



Mother-Baby Health Education, Training, Consultation and Support

INFORMATION FOR DOULA TRAINING SCHOLARSHIP RECIPIENTS ABOUT WORKING WITH HAPPY MAMA HEALTHY BABY COMMUNITY DOULA PROGRAM

We are so excited to welcome you to the wonderful world of being a Doula! We hope that this training has provided you with the knowledge and skills to serve expectant and new mothers and newborns in your community with grace and dedication. We want to give you some information about what's next. The next step is gaining the experience you need to get certified. That means working with real moms and newborns and applying everything you have learned here in the training. We want to be as clear as possible about the expectations and responsibilities of accepting the scholarship you have been given for this 4 day training.

1. The next step is to apply to become a Doula with Happy Mama Healthy Baby Community Doula Program. The first thing you need to do is fill out the **DOULA VOLUNTEER APPLICATION** on our website (<https://motherbabysupport.net/doula-educator-counselor-application/>). Submit this form and form and we will follow up to give you an orientation to our program. Please plan to join the new doula orientation on **WED. APRIL 8 AT 4:30 -6:00 PM (ON ZOOM)**.
2. If you choose to join our team, then the next step is to pay the affiliate fees. When you affiliate with us, you get many benefits:
 - a. **Website marketing** of your services with a dedicated profile on [our website](#).
 - b. **2. A designated email and a license to use Microsoft business applications** (Word, SharePoint, Excel, PowerPoint, etc.).
 - c. **2. HIPAA Training and Certification** (portable to other organizations).
 - d. **3. Free [online access](#) to our webinars and trainings.** We offer comprehensive training so enable you to become a Full-Spectrum Doula. We offer [Childbirth Educator Training](#) and [Postpartum Doula Training](#) and other [seminars](#) in a self-paced, online format. A value of over \$2500!
 - e. **4. Discount on our in-person trainings, conferences and events** held throughout each year. We offer [Community Birth Doula Training](#), [Postpartum Doula Training](#), [Breastfeeding Peer Counselor Training](#), and [Childbirth Educator Training](#)
 - f. **5. Tuition payment for continuing education** webinars and trainings, and conferences offered by us or others.
 - g. **6. Malpractice Insurance** covering you for all HMMBA clients you work with.

3. 7. **PAVE credentialing support** for new doulas wanting to become Medi-Cal doulas. We offer one-on-one support to get doulas Medi-Cal certified.
4. 8. **CPR Training cost.** To be paid annually.
5. 9. **Mentorship and apprenticeship for new doulas.** One-on-one feedback and coaching for all new graduate doulas on the team by seasoned doulas and doula supervisors. May include “shadowing” of new doula with senior doulas while providing client care.
6. 10. **Use of HMHBA client health education materials** and childbirth preparation curriculum and class, *“Empowered Birth Choices”* for use when educating one-on-one your HMHBA clients.
7. 11. **Access to our client visit forms** for tracking and documenting client care.
8. 12. **Protocols for doula support** outlining what is to be done at each prenatal and postpartum visit and births.

FEES FOR AFFILIATE DOULAS

Fees are \$300 per year or \$150 per six months or \$25 per month. Pay at: <https://paypal.me/hmhba>. We must receive the fees before you can be added to our team.

9. The next step is to take the online self-paced HIPPA Certification or submit a certificate if you have taken the training elsewhere. Contact Robert.Lanicone@motherbabysupport.net or call (626) 388-2191 ext. 4 to request the exam. It is 30 minutes and online and you will take a quiz afterwards and then get the certificate. This is required to become a Medi-Cal Doula.
10. After that, you will need to take our Workplace Compliance training. It is online and self-paced. We will send it to you to take.
11. Next, you will send us a short bio about your experience, training, philosophy and services offered to clients. It should be written in the first person as if you are speaking to clients. It only needs to be 150 words. Please specify the phone number that you want posted on the internet and the geographical region you want to serve. The photo should be in color, portrait orientation, with no one else in the picture against a grey or white wall, shoulders and face only. Do not send black and white photos or photos outside, It should be taken indoors. Send the photo and bio to: Cordelia.Hanna@motherbabysupport.net. We will use this to create a profile for you, a dedicated page on our website.
12. Next, we will give you a dedicated email address on our server that you will use when conducting business with our clients. You may not use your personal email address from yahoo or gmail. They are not HIPPA secure. The email will be: First Name.Last Name@motherbabysupport.net. Expect an email from Robert Lancione. He will set you up with it. You should also add outlook to your cellphone. You can download it from the app store and use it when communicating with our clients and your colleagues. Robert can assist you with this set up. You will also have a dedicated signature we will send to add to your email.
13. You will then need to take our self-paced orientation course Intro to Files and Folders and SharePoint. This is a 90 minute pre-recorded video that will orient you to how to access our client health education materials, and the forms you will use when providing care.
14. Next, you will need to schedule an appointment with Robert Lancione at 626-388-2191 ext. 4 or email: Robert.Lancione@motherbabysupport.net to orient you on the steps to becoming a Medi-

Cal doula. You will need to obtain an NPI number, and provide documentation on PAVE, the California Department of Health Services web portal. It will take several weeks to complete this step.

15. The next step is to get you credentialed by the Managed Care Plans. We currently take Molina, Kaiser and LA Care, and will be adding others soon. We cannot service any client who does not have one of these three plans. You cannot be paid for a plan we do not have (i.e., Aetna or United Healthcare etc.).
16. Next, you will be assigned clients to work with while you are obtaining the births/postpartum families for certification. You will need to work with three mothers and receive three Client Evaluations and provide three Self- Reports for each client.
17. There are also other things you need to do to become certified. These were outlined in your training. Please refer to The Student Manual, and the PowerPoint and website for reminders of what you need to do. You have six months from the last day of your training to get the requirements done. If you do not do it within 6 months, then you will have to repeat the course, and we do not give scholarships for the same course more than once. You will have to pay full price (\$850) to retake the course. If the course you are in has a certification exam it is due within one week of the course ending. You have to pass with a score of 80% if you do not pass the first time, you may retake it once. If you fail a third time, you will be required to retake the course again.
18. By joining our team, we will provide you with mentorship and guidance from a more experienced doula and from the course leader(s). We will offer continuing education opportunities throughout the 6-month period. You may take any of our online courses (Childbirth Educator Training, Postpartum Doula Training) for free while working with us, or attend in-person or live virtual trainings for free while working with HMMHBA.
19. We will provide you with malpractice insurance to cover you while working with our clients. It does not cover any non-HMMHBA clients or any births you attend outside the hospital. It will end when you leave our organization.
20. You will receive Microsoft Office Suite (word, excel, powerpoint, SharePoint) to work with you can download the latest versions. Please ask Robert for assistance.
21. The next step is you will receive a Independent Contractor Doula Contract from HMMHBA. You will be an independent 1099 contractor. Either party may terminate the contract at any time with or without reason by written notice. You agree to work with us for one year from the date you sign the contract. There are also several other legal documents and disclosures you must sign, such as the Confidentiality Agreement, Non-Disclosure Agreement, Non-Discrimination Agreement, and more. These along with the contract will be sent to you via DocuSign by Robert Lancione.
22. We pay based on current Medi-Cal rates for perinatal visits and births. Please discuss this with Robert Lancione, Director of Medi-Cal when you do your orientation. It will take up to 8 weeks from the time of submission of your invoices for each client you served within the month to be paid. You must submit invoices along with visit forms by the 25th of each month. Please note: we do not give advances for clients you serve. When we receive payment from the Managed Care Plans (Molina, Kaiser, LA Care, and others), we will pay you when they pay us. We have no ability to predict or influence when we will be paid by the MCPs. Expect at least 2 months for payment on any claims. Robert can give you more details during your orientation.

23. You will receive access to our client health education, and the protocols of what to do at each visit. Also, you will be required to submit visit forms (electronically, on our website) within 48 hours of contact with a client. We offer three prenatal visits, one each trimester, labor and birth support, and three postpartum visits. Each visit is 1-2 hours in length. Extended postpartum care (4-8 hours) requires a separate contract.
24. Clients will complete the **REQUEST FOR SERVICES** form on our website (<https://motherbabysupport.net/request-for-services/>) to initiate the care. Our Doula Program Coordinator contacts the family within 48 hours of receipt. She will do an orientation with each client and then the client will choose the primary doula and the back-up doula. The coordinator will let you know if you have been selected by the client. Once the client signs a **PARTICIPATION AGREEMENT**, they are now our client and you can begin your care. Do not begin working with any client until we receive the **PARTICIPATION AGREEMENT**. The first three births or postpartum families you work with from us will be unpaid. You cannot be paid until you are Certified and accredited as a Medi-Cal Doula on PAVE. Working with us does not preclude you from working with other doula organizations, or on your own, and doing your own Medi-Cal billing or hiring a Medi-Cal biller.

We will go over all of this again during orientation, but we wanted to give you some understanding of what to expect going forward.

If you agree with these guidelines and would like to enter the apprenticeship program, or if you need more information to consider it, please begin by filling out **the DOULA APPLICATION** on our website.

IF YOU HAVE QUESTIONS, PLEASE CONTACT US

Obtaining Clients or Issues with Clients or Referring Clients or Doulas

Cordelia Hanna at Cordelia.Hanna@motherbabysupport.net (626) 388-2191 ext. 1.

Status of Submission of Claims

Robert Lancione Email: Robert.Lancione@motherbabysupport.net (626) 388-2191 ext. 4.

Payment of Claims/Technical Issues with Email, Website, HIPPA Training, Contract

Robert Lancione, Medi-Cal Director. Email: Robert.Lancione@motherbabysupport.net (626) 388-2191 ext. 4

Training Opportunities. Scholarships and Grant Programs

To register into one of our courses please contact Cordelia Hanna, (626) 388-2191 ext. 1 or (323) 631-7990. Email: Cordelia.Hanna@motherbabysupport.net

Our office hours are 9:00 am to 6:00 pm Monday through Friday. Please allow 48 hours for response. We are closed weekends and holidays. For emergencies with clients, call Cordelia at (323) 631-7990 (24/7).

Thank you for choosing to become part of Happy Mama Healthy Baby Alliance. We look forward to working with you.

PLEASE SIGN AND CHECK ALL THE BOXES BELOW:

- I understand that as a condition of receiving the scholarship for this training, that I will work with HMBHA for a period of one year from today's date.
- I understand that the first three families I work with will be unpaid, as an intern.
- I understand that clients are not considered an HMBHA client until the Participation Agreement has been signed.
- I understand that I cannot be paid until I am certified and credentialed on PAVE and with the Managed Care Plans.
- I understand that I must turn in all visit forms and birth outcome forms 48 hours after contact with my assigned clients.
- I understand I must turn in a client evaluation after each birth or postpartum assignment.
- I understand that I am to turn in invoices and visit forms for all clients I work with during a given month in order to be paid.
- I understand that it may take up to 8 weeks to be paid for any claims that are submitted on my behalf.

If you agree to these terms, sign below:

_____ **Date:** _____

Signature

Print Full Legal Name: _____

Email: _____ **Area Code and Phone:** _____

**You may also take this home and then send it back later to
Cordelia.Hanna@motherbabysupport.net.**