

May 18, 2023

# Provider notice

## Members being charged for Doula services

### Issue identified

It was brought to our attention that some Providers may be charging members for completion of Doula Recommendation and Verification of Pregnancy forms related to access of doula care.

### Reminder

Molina would like to remind providers that It is not permissible to balance bill Medicaid members for covered services. Also, we ask that you reimburse members that have been charged.

### Balance Billing (Provider Manual- Page 12)

The Provider is responsible for verifying eligibility and obtaining approval for those services that require prior authorization. Providers agree that under no circumstance shall a Member be liable to the Provider for any sums that are the legal obligation of Molina to the Provider. Balance billing a Molina Member for Covered Services is prohibited, other than for the Member's applicable copayment, coinsurance and deductible amounts.

### Questions?

As always, your partnership with Molina is highly valued, and we are committed to providing you with excellent customer service. If you have any questions or concerns, please contact your Molina Provider Services Manager at [MCCVA-Provider@molinahealthcare.com](mailto:MCCVA-Provider@molinahealthcare.com).

Sincerely,

Molina Healthcare