

Implementing the Family PACT Program: A Training Guide for New Family PACT Providers



Accompanying Documents for this Module

- **All documents referenced in this module, including the module evaluation form are available for you to download from the familypact.org website.**
- **Prior to beginning the module, you can print the documents by clicking on the list located just below the actual module link.**
- **You can also access documents via the links as indicated within this module.**



Navigation Tips

- **Click links to view documents at the end of the narration for each slide.**
- **Close document with ‘Back’ arrow to return to the module.**
- **Close all other Internet windows and applications before starting the module.**
- **Use arrow keys on keyboard to manually advance or reverse slides.**





Objectives

- 1. Identify what organizational systems need to be in place prior to implementation of the Family PACT Program**
- 2. Understand the roles and responsibilities of staff in the Family PACT Program**
- 3. Determine training needs of staff working in the Family PACT Program**
- 4. Identify resources that can assist you in successfully implementing and maintaining the Family PACT program**



Getting Started

Processes and Systems Necessary for Successful Implementation of the Family PACT Program



Systems to Examine Prior to Implementation

- **Registration**
- **Operations**
- **Billing**
- **Technology**



Other Considerations:

- **Physical space**
- **Supplies**
- **Access and Referrals to Ancillary Services**
- **Staffing and staff development**



Training Basics:

What ALL Staff Need to Know





What Your Staff Should Know

- **Philosophy and Goals of Family PACT**
- **Family PACT Standards of Care**
- **Family PACT Scope of Services**
- **Family PACT Policies, Procedures and Billing Instructions (PPBI)**

[Family PACT Standards](#)
[Policies, Procedures and Billing Instructions](#)
[Family PACT Overview](#)
[Comprehensive Family Planning](#)
[Starting Up Family PACT in Your Practice](#)



Communication Is Key

- **Internal Communication among Staff**
- **Communication with Clients**
- **External Communication with Community Partners**



Internal Communication

- **Between front office and back office staff**
- **Between back office staff and clinicians**
- **Between clinicians and billers**
- **Between administrators and all staff**





Communication with Clients

- **Cultural and Linguistic Competence**
- **Client-Centered Counseling**
- **Talking with Males**
- **Talking with Teens**

[Cultural Competency Toolkit](#)

[Cultural Competency Newsletter](#)

[Checklist: Is Our Clinic Welcoming to Teen and Male Clients?](#)

[Meeting the Family Planning Needs of Adolescents and Males Webcast](#)



External Communication

■ Referrals

- Laboratories
- Pharmacies
- Other Medi-Cal or Family PACT Providers
- Other community agencies

[Tips for Referring and Rendering Providers](#)

[Family PACT Referral](#)

[Sending a Family PACT Client to the Pharmacy and Sample Letter](#)

[Sample Pharmacy Letter](#)

[Sending Family PACT Client Information to the Lab](#)

[Primary Care Provider Listing](#)

Front Office Staff:

Roles and Responsibilities



What Do Front Office Staff Need to Know?

- **Customer Service Skills**
- **How to Maintain Confidentiality**
- **Who is Eligible for the Family PACT Program?**
- **Family PACT Scope of Services**





What Do Front Office Staff Need to Know?

- **Scheduling Family PACT Clients for Appointments**
- **No Cost to Client for Services**
- **Client Eligibility Certification (CEC) Form**
- **Health Access Program (HAP) Card Activation**



What Do Front Office Staff Need to Know?

- **How to Discuss Emergency Contraception (EC)**
 - **Who is a candidate for EC?**
 - **Client indicates problem with their method**
 - **Client asks for EC**
 - **Schedule clients for EC appointments the same day**
 - **Refer to office protocol for clients that cannot come in to the office**





Back Office Staff:

Roles and Responsibilities



What Do Back Office Staff Need to Know?

- **Scope of Services/Benefits Grid**
- **Knowledge of all Family Planning Methods**
- **Maintaining Confidentiality**
 - **Counsel clients in private area**
 - **Protect clients' written information**
 - **Refrain from discussing clients' care with other staff in open areas**





What Do Back Office Staff Need to Know?

- **Education and Counseling**
 - Client assessment
 - Explanation of procedures and services
 - Family planning method education
 - Pregnancy test results counseling
 - Psychosocial counseling issues
- **Referrals and Follow-Up**
- **Medical Record Documentation**
- **Superbill**





Clinicians:

Roles and Responsibilities





What Do Clinicians Need to Know?

- **Scope of Services**
- **Benefits Grid**
- **Evaluation & Management**
- **Education & Counseling**
- **Referrals**





What Do Clinicians Need to Know?

- **Clinical Practice Alerts**
- **Family PACT Bulletin Updates**
- **Medical Record Documentation**
- **Use of Superbill**



Billing Staff:

Roles and Responsibilities



What Do Billing Staff Need to Know?

- **Scope of Services**
- **Benefits Grid**
- **Uniqueness of Family PACT billing/coding**
- **How to use Superbill**
- **Claims Submission**
- **Feedback to clinicians**

Clinic Administrators/ Managers:

Roles and Responsibilities





What Do Clinic Administrators/Managers Need to Know?

- **Family PACT Standards**
- **Policies, Procedures and Billing Instructions**
- **Scope of Services**
- **Clinical Practice Alerts**
- **Education and Counseling**
- **Medical Record Documentation**



Clinic Administrators/Managers (Cont'd.)



- **Referrals**
 - **Referral Network Sheet**
 - **Referral Network Sheet Instructions**
- **Outreach Strategies**
- **Communicate Information to Other Staff Members**

[Referral Network Sheet](#)

[Referral Network Sheet Instructions](#)

[Tips for Effective Outreach](#)

[Reaching Out for Success: Family PACT Provider Guide for Effective Outreach](#)





Clinic Administrators/Managers (Cont'd.)

- **Communicate Family PACT Bulletin Updates to Staff**
 - Obtain monthly bulletin at www.familypact.org
 - Update your hard copy of the PPBI
 - Distribute information to staff
 - front and back office staff
 - clinical staff
 - billing staff



On-Going Staff Development



On-Going Trainings

- **Create system for staff training**
- **Conduct regularly scheduled meetings and in-services**
 - **Carve out specific amount of time to discuss Family PACT**
 - **Review Family PACT Bulletin Updates**
 - **Ask each level of staff to give brief update**
 - **Ask billers to discuss common denials**
 - **Periodically review charts and provide feedback to staff**





On-Going Trainings

- **Provider Orientations**
- **Provider Regional Forums**
- **Special Interest Trainings**
- **Audio Teleconferences**
- **On-Line Trainings**
- **On-Line Educational Modules**



Other Important Resources

- **Family PACT Website:**
www.familypact.org
- **Client Education Materials**
- **Cultural Competency Toolkit**
- **Training Calendar of Events**
- **Training Registration Information**
- **Newsletters**
- **Family PACT Statistical Information**



Provider Support Services

- **Toll-Free Provider Resource Line
1-877-FAMPACT**
- **Office of Family Planning
1-916-650-0414**
- **Office of Family Planning – Email
fampact@cdph.ca.gov**
- **EDS (Electronic Data Systems)
1-800-541-5555**



Upon exiting this module, if you have not already done so, please download the Evaluation Form by clicking the link below and email the completed form to:

familypact@cfhc.org

**Or fax the completed form to:
(213) 368-4428**

Thank You!