



TO: Certified Doulas, Physicians, Physician Assistants, Certified Nurse-Midwives, and Advanced Practice Registered Nurses
RE: DPH Doula Certification and Enrollment Criteria

Effective for dates of service January 1, 2025 and forward, the Department of Social Services (DSS) will enroll certified doulas in Connecticut's Medicaid program, also commonly referred to as the Connecticut Medical Assistance Program (CMAP) and HUSKY Health. To be eligible to enroll under CMAP, the doula must be certified by the State of Connecticut Department of Public Health (DPH). Doula services will be covered for all HUSKY Health members under HUSKY A, B, C, and D.

DPH Doula Certification:

Doulas looking to enroll with CMAP/HUSKY Health must first be certified by DPH prior to submitting their enrollment application. Doulas can visit the DPH Doula certification website at:

<https://portal.ct.gov/dph/practitioner-licensing-investigations/doula/doula-licensing-requirements>

Provider Enrollment Criteria/Requirements:

Doulas and doula groups interested in participating with CMAP/HUSKY Health can begin enrolling as a billing provider effective immediately.

Doulas and doula groups must enroll online via the enrollment Wizard on the Connecticut Medical Assistance Program (CMAP) Website: www.ctdssmap.com.

Prior to enrolling doulas will need to make sure that they are able to achieve and maintain the following provider requirements: (along with meeting all other requirements listed in provider agreement)

- The ability to maintain and securely store any and all medical records (Electronic or Paper) for 7 years.
- Obtain an NPI.
- Service location: An at home service location must meet the definition below.

Definition of Service Location as it pertains to Doulas who may choose to list their home as a service location:

A home office is a room or set of rooms within a provider's home where they can see members in-person and can maintain the members privacy and confidentiality during the visit. The home office should consist of a separate entrance or avenue through the house away from the view of others in the household to protect the members privacy.

A sample of the provider agreement is provided in the Helpful Links and Information section below.

Helpful Links and information:

- [Individual Practitioner Enrollment Application Sample](#)
- [Employed by Organization Enrollment Application Sample](#)
- National Provider Identifier (NPI) Link: [NPPES](#) – Doula's are required to obtain an NPI with taxonomy 374J00000X prior to completing the enrollment application.
- Please have the following information readily available in order to fill out the enrollment application:
 - Individual and or Group NPI
 - Social Security Number
 - DPH Certification #

- Tax ID
- Bank Deposit info (individual, group or hospital)
- Your office address, including a full nine-digit zip code, as well as your program's office phone number and email address
- Only enter an email address that you use daily. All enrollment and program information will be sent to that address

To enroll, providers must go to the Connecticut Medical Assistance Program (CMAP) Web site: www.ctdssmap.com and select "Provider" and then "Provider Enrollment" from the Home page to access the enrollment Wizard. Doulas are encouraged to read all instructions prior to proceeding with the online enrollment process. Doulas should gather all data required prior to beginning the enrollment process, as an incomplete application cannot be saved. In addition, an application remaining idle for more than 20 minutes will disconnect the provider from the enrollment Wizard and the provider will be forced to start over.

Once the online application is submitted, providers should take note of the Application Tracking Number (ATN). Once the application has been submitted, the provider SHOULD download a copy of the completed application for record keeping purposes. The ATN will allow providers to track the status of their enrollment application by selecting "Provider Enrollment Tracking" from the provider main menu on the CMAP Web site Home page: www.ctdssmap.com. On average it takes 4-9 weeks to finalize an enrollment.

Successfully enrolled doulas/doula groups will receive both a Welcome and PIN letter to set up their **(IMPORTANT) Secure Web Portal Account**. The setup of a secure Web account

allows the provider access to multiple on-line functionalities to maintain an updated enrolled provider file, in addition to multiple functionalities such as eligibility verification and claim submission.

Provider Re-enrollment:

Re-enrollment for doulas/doula groups will occur every five (5) years. Six (6) months prior to their re-enrollment due date, providers will receive notification from Gainwell Technologies that it is time to re-enroll along with an Application Tracking Number (ATN).

To re-enroll, providers will go to the CMAP Web site: www.ctdssmap.com and select "Provider Re-enrollment" from the drop down "Provider" menu. Providers will enter the ATN provided and their National Provider Identifier (NPI) or AVRS ID. The ATN expedites the re-enrollment process by allowing the provider access to prior enrollment data. Providers should carefully review the data for accuracy, making changes as applicable before submitting their re-enrollment application.

PLEASE NOTE: Changes cannot be made via the Web portal once the application is submitted. Additional changes must be submitted on paper to the Gainwell Technologies Provider Enrollment Unit. The ATN of the online application should be indicated on all additional documentation submitted to expedite the re-enrollment process.

For questions about enrolling, please contact the Provider Assistance Center, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-842-8440.