

Provider Enrollment Feedback Sessions

January 12 & January 17, 2024

Pilot Enrollment Takeaways

- Strengths
 - Instructional videos on the eMedNY website are helpful, especially for visual learners.
 - Individual phone support was helpful when navigating pilot enrollment.
- Weaknesses
 - Instructions and forms appeared in multiple places on the eMedNY website, which was confusing for users.
- Suggestions
 - Specify what parts of the Medicaid enrollment forms are not necessary for doulas to complete or require special consideration when completing (I.e. providing an address that will not be posted publicly).

Draft Statewide Provider Enrollment Takeaways

- Strengths
 - A resource with instructions and a checklist for the enrollment process is useful.
 - Forms that are standardized templates are easier to complete, especially for client-facing materials.
- Weaknesses
 - Form titles are not clear enough to indicate who is required to complete them (Training Pathway or Work Experience Pathway)
- Suggestions
 - Provide separate instructions for Training Pathway and Work Experience Pathways.
 - Electronic signatures and application submissions would reduce barriers and timeline to complete applications.
 - Specify what is necessary to meet requirements for CPR, HIPAA training, and liability coverage.

For updates, questions, and comments about the NYS Medicaid doula services benefit, including enrollment information, please subscribe to the listserv: doulapilot@health.ny.gov.