

Great news! Doula Support Programs Now Available for Commercial Members

SHARE THIS INFORMATION WITH PREGNANT AND POSTPARTUM MEMBERS TO HELP WITH THEIR MATERNAL JOURNEY

Doula support is now available to Health Net HMO, PPO and POS (Commercial and Marketplace) members.*

How doulas can help with maternal and birth outcomes

Doula services offer comprehensive support before, during and after childbirth. Doulas help enhance the birthing experience and potentially improve outcomes for both the birthing member and baby, including reduced anxiety, shorter labors and fewer interventions. Doulas can be parents' strongest advocates during the pregnancy, childbirth and postpartum experience. Research shows that doula support can decrease cesarean section (C-section) rates and increase prenatal and postpartum visit rates.

What is a doula?

A doula is a trained birth worker that provides extra support to members during pregnancy, labor and delivery and postpartum. Doulas provide health education, advocacy, and physical, emotional, and nonmedical support to birthing people from diverse backgrounds and cultures. Services include members experiencing stillbirth, miscarriage, or abortion.

It is important to note that doulas do not replace the doctor or care provider and do not provide medical advice.

Doula programs available

Members are offered a choice between two doula programs at no cost. Members may choose support under the Mahmee virtual doula program or the individual doula program, but not both.

Individual doula services

- Members can receive doula services virtually or in person in any setting, such as home, office hospital, or an alternative birthing center.

Mahmee virtual doula with wrap-around support

- Mahmee offers virtual doula services via the Mahmee mobile app that is designed to better connect new moms with health care and support. Enrolled members get access to their digital program and access to a team of experts (wrap-around maternity support team) that includes doulas, registered nurses, lactation consultants, mental health coaches, nutrition coaches, infant feeding specialists and care coordinators.

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Eligibility Requirements

- The member must be active and enrolled with Health Net.
- The member must be pregnant or have been pregnant within the past 12 months and would benefit from doula services.

Coordinating Services

Doulas and Mahmee should work with the member's primary care physician or obstetrician to provide comprehensive support during labor and childbirth as a bridge to communication between the family and the medical team. Doulas and Mahmee should contact Health Net if the members need additional support.

- Doulas do not replace a doctor or the care provider and do not provide medical advice.
- Mahmee is not a network of doctors. They do not replace the member's current doctors or care providers. They act as a liaison between the member, doctor and their care team.

Assistive services during visits

Doulas can also give assistive or supportive services during an in-home prenatal or postpartum visit. This support provides face-to-face interaction while helping with emotional or educational support, such as folding laundry or drying dishes with the pregnant member. An assistive or supportive activity with the member cannot be billed to the member.

Individual doula services

Individual doula services include:

- No cost to members.
- An initial visit.
- Additional visits - up to eight given in any combination of prenatal and postpartum care. All visits are limited to one per day, per member.
- Labor and delivery support – including a miscarriage, a stillbirth or an abortion.
- Postpartum – up to two extended three-hour visits. These visits do not require the member to meet any criteria or receive a separate recommendation.

How to find a doula?

Call Health Net Provider Services 24 hours a day, 7 days a week:

Ambetter PPO	844-463-8188
Ambetter HMO	888-962-2164
Health Net Employer Group (HMO, POS, and PPO)	800-641-7761



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Mahmee virtual doula with wrap-around support

The Mahmee virtual doula with wrap-around support includes:

- No cost to members.
- Access to a team of experts that includes registered nurses, lactation consultants, mental health coaches, nutrition coaches, infant feeding specialists and care coordinators.
- An initial intake visit.
- Unlimited prenatal visits.
- Support during labor and birth.
- Unlimited postpartum visits.
- Up to two extended in-person postpartum visits (where available). Visits may last up to three hours.
- Members may work with one or more doulas during virtual and in-person visits.
- In-person visits are offered in select counties based on availability. Physicians and other providers can refer members to Mahmee directly.



Mahmee offers virtual doula services via the Mahmee mobile app that is designed to better connect new moms with health care and support.

Mahmee app

The digital platform gives the member access to one-on-one virtual visits, group chats, individual and group classes, coaching, and direct messaging. Plus, access to articles and videos.

How to enroll with Mahmee

Providers and other physicians can refer members to Mahmee directly to register or inform member to contact Member Services. The number is on the back of their medical identification card or contact Mahmee at the number listed below.

Mahmee

To register visit <https://www.mahmee.com/> and select eligibility or contact a Mahmee Representative at 818-431-1118.

Monday through Friday	6 a.m. to 8 p.m. Pacific time (PT)
Saturday and Sunday	8 a.m. to 6 p.m. PT