Complete		
Step 9: Taxonomy Details	Required	01/23/2023	01/23/2023	Complete		
Step 10: View Servicing Provider Details	Optional	01/23/2023	01/23/2023	Complete		
Step 11: Associate MCO Plan	Optional	01/23/2023	01/23/2023	Complete		
Step 12: 835/ERA Enrollment Form	Optional	01/23/2023	01/23/2023	Incomplete		
Step 13: Upload Documents	Optional	01/23/2023	01/23/2023	Complete		
Step 14: Complete Modification Checklist	Required	01/23/2023	01/23/2023	Incomplete		
Step 15: Submit Modification Request for Review	Required	01/23/2023	01/23/2023	Complete		

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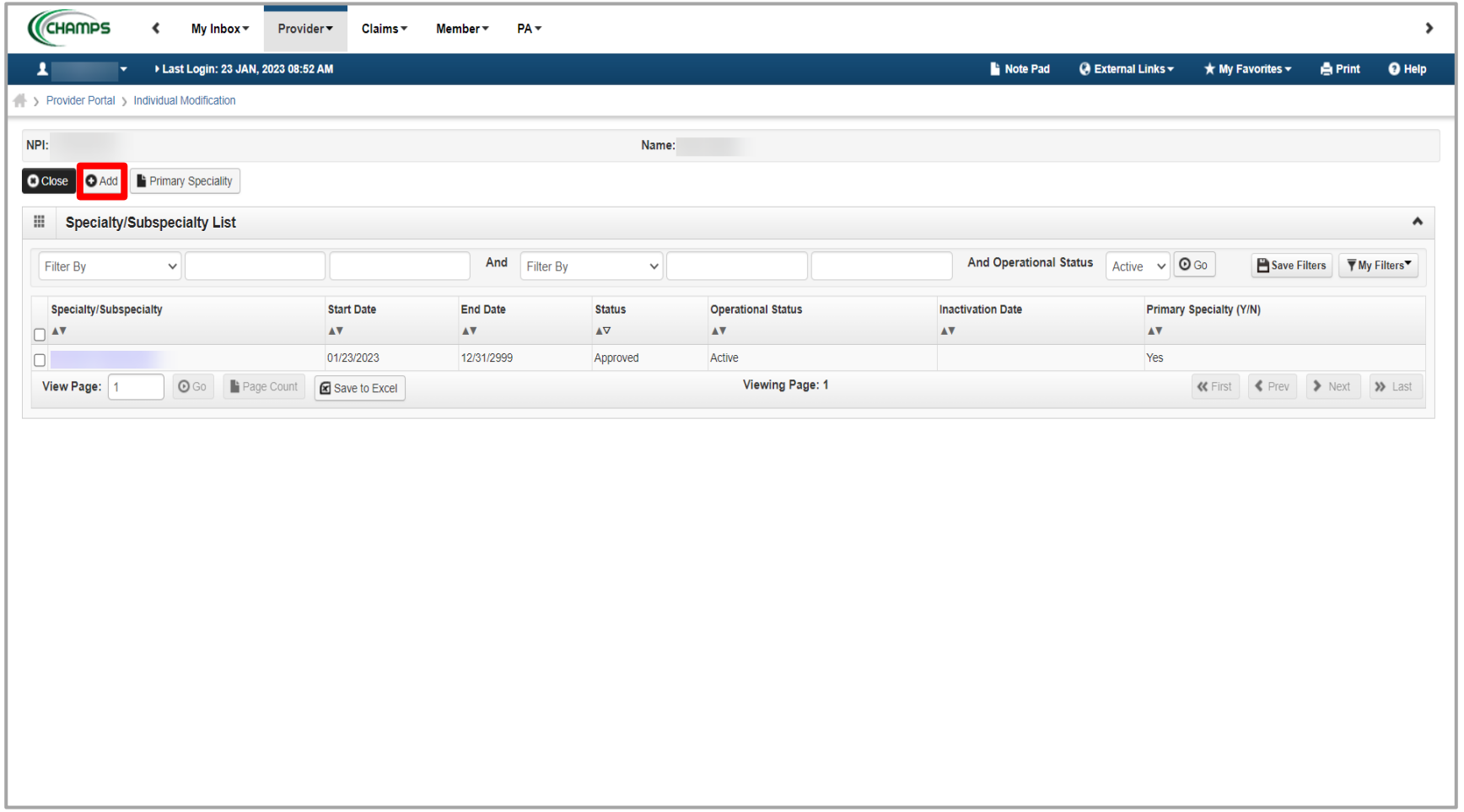
Provider Modification: Step 3: Specialties

- The provider's current specialties will be displayed.
- Click Add to enter the Doula Specialty to the provider's enrollment.



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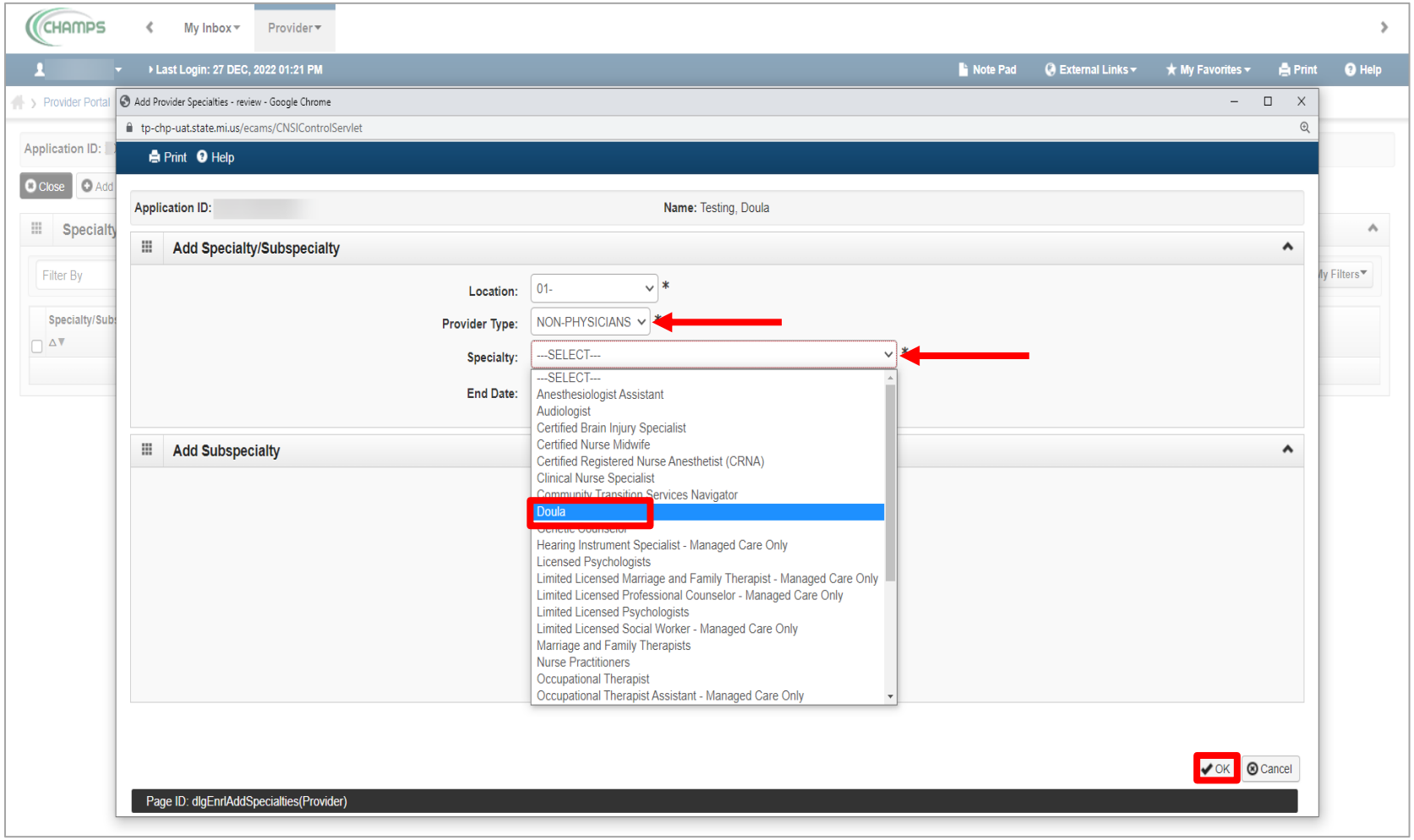
Provider Modification: Step 3: Specialties

- Select the appropriate Location.
  - The dropdown will default to the first location added in step 2. If more than one location was added select the appropriate location.
- From the Provider Type dropdown menu select Non-Physicians.
- From the Specialty dropdown select: Doula

(Please Note: There is no need to fill in an End Date)

- Click Ok



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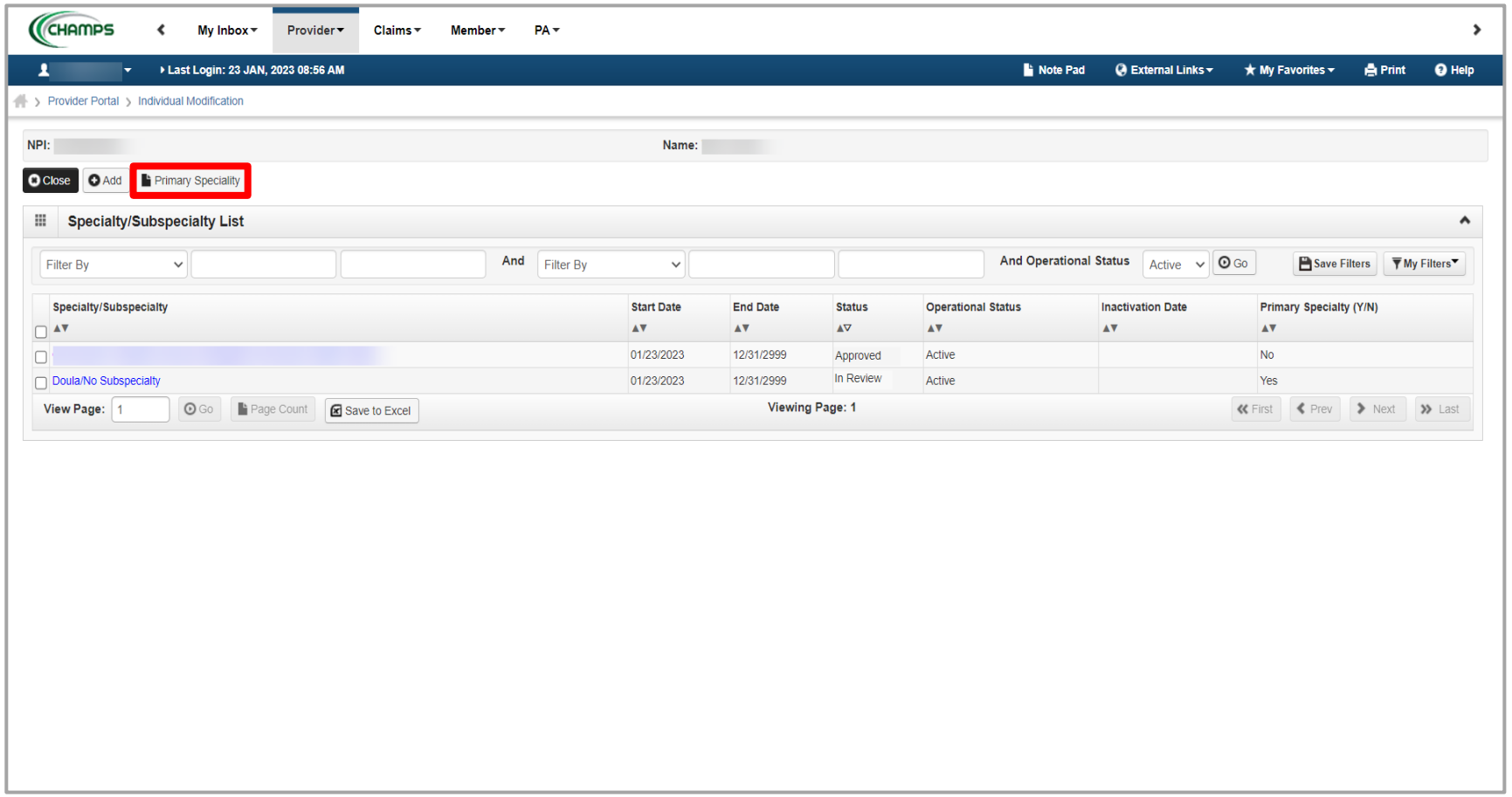
Provider Modification: Step 3: Specialties

- After adding the specialty click the Primary Specialty button.



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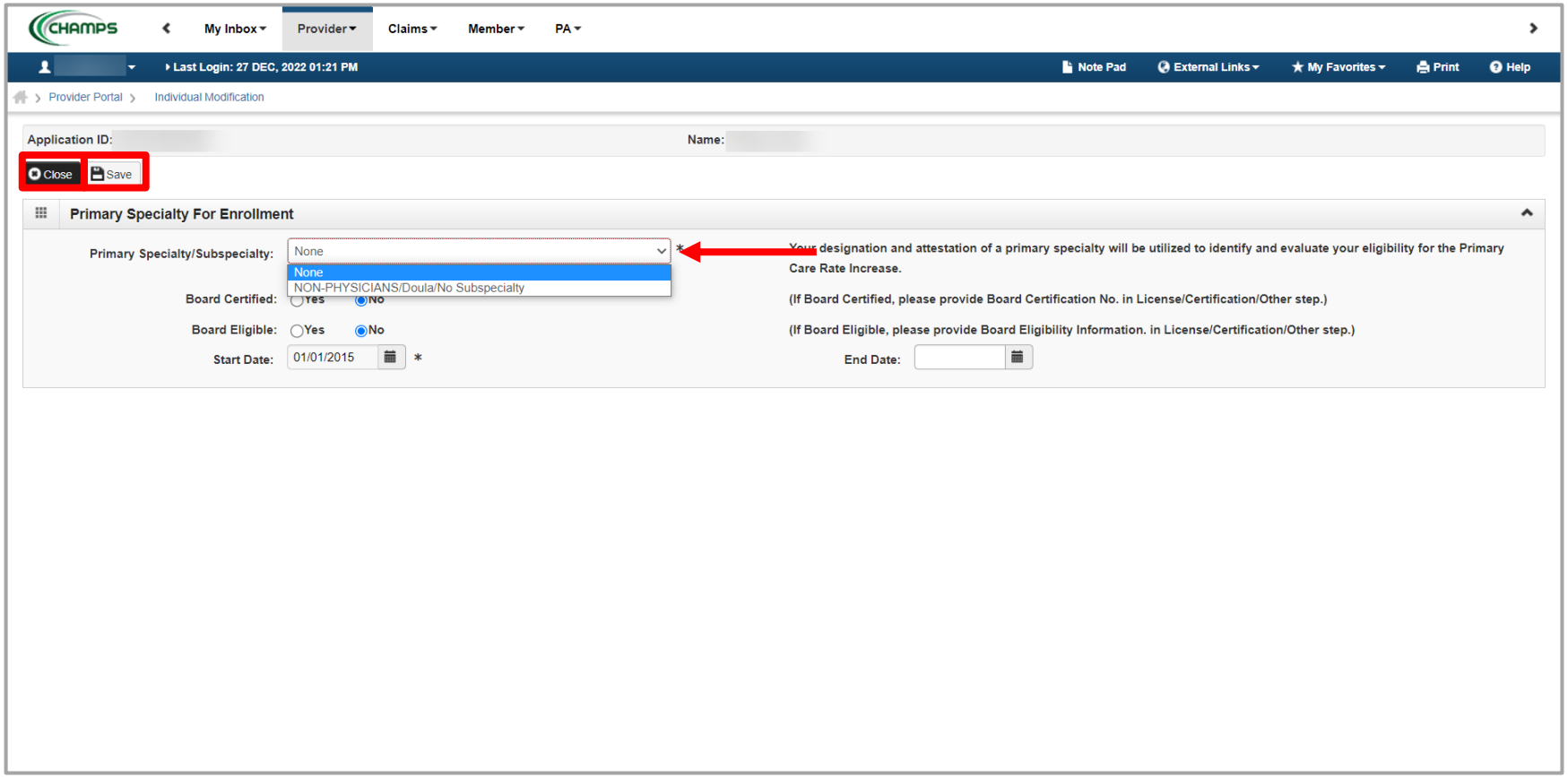
Provider Modification: Step 3: Add Primary Specialty

- From the Primary Specialty/Subspecialty dropdown menu select: Non-Physicians Doula/No Subspecialty.
- Note, the Board Certified and Board Eligible indicators pre-populate to No.
  - If the provider is Board Certified or Eligible, update the buttons to Yes, and additional information will be required in step 5.
- Once complete click Save, then Close.



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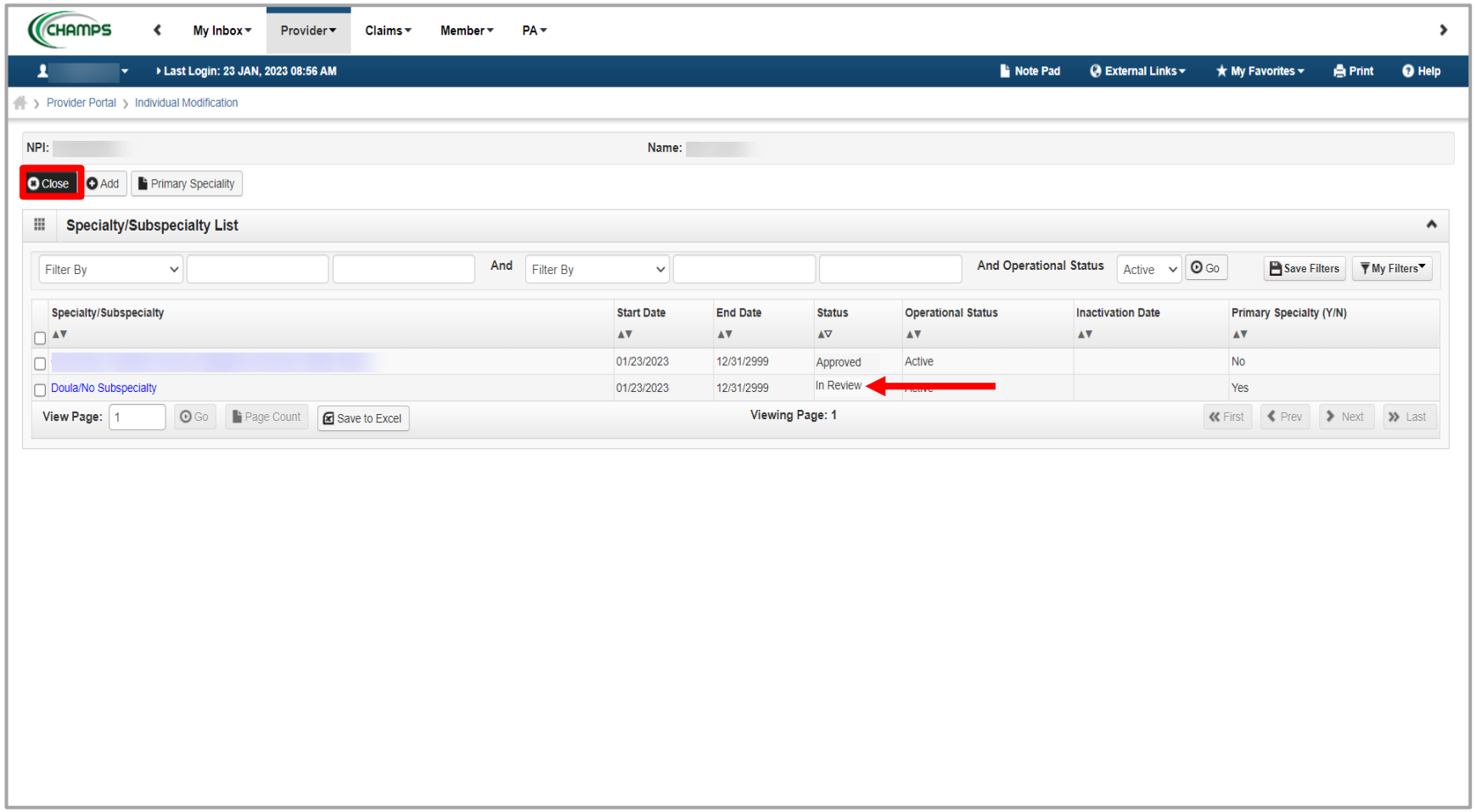
Provider Modification: Step 3: Add Primary Specialty

- The newly added Doula specialty will be listed with an 'In Review' status.
- Click Close to return to the business process wizard steps.



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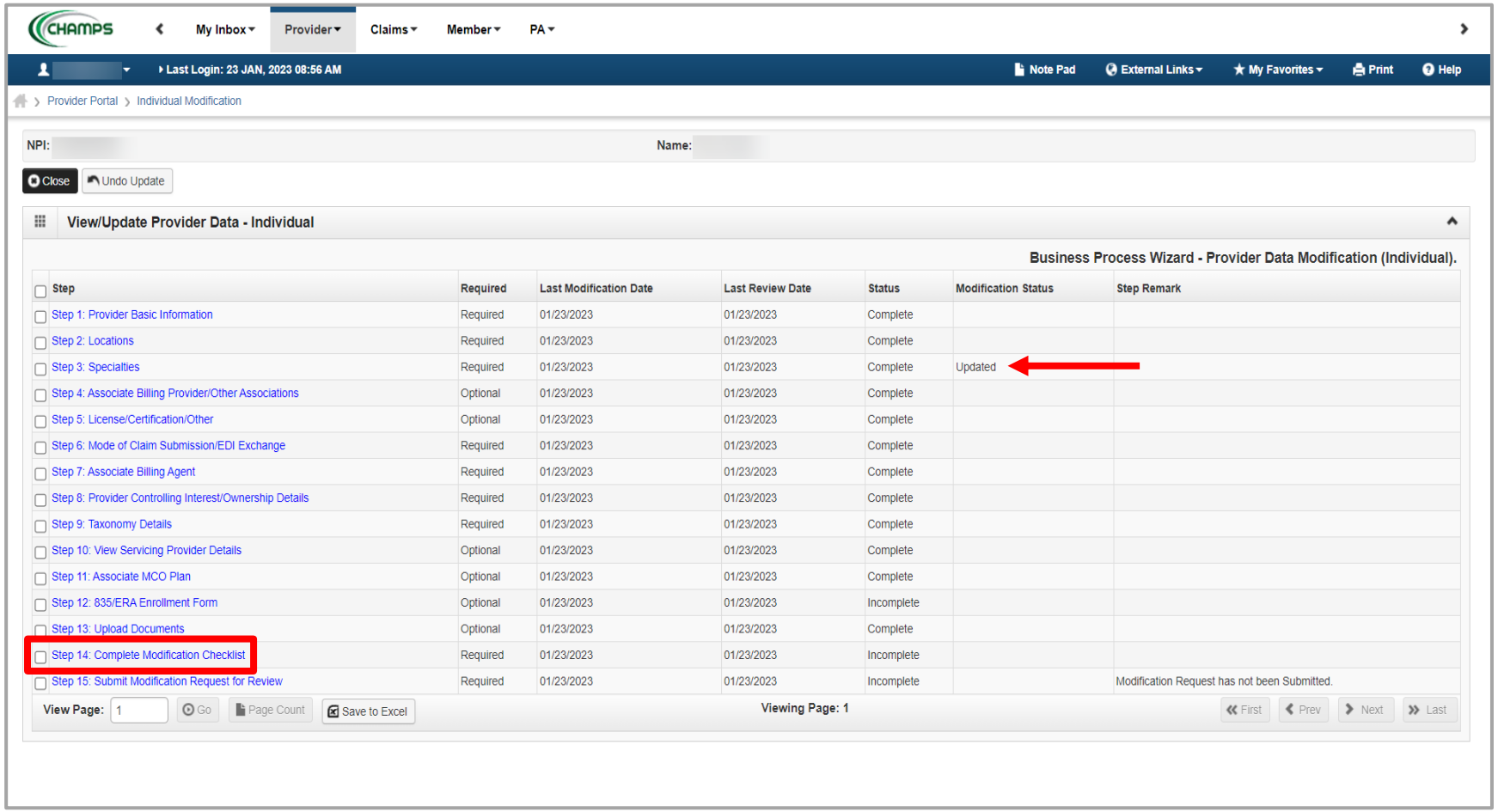
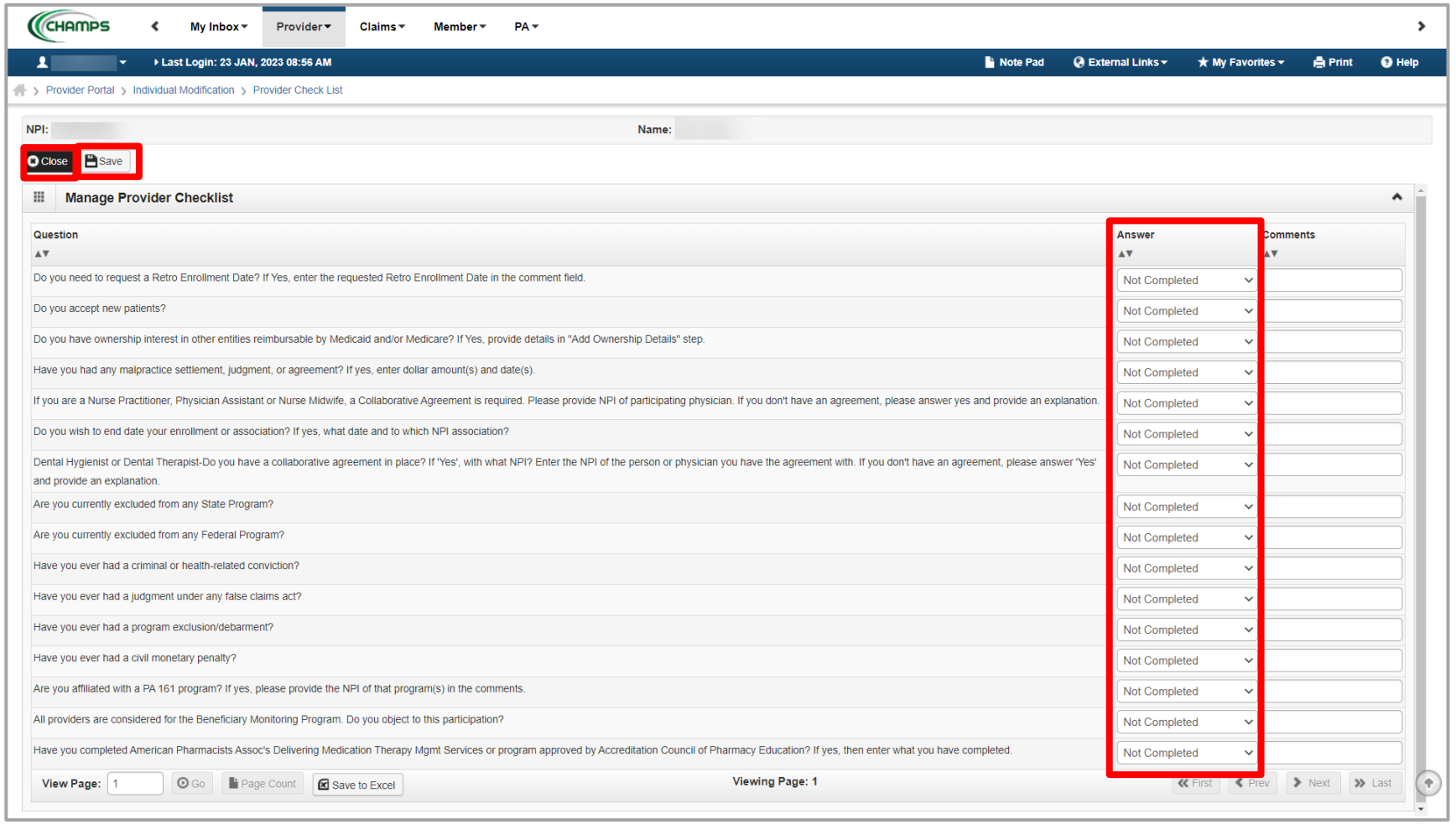
Provider Modification: Step 14: Complete Modification Checklist

- The specialty step will show updated.
- Complete any required steps or update any other steps as needed.
- Click step 14 to complete the modification.



Provider Modification: Step 14: Complete Modification Checklist

- Review and select an answer for each required question.
  - Enter comments if necessary.
- Once all questions have been answered click save and close.



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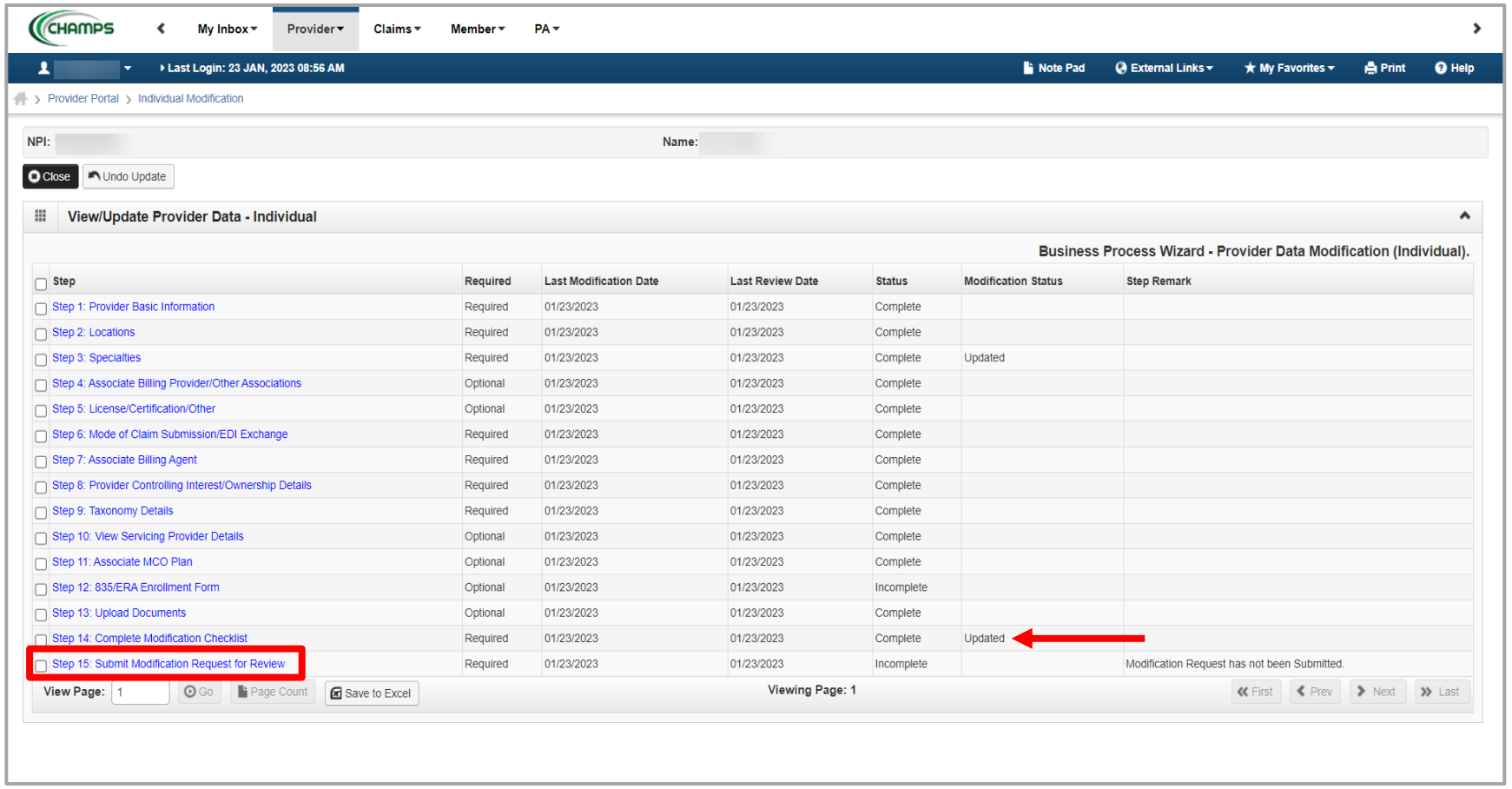
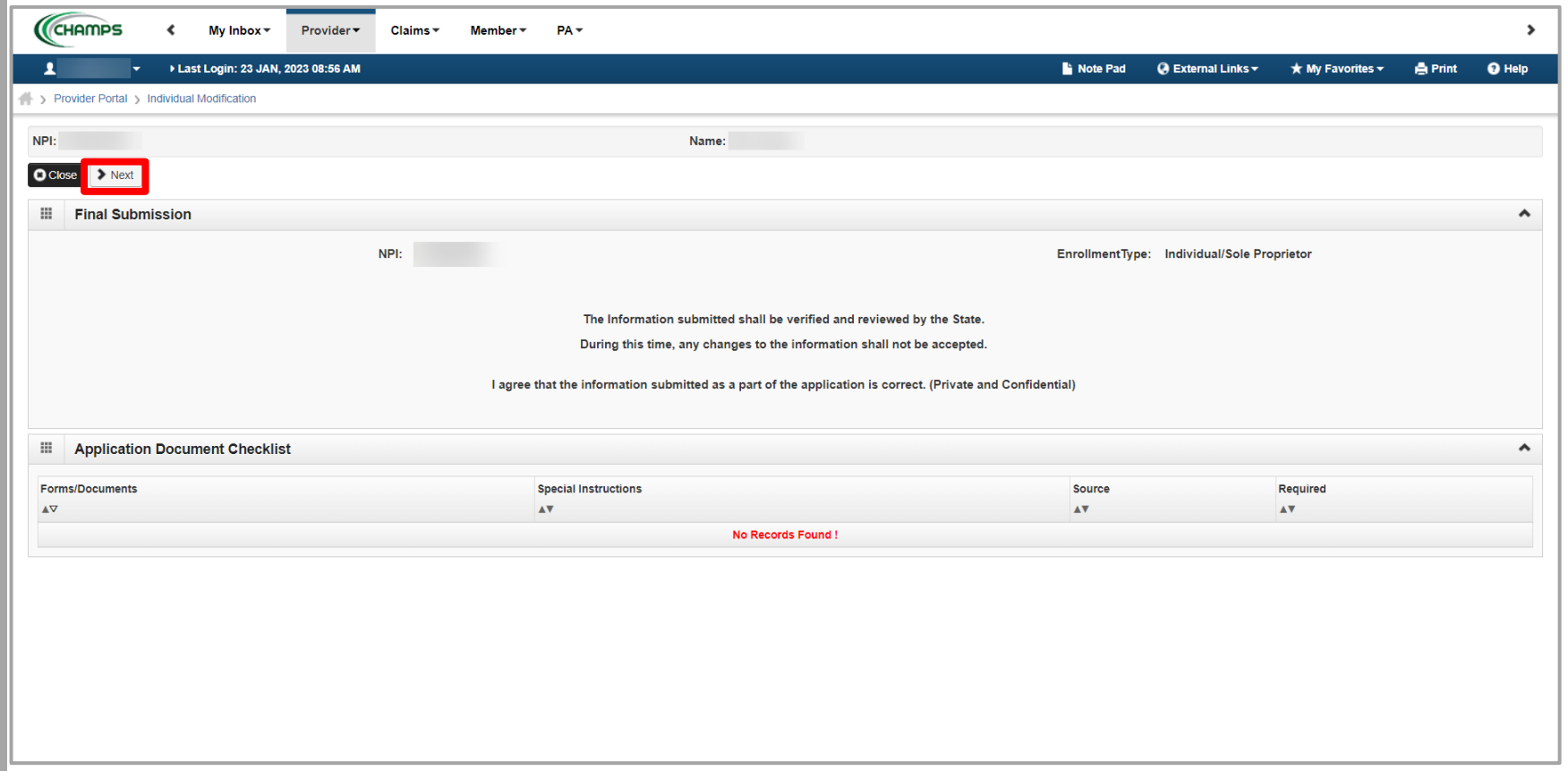
Provider Modification: Step 15: Submit Modification

- Step 14 will show updated.
- Click step 15 to submit the modification for approval.
- Step 15 must be completed in order to submit the modification for review and approval.



Provider Modification: Step 15: Submit Modification

- Click Next



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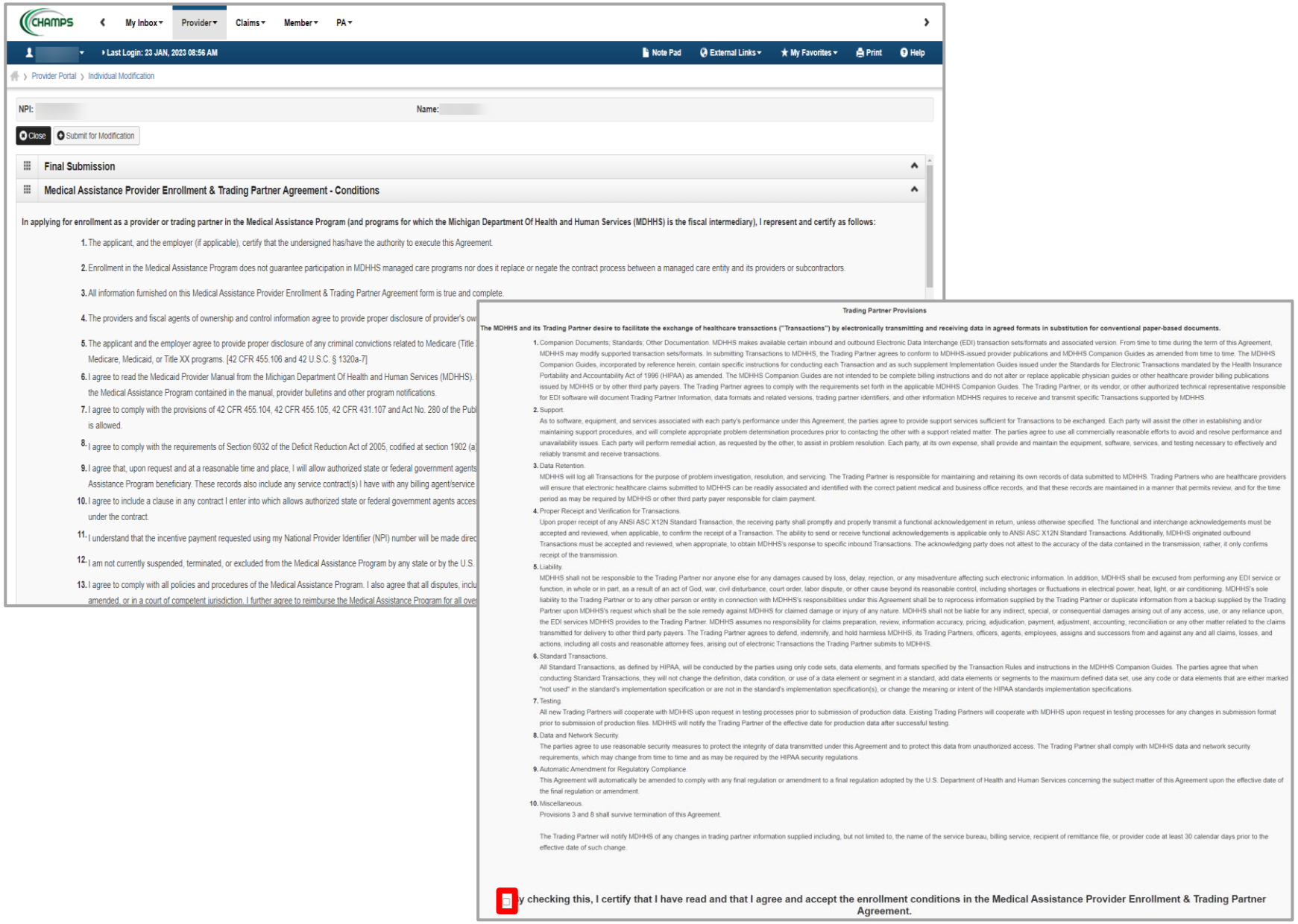
Provider Modification: Step 15: Submit Modification

- Read through the entire list of Terms and Conditions.
- Check the box at the end to agree to the Terms and Conditions
- Click 'Submit for Modification'
- Once submitted to the State for review, changes cannot be made to the information



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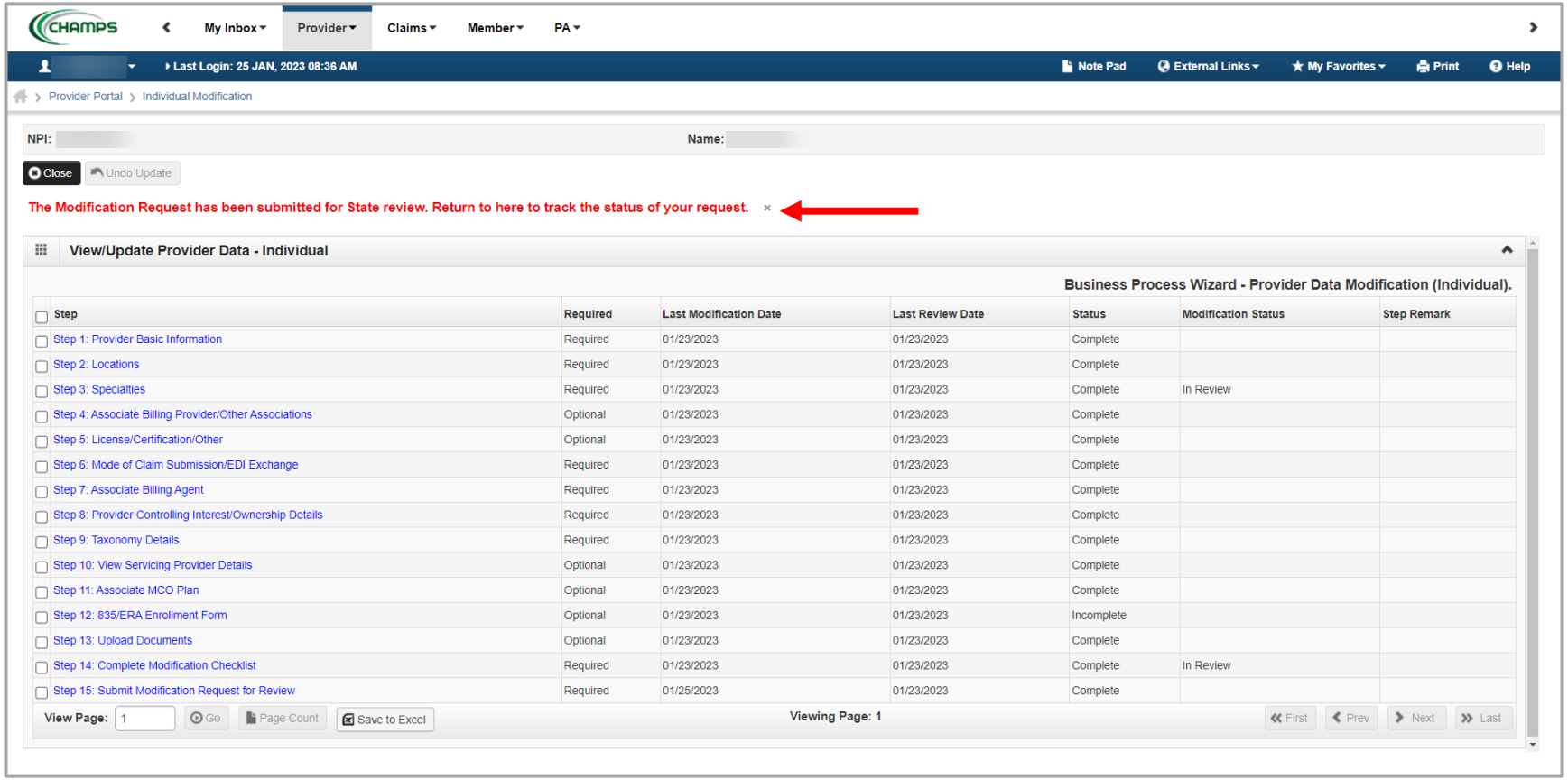
Provider Modification: Step 15: Submit Modification

- Step 15 is now complete
- The modification will show it's been submitted.
- The steps that were updated will show an 'In Review' status.

(Please Note: Optional steps may show as incomplete if you chose not to complete them. This is ok.)



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Next Steps

Pathway to Providing Medicaid Covered Doula Services

As of January 1, 2023, Doula providers may begin to enroll in CHAMPS as an Individual/Sole enrollment type.

Enroll as a Provider

Once the doula application is approved providers may complete the CHAMPS application.

MDHHS Doula Registry website

Enroll in a Medicaid Health Plan if you wish to be reimbursed for services provided to individuals enrolled in Medicaid Health Plans. Enroll/Credential with a Medicaid Health Plan

Provider Enrollment Instructions and User Guides: www.Michigan.gov/MedicaidProviders >> Provider Enrollment

Check Eligibility

Prior to rendering services providers will need to verify Medicaid eligibility. Policy: Medicaid Provider Manual, Beneficiary Eligibility Chapter.

Once eligibility is established, data from MDHHS is available via the CHAMPS Eligibility Inquiry.

If the beneficiary is enrolled in a Medicaid Health Plan (MHP) providers must ensure they are enrolled with the MHP.

CHAMPS Eligibility Instructions and User Guides: www.Michigan.gov/MedicaidProviders >> CHAMPS>> Eligibility and Enrollment

Prior Authorization (if needed)

Additional visits, beyond the limits in policy, may be requested through the prior authorization (PA) process.

PA requirements for Medicaid Health Plan (MHP) enrollees may differ from those required for Fee-for-Service (FFS) beneficiaries. Providers should contact the individual MHPs regarding their authorization requirements.

CHAMPS Prior Authorization Resources and User Guides: www.Michigan.gov/MedicaidProviders >> CHAMPS>> Prior Authorization

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Next Steps

Pathway to Providing Medicaid Covered Doula Services

Render Services

It is the expectation that doula services be provided face-to-face with the beneficiary. Prenatal and postpartum services may be delivered via telehealth. Doula providers will be expected to adhere to the current MDHHS telemedicine policy. (refer to MMP 22-47)

Doula services may include a maximum of six total visits during the prenatal and postpartum periods and one visit for attendance at labor and delivery. All prenatal and postpartum visits must be at least a minimum of 20 minutes in duration with a beneficiary to be considered eligible for reimbursement.

Submit the FFS Claim or MHP Encounter

All FFS claims submitted and accepted are processed through CHAMPS. Providers billing to MHP will need to submit an encounter to the appropriate plan.

Billing Requirements for Services Provided Within the Clinic Setting

FQHCs, RHCs, THCs, and Tribal FQHCs must use the ASC X12N 837I institutional format when submitting electronic claims for services performed by doulas within the clinic's scope of services.

Clinic Billing Requirements for Services Provided Outside the Clinic Setting

FQHCs, RHCs, THCs, and Tribal FQHCs may bill for covered doula services in settings other than the clinic office, such as in the beneficiary's home or hospital setting. Services must be billed separately using their non-clinic Type 2 specialty enrolled NPI on a professional claim format (CMS 1500/837P).

CHAMPS Direct Data Entry (DDE) Claim Resources and User Guides: www.Michigan.gov/MedicaidProviders >> CHAMPS>>Claims and Encounters

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Provider Resources

MDHHS website: www.michigan.gov/medicaidproviders

Doula Initiative website: https://www.michigan.gov/mdhhs/keep-mi-healthy/maternal-and-infant-health/mdhhs-doula-initiative

We continue to update our Provider Resources:

- CHAMPS Resources
- Listserv Instructions
- Provider Alerts

Provider Support:

ProviderSupport@Michigan.gov

1-800-292-2550

Thank you for participating in the Michigan Medicaid Program