

Provider Bulletin

Molina Healthcare of California

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December 13, 2024

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

Timely Filing Waiver for Doula Claims

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

EFFECTIVE IMMEDIATELY - To support our valued Doula providers during this transitional period, we are implementing the following updates regarding claims submission and timely filing requirements:

- We are extending the timely filing requirement for all Doula claims submitted for services provided in 2024. This includes claims previously submitted and denied due to timely filing limits. This waiver is in effect until **March 31, 2025**.
- After this date, the standard 90-day timely filing requirement will resume for all claims.
- This does not apply to services rendered in 2025.

As referenced in the DHCS Provider Manual, one of the ICD-10-CM diagnosis codes below is required when billing for Doula services:

- Z32.2 – Encounter for childbirth instruction
- Z32.3 – Encounter for childcare instruction
- Z33.1 – Pregnant state, incidental
- Z39.0 – Encounter for care and examination of mother immediately after delivery
- Z39.1 – Encounter for care and examination of lactating mother
- Z39.2 – Encounter for routine postpartum follow-up

Guidance for Resubmitting Claims

Doulas are strongly encouraged to resubmit denied or corrected claims **as soon as possible** to avoid unnecessary delays. Please ensure all claims include:

- All required elements.
- The appropriate **XP modifier**.
- At least one diagnosis code for each service provided (effective for services rendered on or after **November 1, 2024**).

Thank you for your commitment to providing essential support and care to our members.

Provider Action

Resubmit denied claims as soon as possible through the Availity portal at availability.com/molinahealthcare/

For additional information, please visit our website or refer to the DHCS Provider Manual:

- **Molina website:**
molinahealthcare.com/providers/ca/medicaid/resource/Doula-Process.aspx
- **DHCS Provider Manual:**
mcweb.apps.prd.cammis.medi-cal.ca.gov/assets/0075B242-F893-41DB-A418-4129A274E46C/doula.pdf?access_token=6UyVkRRfByXTZEWIh8j8QaYyIPyP5ULO



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
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San Diego & Sacramento, California Facilities	Dolores Ramos	562-549-4900	Dolores.Ramos@molinahealthcare.com
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If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email mhcproviderbulletin@molinahealthcare.com.

Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.