

FREQUENTLY ASKED QUESTIONS



ELIGIBILITY FOR CBSD

Who is eligible for the six outpatient visits covered under each part of the demonstration?

Beneficiaries enrolled in TRICARE Prime Overseas, TRICARE Prime Remote Overseas and TRICARE Select Overseas are eligible to participate in group breastfeeding counseling and attend sessions with Certified Labor Doulas (CLD), Lactation Counselors, and Lactation Consultants during the Childbirth and Breastfeeding Support Demonstration (CBSD).

To be eligible for the **childbirth support benefit**, under CBSD, with Certified Labor Doulas (CLD), the following criteria must be met:

- Enrollment in either TRICARE Prime Overseas, TRICARE Prime Remote Overseas or TRICARE Select Overseas
- Pregnancy progression of at least 20 weeks (about 4 and a half months)
- Intent to deliver with a TRICARE-authorized provider
- No plans to deliver in a military hospital or clinic

To be eligible for the **breastfeeding support benefit** with a certified Lactation Consultant, counselor or group breastfeeding counseling, the following criteria must be met:

- Enrollment in either TRICARE Prime Overseas, TRICARE Prime Remote Overseas or TRICARE Select Overseas
- Pregnancy progression of at least 27 weeks (about 6 months)

Am I eligible for this demonstration if I give birth in a military hospital or clinic?

Beneficiaries intending to deliver in a military hospital or clinic **are not eligible for the childbirth support services** covered in the CBSD. However, some military hospitals and clinics may allow the presence of doulas during labor, whether the doula is a volunteer, compensated by the family, or reimbursed under a different program.

Beneficiaries who intend to deliver in a military hospital or clinic are eligible to receive the breastfeeding counseling services under this demonstration, provided they are referred by their health care provider (PCM) to another provider within the TRICARE Overseas Network. Please note that TRICARE does not cover breastfeeding counseling services conducted within a military hospital or clinic. However, some military hospitals and clinics already have Lactation Consultants on their staff.

Do I qualify if I give birth without a TRICARE-authorized provider?

To qualify for services under this demonstration, and to ensure you don't incur out-of-pocket expenses, you must give birth with a TRICARE-authorized medical provider that has been validated by TRICARE Overseas.

Under CBSD, am I eligible to receive childbirth services through telehealth/telemedicine?

No, telehealth doula services during labor (under the CBSD) are not covered.

How should I proceed if my delivery is scheduled for 2024, but the demonstration won't be accessible until 2025?

The demonstration only begins on or after January 1, 2025. Therefore, any services covered under the CBSD program will not be reimbursable by TRICARE before that date and beneficiaries will be responsible for out-of-pocket expenses. Please call your [TOP Regional Call Center](#) to discuss the services that are covered under the current TRICARE benefit.

Is it possible to be reimbursed for the services provided prior to the commencement of this demonstration?

No, the demonstration only covers sessions that have begun on or after January 1, 2025. Beneficiaries must register to use the services under the CBSD, otherwise risk being responsible for out-of-pocket expenses. Contact your [TOP Regional Call Center](#) to begin the registration process.

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Can I receive childbirth and breastfeeding support services if I am planning to give birth in the U.S.?

Yes, however, if you are a TRICARE Prime Overseas, Prime Remote Overseas and/or TRICARE Select Overseas beneficiary is mandatory that you register in the demonstration, please contact your **TOP Regional Call Center**, and a member of the team will help you to locate a suitable provider.

I am planning to give birth in the U.S., how can I find a provider?

If you wish to deliver your baby in the U.S. it will be your responsibility to ensure that your provider is eligible to provide services under TRICARE. Please contact the TRICARE Contractors based in the U.S. for assistance and to authorize your care:

- TRICARE East - Humana Military: **Childbirth and Breastfeeding Support Demonstration (CBSD) | Humana Military**
- TRICARE West - TriWest Healthcare Alliance: **Childbirth and Breastfeeding Support Demonstration (www.triwest.com)**

I would like to use a provider that is not currently part of the TRICARE Network in the U.S. location where I plan to give birth, what should I do to ensure I can use their services?

Before attending any appointments for Childbirth or Breastfeeding Services you must get confirmation, from International SOS, that you are eligible for CBSD services and register. Once eligibility is confirmed, you should contact the appropriate TRICARE Regional Contractor (Humana Military or TriWest Healthcare Alliance) to verify that the provider is authorized to offer services. Alternatively, you can use an existing provider that is already part of the **International SOS, Humana Military or TriWest Healthcare Alliance** networks - these providers can be found using the appropriate health care finder tools on their websites.

CHILD BIRTH SUPPORT SERVICES

What is a Certified Labor Doula (CLD)?

A certified labor doula is a professionally trained individual who provides non-medical support to expecting parents throughout the stages of labor and beyond. While a doula does not perform medical procedures such as cervical examinations, their role encompasses providing physical comfort, emotional reassurance, and valuable information to the birthing parent. This support extends to all types of births, including vaginal deliveries and Cesarean sections. The doula's primary objective is to enhance the birthing parent's experience by offering continuous care and support.

I want to use a doula that is currently not part of the TRICARE network, what are the required qualifications or criteria that my doula must meet in order to provide services to me?

For a certified labor doula to be eligible for reimbursement under this demonstration, they must be at least 18 years of age and fulfill all the following criteria:

<p>EDUCATION</p> <ul style="list-style-type: none"> • Attended a minimum of 24 education hours to include: <ul style="list-style-type: none"> • The physiology of labor • Labor doula training • Antepartum doula training • Postpartum doula training • Attended one or more breastfeeding courses • Attended one or more childbirth classes 	<p>EXPERIENCE (<i>within the last 3 years</i>)</p> <ul style="list-style-type: none"> • Provided continuous in-person childbirth support for at least three childbirths as the primary labor doula supporting the birthing parent, with a minimum of 15 hours over the three childbirths, and with at least two of the three being vaginal childbirths. • Provided antepartum and postpartum support for at least one birth
<p>CERTIFICATION</p> <ul style="list-style-type: none"> • Hold a certification as a CLD, certified doula, or similar perinatal certification obtained within the last three years from one of the following organizations: <ul style="list-style-type: none"> • BirthWorks International • Childbirth and Postpartum Professional Association (CAPPA) • Doulas of North America (DONA) International 	<ul style="list-style-type: none"> • International Childbirth Education Association (ICEA) ToLabor • Black National Doula Association • Childbirth International (CBI) • Mondo Doula (Italy only) • Licensed by state or local jurisdiction, if offered • Current CPR certification

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FREQUENTLY ASKED QUESTIONS



CHILDBIRTH SUPPORT SERVICES (Cont.)

Is a labor doula the same as a midwife?

No, a midwife is a health care professional who is equipped to provide medical care during and post-pregnancy. On the other hand, a labor doula is a non-medical professional whose role is primarily supportive, rather than medical, during the birthing process.

What types of doula services are covered?

TRICARE will cover up to six visits by a certified labor doula. These visits can be before you give birth or after you give birth. You'll also get one visit during birth. The CBSD will cover certified network doulas at no additional cost to you. Non-network doulas must meet the CBSD qualifications.

Can I still be reimbursed if my labor doula is certified, but not by any of the organizations mentioned?

No, only labor doulas who have obtained certification from the approved organizations are eligible for reimbursement under this demonstration.

Is it possible to receive services from a labor doula who is not certified or licensed and still qualify for reimbursement?

No, TRICARE will only cover the costs for services rendered by a labor doula who fulfills all the stipulated requirements under this demonstration.

How do I get services from a Certified Labor Doula (CLD), Lactation Consultant or Counselor?

You must contact your [TOP Regional Call Center](#) and speak to a member of the team who will assist you with registering for the CBSD, performing eligibility checks and provide you with more information on the availability of certified Labor Doulas, and Lactation Consultants or Counselors in the country you are located. It is highly recommended that you register first, and then obtain services from a network provider to prevent any additional cost-shares or potential issues with claim reimbursements.



BREASTFEEDING SUPPORT SERVICES

Under the current TRICARE benefit, breastfeeding counseling services can only be provided by a TRICARE-certified Medical Provider. How does this differ within the CBSD?

The current breastfeeding benefit within TRICARE policy requires that all Lactation Consulting or Counseling services must be provided by a TRICARE-certified medical provider (such as a PCM, obstetrician, gynecologist, nurse or midwife).

The CBSD broadens that coverage to encompass 6 (hours) outpatient sessions and services that can be offered by professionals trained in Lactation Consultation or Counseling, but who are not certified medical providers within TRICARE. The CBSD will also include coverage for group breastfeeding counseling sessions, in addition to the previously covered individual breastfeeding counseling sessions.

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FREQUENTLY ASKED QUESTIONS

? BREASTFEEDING SUPPORT SERVICES *(Cont.)*

What’s the difference between a Lactation Consultant and a Lactation Counselor?

A Lactation Consultant can deliver all the services a Lactation Counselor can, along with extra services that might be required when **intricate issues related** to breastfeeding occur. You might prefer a Lactation Consultant over a Lactation Counselor for reasons such as your **baby being underweight or born prematurely**, or if you are breastfeeding multiple babies.

Lactation Counselors are educated to offer breastfeeding guidance to aid in the normal lactation of breastfeeding parents of healthy, full-term babies.

Is it possible to have six sessions of breastfeeding counseling with my doctor and an additional six sessions with a Lactation Counselor or Consultant?

The TRICARE coverage limit of six sessions applies to the total number of counseling sessions, regardless of whether they are under the existing TRICARE benefit or the CBSD. This means TRICARE does not cover six sessions with your doctor and an additional six with a Lactation Consultant. The six sessions are a combined total per birth episode.

Am I eligible for 12 sessions of breastfeeding counseling if I give birth to twins?

No, the limit of six sessions is applicable to the parent who is breastfeeding, not the number of children that have been delivered at birth. The child does not qualify for breastfeeding counseling.

Am I still eligible for breastfeeding services under this program if my child was born prior to the completion of my 27th week of pregnancy?

Yes.

Are there certain qualifications or criteria that my Lactation Consultant or Counselor must meet in order to provide services to me?

Lactation Consultants and Lactation Counselors must be at least 18 years old and meet all the requirements below to be reimbursed for this demonstration:

Lactation Consultant

CERTIFICATION

- Hold a current certification as a Lactation Consultant by one of the following organizations:
 - International Board of Lactation Consultant Examiners. Certification as an International Board-Certified Lactation Consultant (IBCLC) qualifies.
 - Academy of Lactation Policy and Practice, Inc. (ALPP). Certification as an Advanced Lactation Consultant or an Advanced Nurse Lactation Consultant qualifies.
- Certification by a body assessed to be comparable to the above certifications
- Licensed by state or local jurisdiction, if offered
- Current CPR certification

Lactation Counselor

CERTIFICATION

- Hold a current certification as a certified Lactation Counselor by Academy of Lactation Policy and Practice, Inc. (ALPP)
- Certification by a body assessed to be comparable to ALPP certification
- Licensed by state or local jurisdiction, if offered
- Current CPR certification

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FREQUENTLY ASKED QUESTIONS



REIMBURSEMENT

Will I have to pay additional cost-shares for services under the CBSD?

If both you and your provider meet the eligibility criteria required under this demonstration, then you will be covered by TRICARE throughout your birthing process without incurring separate cost-shares. However, please note that the standard cost-shares associated with a birth event will continue to apply.

Is it possible to get reimbursed for services received from any Certified Labor Doula (CLD), Lactation Consultant, or Lactation Counselor, even if they are not part of the network?

TRICARE will only cover the costs for services rendered by a CLD, Lactation Consultant or Lactation Counselor who fulfills all the necessary requirements to be recognized as a TRICARE-certified provider under the CBSD. Partial fulfillment of these requirements may result in out-of-pocket expenses and the TOP Claims Processor not reimbursing your claims. It is advisable to confirm the eligibility of your CLD, Lactation Consultant, or Lactation Counselor with International SOS prior to entering into any contract or agreement with them or submitting claims for reimbursement.

Can my provider charge me a balance bill?

Under TRICARE law and regulations, providers are prohibited from balance billing. It is not advisable for you to consent to pay any such amount. Your optimal safeguards are to engage a network provider and to ensure your provider files a claim, as opposed to making out-of-pocket payments and filing a claim retrospectively.

Is it possible to be reimbursed for these services provided prior to the commencement of this demonstration?

No, the CBSD only covers breastfeeding and childbirth support sessions (with a CLD, Lactation Consultant or Lactation Counselor) that have begun on or after January 1, 2025. Beneficiaries who do not register for the CBSD or use services before the date the demonstration has gone live will incur out-of-pocket expenses and will not be covered by TRICARE.