

# Doula Frequently Asked Questions (FAQ)

**1. Do I need a Medicaid ID to enroll with Aetna Better Health of Florida Provider?**

Yes. Having a Medicaid ID is a requirement in order to enroll with Aetna Better Health of Florida.

**2. Is there a specific provider specialty requirement to join Aetna Better Health of Florida?**

The Medicaid ID for any provider specialty must be **limited** or **full** enrollment to participate in Florida Medicaid and Health Plan's Network (Provider Type 97, Specialty 974, Taxonomy 374J00000X). Limited Registration required: Doulas are NOT able to bill directly to the State for Fee For Service (FFS).

**3. Is an NPI the same as a Medicaid ID#?**

No, the NPI and Medicaid ID are different. Your NPI and Medicaid number should be linked in order to obtain payment for services.

To get a National Provider Identifier (NPI), you can apply online, by mail, or through an Electronic File Interchange (EFI) organization. For more information visit

[How to apply for an NPI online \(hhs.gov\)](https://www.hhs.gov/npi/) on how to complete the initial application.

To obtain a Medicaid ID# complete the online application – Florida Medicaid Provider Registration via Medicaid wizard:

[https://portal.flmmis.com/FLPublic/Provider\\_ManagedCare/Provider\\_ManagedCare\\_Registration/tabId/77/Default.aspx?linkid=massreg](https://portal.flmmis.com/FLPublic/Provider_ManagedCare/Provider_ManagedCare_Registration/tabId/77/Default.aspx?linkid=massreg)

**6. Do I have to request Prior Authorization for Doula Services prior to providing services to Aetna Better Health of Florida?**

No, Prior Authorization (PA) is NOT required in order to provide Doulas services with Aetna Better Health of Florida.

**7. What regions/areas can I provide Doula services if I become part of the Aetna Better Health of Florida network?**

Aetna Better Health of Florida Inc. is a Medicaid provider servicing in Region D Hardee, Highlands, Hillsborough, Manatee and Polk, Region E *Brevard*, Orange, Osceola and Seminole and Region I Miami-Dade and Monroe.

**8. How long after birth can I bill for a post-partum service?**

12 weeks

**9. How are Doula claims submitted?**

Our preferred method of Doula claims submission is through our availability portal or OfficeAlly at no cost to the providers.

**10. Do providers require a referral in order to see members?**

No, providers do not require a referral to see our members.