

NJ FamilyCare Doula Training Session

# **MCO Contracting**

Monday, 6/28/2021



Recorded Provider Trainings

# NJ FamilyCare Doula Sessions

*Doula Webpage at <https://www.state.nj.us/humanservices/dmahs/info/doula.html>*

1. Enrollment as an Individual Doula within the NJ FamilyCare fee-for-service program
2. Enrollment as a Doula-only agency (group provider) within the NJ FamilyCare fee-for-service program
3. Doula Claims Submission within the NJ FamilyCare fee-for-service program

# NJ FamilyCare MCOs



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# Doula points of contact

For...	Please contact...
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Aetna Better Health of NJ	Joseph Manger, Chief Operating Officer MangerJ@aetna.com or (609) 282-8197
Amerigroup NJ	Rhonnda Talton NJDoulaNetwork@Anthem.com or (609) 364-0107
Horizon NJ Health	Doula_Credentialing_&_Servicing@horizonblue.com
United Healthcare Community Plan	Michelle Gendrano uhccpnj@uhc.com or (888) 362-3368
Wellcare	Janet Soler-Webb njprdoulas@wellcare.com

# Joining an MCO Network can be simple

**Step 1:** Apply and receive your NJ Medicaid Fee-for-service Provider ID#

**Step 2:** The State notifies the MCOs that you have your NJ Medicaid Fee-for-service Provider ID#. Either the MCO will contact you, or you can also contact the MCO.

**Step 3:** The MCO will assist you with their contracting process (may include an application). You will need to provide the following information:

Legal name	Fax (if available)
Phone number	NPI
Address	NJ Medicaid ID
Email address	W-9 (incl. Tax ID or SSN)

**Step 4:** Receive and sign your contract and return to the MCO.

# Joining an MCO Network can be simple

**Step 5:** Once the MCO checks your credentials, MCO will counter-sign the contract and return a copy.

**Step 6:** The MCO will send you a welcome letter with a MCO-specific provider ID number.

**Step 7:** MCO will schedule online provider orientation (how to submit a claim, using the correct codes, how to set up electronic funds transfer, who to call when you need help, etc.)

**Step 8:** You are all set up and ready to go.

## All MCO **provider contracts** will contain

- Regulatory language required by the federal and state Medicaid (i.e., CMS and DHS/DMAHS)
- Requirements as a doula treating Medicaid and Medicare recipients
- Definitions of language terminology within the contract
- The contractual fee schedule for reimbursement
- The signature page to execute your contract
- A counter-executed copy of the contract is returned to you once the contract is finalized

**6/28/2021 Training Session #4: Contracting as a Doula with NJ FamilyCare MCOs**  
**Q&A questions**

***Q: I completed my fee-for-service enrollment as an individual doula. Do I need to also contract with each MCO as an “individual” provider?***

You need to contract with an MCO to serve that MCO’s members. If you join a group provider, then the group can do the contracting with the MCO and also submit claims for you. If you or your group do not contract with the MCO, you cannot serve their members.

*Note:* All doulas providing service with managed care must still first complete *fee-for-service* enrollment as an “individual” doula.

***Q: What application should I be using?***

**Aetna:** Provider Application

**Amerigroup:** NJ Universal Application plus two more credentialing forms

**Horizon:** Doulas should use the NJ Universal Physician Application instead of the CAQH application.

**United:** Doulas do not need to fill out an application.

**Wellcare:** Universal Physician application

*Note:* At the moment, the paperwork doulas fill out during the MCO contracting process (i.e., application/contracts) is not specific to doulas, but is the existing set of shared paperwork for individual professionals that has been approved by NJ FamilyCare and the MCO organizations. So doulas should expect to see some language that applies to physicians and clinical work, but will not apply for doulas.

***Q: I shared my training documentation with the state when I was enrolling as a fee-for-service provider, why am I being asked to share this information again for credentialing when contracting with a managed care provider?***

All plans need to collect certain information from doulas, and each is making an effort to support an expedited process for doula providers to become contracted, in-network providers with their MCO.

***Q: I am using my home address as a “practice location” in my paperwork as an individual provider, but will that address be listed in a public provider directory?***

We encourage doulas who can to use a doula agency’s contact information if they are affiliated with one.

We will remove individual doulas’ street addresses in our NJ FamilyCare provider directories. This includes the FFS directory available at [www.njmmis.com](http://www.njmmis.com), each MCO’s NJ FamilyCare



provider directory, and directories available through third party apps. The phone number, city, state, and zip will still be displayed.

*Note:*

- NJ FamilyCare’s provider directories are independent from [the NPPES NPI Registry](#), which is managed by the federal government. That information is based on what information you provided when obtaining a NPI.
- NJ FamilyCare’s provider directories are independent from the proposed NJ Department of Health Doula Registry.

***Q: I’m only in the middle of the process of contracting, but I am already getting calls from members to provide them doula services. What should I do?***

If you are willing to serve the member, you should reach out to the MCO (use the doula point of contact information in the slide deck) about the possibility of entering into a temporary “out of network” agreement (also called a “single case agreement”) while you finish contracting.

If you are not willing to serve the member, ask the member to call their MCO’s Member Services line to get access to doula care.

***Q: I do not have access to a printer. Can I complete this paperwork electronically/online, or do I need to physically mail it in?***

**Aetna:** We currently do not have an online application. All completed paperwork such as the Provider Application or Contract is emailed in PDF format and must be returned to Aetna Better Health in its entirety via email (electronic signatures and a scanned document are accepted), fax or USPS. Aetna does not accept just the signature pages.

**Amerigroup:** Our contracts can be done electronically, by email. Only the signature page needs to be sent back.

**Horizon:** Our applications/contracts can be done electronically and by mail. Please forward the information to: EnterprisePDM@HorizonBlue.com or mail: Horizon BCBSNJ, 3 Penn Plaza, Mail stop 14-C, Attention: Credentialing, Newark, NJ 07105.

**United:** When you sign your contract, the complete contract must be returned—either as a scanned electronic document, or by physical mail. Just sending the signature page is not enough or sending a photo image of the signed portion of the contract cannot be accepted since it is a legal binding document.

**Wellcare:** Our applications are an editable PDF. Our contracts can be signed electronically with the Adobe Doc application.

***Q: When should I expect to receive a welcome letter after I submit a signed contract back to the MCO, assuming there aren’t any issues (eg, additional missing information) that come up?***

**Aetna:** You will receive a Welcome Letter via email from our Provider Relations Department and an invitation for Provider training about 45 days after you submit the signed contract to Aetna Better Health.

**Amerigroup:** You will receive the welcome letter and a copy of your counter-executed contract about 45 days after you complete credentialing, which begins after you submit your signed contract with us.

**Horizon:** Our process may take up to 60 days. Upon approval, we will mail a letter with effective date, welcome kit with provider manual, and copy of executed contract.

**United:** 10-20 business days after the full signed contract has been received.

**Wellcare:** You will receive the welcome letter and get a call to set up an orientation call about 30-45 days after you complete credentialing, which begins after you submit your signed contract with us and provide other needed documentation (eg, W-9 and proof of liability insurance).