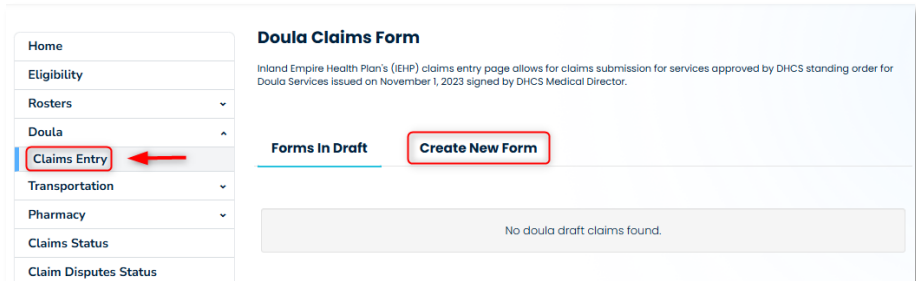


To: Doula Providers
From: IEHP - Provider Relations
Date: April 30, 2026
Subject: **New Provider Portal Enhancement: Doula Encounter Claim**

We have recently enhanced the Provider Portal to include encounter claims!

Doulas can now enter encounter submissions in the Claims Entry tab of the Provider Portal to record and submit service details, free-text notes, and attachments.

The form can be accessed from the Secure Provider Portal Landing page for easy access: Portal Home Page > Doula > Claims Entry



The Doula claims form will capture all details of the encounter, including the date, time, and duration of service, CPT1, Diagnosis pointer, service type, and more. The form also includes an option to attach any documentation to support your claim. Once your claim has been submitted, you will receive a confirmation and the option to print it.

To access the Doula Encounter – Training Guide: Portal Home Page > Provider Training Materials > Doula Training Guide.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347, or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices