

# FAQs for Process for Doula Trainings that want to be Approved by NJ FamilyCare

## General FAQs

### What is NJ FamilyCare?

NJ FamilyCare is NJ's Medicaid and CHIP insurance program and covers approximately 2 million NJ FamilyCare members in our state. In NJ, Medicaid covers around 30,000 births annually. NJ FamilyCare insurance fully covers the cost of pregnancy-related doula care for its member when care is provided by an enrolled NJ FamilyCare community doula.

### Why does NJ FamilyCare need to approve Doula Trainings?

Like many other states, NJ does not have independent state standards on who can be a doula. So NJ FamilyCare – as a payer of health services – has an Approved Doula Trainings list to be clear about which doulas can become an enrolled NJ FamilyCare community doula and receive NJ FamilyCare reimbursement for the care they provide.

### Why was this new Process developed?

The goal of developing this process is to expand the number of NJ FamilyCare Approved Doula Trainings so that we can increase the number of NJ FamilyCare community doulas enrolled to provide doula care for NJ FamilyCare families. While there have been times when NJ FamilyCare has added trainings to the Approved Trainings list, we have consistently heard that we needed a process that was transparent, consistent, and inclusive.

### Who is responsible for developing this Process and the NJ FamilyCare standards?

NJ Department of Human Services, NJ Department of Health, and NJ Maternal and Infant Health Innovation Authority work together on statewide doula policies, which includes developing this process. The standards were based on discussions of what training components were important to prepare a doula to serve NJ FamilyCare families and comparing minimum requirements for doula trainings across multiple State Medicaid programs. State staff with doula backgrounds were involved in the initial proposed Process, and this Process was not finalized until we incorporated feedback from doula training organizations and other doula stakeholders.

**NJ FamilyCare has said that doulas who have received community-based/cultural competency training are best equipped to meet the particular needs of diverse NJ**

## FamilyCare members—but those competencies are not part of the Rubric in the Approval Packet. Why not?

To meet the goal of welcoming more doulas into our NJ FamilyCare community doula workforce, we will Approve trainings based on whether they meet NJ FamilyCare’s standards for “core” doula competencies.

NJ FamilyCare’s “community-based/cultural competency” doula competency standards will now be met through a universal requirement at the individual doula level: All individual doulas must complete a required training to enroll as a NJ FamilyCare community doula. This Training will be offered a free, self-directed, online training that will include delivering culturally competent care and supporting client access to NJ’s community-based resources.

We remain strong supporters of any doula trainings that include any community-based or cultural competency components and encourage individuals interested in becoming doulas to consider those trainings. We are not, however, able to waive the requirement of the required training for any doula interested in enrolling as a NJ FamilyCare community doula.

## I represent a doula organization whose training is on the current *Approved Trainings* list. Does my organization still need to go through this new Approval Process to remain on the updated *Approved Trainings* list?

Yes, it will. This is to ensure that the standards are consistently applied to all NJ FamilyCare approved doula trainings. During the design phase, we did take into account New Jersey’s current state landscape of approved doula trainings.

## What happens if my organization submits an Approval Packet but our training is not approved?

We have designed this process to clearly communicate NJ FamilyCare’s standards for Approval so that every doula organization can anticipate whether your doula training meets the standards before you complete the Packet. If a Training is not approved, the reasons will be shared with you in Part 4 of the Rubric and returned to you. The doula organization is welcome to re-apply after any gaps in meeting the standard are addressed.

## FAQs for Individual Doulas

### **I am an individual doula in New Jersey. How does this Process impact me?**

If you are a doula who does not plan to serve NJ FamilyCare (Medicaid) clients, you are not impacted. Trained doulas who are practicing generally in the state of NJ (e.g., provide care to non-NJ FamilyCare clients, receive non-NJ FamilyCare reimbursement) do not need to receive education from a NJ FamilyCare Approved Training.

If you are a doula who does currently, or plans to, serve NJ FamilyCare clients, this process does affect you. You will want to make sure your training is Approved before you submit your enrollment application so that you are able to enroll as a NJ FamilyCare community doula. If you have any questions about whether your training is Approved, please email [mahs.doulaguide@dhs.nj.gov](mailto:mahs.doulaguide@dhs.nj.gov).

If you are a doula who is currently an enrolled NJ FamilyCare community doula, you will continue to remain enrolled until your next revalidation cycle for NJ FamilyCare enrollment (approximately 5 years since you enrolled initially). At the time of revalidation, you will need to meet the enrollment requirements that are in place then—so you will want to make sure your training is Approved so that you can complete revalidation. If you have any questions about the status of your NJ FamilyCare enrollment, please email [mahs.doulaguide@dhs.nj.gov](mailto:mahs.doulaguide@dhs.nj.gov).

### **Does an individual doula need to complete the Process for NJ FamilyCare approval?**

No. The Approval Process is designed for a training curriculum, not an individual.

### **I'm an individual doula and I don't see my training on the Approved list. What should I do?**

We strongly encourage individual doulas to reach out to your doula training organization to encourage them to complete the Approval Process.

NJ MIHIA, NJ DOH, and NJDHS are working on a pilot to create an “experience pathway” for NJ FamilyCare enrollment for doulas with significant professional experience and do not have training from a NJ FamilyCare Approved training. For more information about when this pilot will be available, please contact MIHIA at [doula@njmihia.gov](mailto:doula@njmihia.gov).

## Meet the state partners

In NJ, these three state government organizations work collaboratively on statewide doula initiatives and policies to grow the trained doula workforce, reimburse for doula care and support practicing doulas.



**NJ DHS is one of the two agencies responsible for NJ FamilyCare Approving Trainings.** DHS refers to the Department of Human Services, who is also responsible for enrolling and reimbursing NJ FamilyCare community doulas. To reach the DHS team that works on NJ FamilyCare community doula-specific issues, please email [mahs.doulaguide@dhs.nj.gov](mailto:mahs.doulaguide@dhs.nj.gov).



**NJ DOH is one of the two agencies responsible for NJ FamilyCare Approving Trainings.** DOH refers to the Department of Health, who funds the NJ Doula Learning Collaborative—a collaborative of organizations providing no-cost doula trainings and business support for doulas interested in serving NJ FamilyCare members. To reach the DOH team that works on doula-related issues, please email [doula.fhs@doh.nj.gov](mailto:doula.fhs@doh.nj.gov).



**NJMIHIA is the organization responsible for providing technical assistance to doula organizations seeking to get their Trainings Approved.** MIHIA refers to the Maternal and Infant Health Authority, who leads initiatives that build and support NJ's perinatal workforce. To reach the MIHIA team that works on doula-related issues, please email [doula@njmihia.gov](mailto:doula@njmihia.gov).