



YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE MORE SERVICES

## **Doula Services**

This is an important notice about your Medicaid Managed Care plan benefits. Please read it carefully. If you have any questions, please call us at **1-866-231-0847 (TTY 711)** Monday through Friday, 8:30 a.m. to 6 p.m. Eastern time.

Starting **April 1, 2025**, Highmark Blue Cross Blue Shield will cover doula services during pregnancy and up to 12 months after the end of pregnancy, no matter how the pregnancy ends. Currently, members can access doula services by using their Medicaid card. Beginning **April 1, 2025**, you can use your Highmark BCBS plan card to receive doula services.

## **What is a Doula?**

Doulas provide physical, emotional, educational, and non-medical support for pregnant and postpartum persons before, during, and after childbirth or end of pregnancy.

## **What Doula Services are Available?**

Doula services can include up to eight visits with a doula during and after pregnancy and continuous support while in labor and during childbirth. If you become pregnant within the 12 months following a prior pregnancy, your eligibility for doula services will start over with the new pregnancy. Any unused doula services from the prior pregnancy will not carry over.

Doula services may include:

- The development of a birth plan;
- Ongoing support throughout the pregnancy;
- Continuous support during labor and childbirth;
- Education and information on pregnancy, childbirth, and early parenting;
- Assisting with communication between you and your medical providers; and
- Connecting you to community-based childbirth and parenting resources.

## **Eligibility**

If you are pregnant or have been pregnant within the last 12 months, you are eligible for doula services. You are eligible for these services with each pregnancy.



If you started to receive doula services with a Medicaid-enrolled doula(s) before April 1, 2025, your doula services will continue to be covered until 12 months after the end of your pregnancy. If you start to receive doula services on or after April 1, 2025, your doula needs to participate with Highmark BSBS.

To learn more about these services, call Member Services at **1-866-231-0847** (TTY 711) Monday through Friday, 8:30 a.m. to 6 p.m. Eastern time.

**[www.bcbswny.com/stateplans](http://www.bcbswny.com/stateplans)**

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