

# Update

## THIS ISSUE:

- *NPI Update*
- *Family PACT Resources for Family PACT Providers*
- *Announcing New Downloadable Client Education Materials in 6 languages*
- *Upcoming Family PACT Training Events*

## Important NPI Dual-Use Period Changes

**Updated: December 17, 2007**

In October 2007, the Department of Health Care Services (DHCS) announced the extension of Medi-Cal's "dual-use" period to continue beyond November 26, 2007. During the dual-use period, providers have been required to use both the Medi-Cal provider number and the National Provider Identifier (NPI). The only exception to the dual-use rule was for those transactions where both sets of provider identifiers are not supported. In these cases, providers were instructed to continue to use the Medi-Cal provider number. **Effective December 17, 2007, providers no longer need to use both sets of identifiers on claims**, as DHCS will be able to accept either an NPI only, or a Medi-Cal provider number only. Providers who are not ready to transition to using the NPI may continue to submit their Medi-Cal provider number until instructed otherwise.

## Family PACT Resources for Family PACT Providers

As a Family PACT provider, you have access to a plethora of resources that make providing family planning services for California residents more cost-effective to you and more beneficial to your clients. This newsletter will highlight just a few of the many resources available to you, including:

- ❖ The constantly updated website, [www.familypact.org](http://www.familypact.org)
- ❖ The new Policies, Procedures, and Billing Instructions manual.
- ❖ The new Linguistic and Cultural Competency Toolkit
- ❖ Family PACT online modules
- ❖ Free print materials for clients
- ❖ Free trainings statewide

### The Family PACT website

One of the most useful resources available to you as a Family PACT provider is the Family PACT website, [www.familypact.org](http://www.familypact.org). On its easy-to-navigate pages, you can find a wealth of useful information, such as:

- ❖ **Family PACT Program Letters:** The Program Letters keep you up-to-date with any changes in Family PACT procedures and benefits. New resources are often announced through a Program Letter.
- ❖ **Clinical Practice Alerts:** These state-of-the-art updates provide important information that will help improve your clinical practice. Examples of past topics include: better serving adolescent female clients; understanding the Family PACT formulary; managing abnormal pap smears according to the latest guidelines; and gonorrhea and chlamydia screening.
- ❖ **Provider Resources:** Useful resources on this section of the website feature new tip sheets and tools that you are sure to find helpful. For example, are you looking to improve your community outreach efforts? Take a look at *Reaching Out for Success: A Family PACT Provider Guide to Effective Outreach* and the tipsheet entitled *Tips for Effective Family PACT Outreach*. Wondering how to initiate more referrals from your nearest Teen Pregnancy Prevention program? Open *Teen Pregnancy Prevention Programs* for a list of TPP programs near you.

## The New PPBI!

Redesigned to be more user friendly, the new *Policies, Procedures and Billing Instructions Manual* makes understanding the requirements of the Family PACT program a breeze. By now, all Family PACT providers have gotten a copy of the new PPBI in the mail, but if you would like other copies you can simply go online to [www.familypact.org](http://www.familypact.org) and click on PPBI. There you have access to the new PPBI itself as well as a helpful audio conference entitled *Navigating the New Policies, Procedures and Billing Instructions Manual*. You can get copies of the new Family PACT Benefit Grid and access MediCal Bulletins including the new Family PACT monthly bulletins. These bulletins keep you abreast of new benefits and upcoming training programs. For example, effective February 1, 2008, the oral contraceptive pill Levonorgestrel and Ethinyl Estradiol (Lybrel) is available as a Family PACT benefit. By keeping abreast of new developments you'll be able to serve your clients more efficiently and effectively.

## The New Linguistic and Cultural Competency Toolkit

The California Department of Public Health, Office of Family Planning, is providing the Linguistic and Cultural Competency Toolkit to all Family PACT providers in an effort to assist them in meeting the Linguistic and Cultural Competence standards listed in the *Family PACT Policies, Procedures and Billing Instructions (PPBI) Manual*.

This Toolkit can be found at [www.familypact.org](http://www.familypact.org) by clicking on Cultural Competency. This toolkit includes a helpful survey and many resources for improving the way Family PACT providers serve the diverse populations of California. By administering the survey and analyzing its results, Family PACT providers and their agencies will be able to assess how well prepared they and their agency are in meeting the linguistic and cultural needs of the clients they serve. This Toolkit is designed as an in-house tool to enable providers to assess the degree to which their agency meets these requirements; and to help them plan and implement training and support for staff and clients.

## Family PACT Online Modules

This innovative service makes it possible for Family PACT providers to offer staff members personalized in-service training on a number of topics. Some topics have CE units available as well. These modules cover both the nuts and bolts of running a Family PACT program as well as clinical updates of interest to your clinical and health education staff. Watch for more and more offerings in the coming months. Find the online modules by going to the website and clicking Provider Training. Current topics include *Navigating the New PPBI*, and *Contraception for Women with Chronic Medical Conditions* among other topics.

## Free Print Materials from EDS

One of the best advantages of becoming a Family PACT provider is that there are dozens of free client education materials available to you at NO COST. These materials are easy to read and appropriate for the multicultural populations served by Family PACT providers. Some of these materials have been developed by the Office of Family Planning especially for Family PACT clients and have been field tested with client populations state-wide. Others have been purchased for you from such reliable organizations as ETR Associates and the March of Dimes. To see what is currently available through EDS, go to the website and click on Client Education. Read through the online *Catalog of Client Education Materials* and then print out the EDS order form and fax your completed order to EDS. Check out all the new materials in 6 languages!


## Free Trainings Statewide

Another advantage of being a Family PACT provider is being able to attend free workshops and webcasts on a variety of topics. Some trainings are specifically designed to assist you in understanding the policies, procedures, and billing requirements of the Family PACT program. Others will upgrade your clinical knowledge and practice. Still others will help you improve the overall quality of your interactions with clients. The innovative webcasts have been especially popular. You can find out about upcoming trainings by going to Provider Training or by clicking on Calendar of Events on the Family PACT website. ❤️

## Announcing Free Downloadable Client Education Materials

The California Department of Public Health, Office of Family Planning is proud to announce that the entire Birth Control Information series has been revised and redesigned and is now available in 6 languages: English, Spanish, Chinese, Korean, Vietnamese, and Russian! These materials feature culturally appropriate illustrations and easy-to-read, yet comprehensive text. This was a very extensive and thorough process, each information sheet has been field tested with Family PACT clients statewide. There are now information sheets on the Birth Control Patch, the Ring, the Pill, the Shot, Emergency Contraceptive Pills, Condoms and Spermicides, the Female Condom and the IUD.

In addition, two new outreach materials are also available in the six languages. *Choosing Your Birth Control Method* outlines in graph form all the various methods currently available through the Family PACT program. Featuring full-color photographs of each method, this is sure to be helpful in your outreach to classrooms and community groups.

*Had Unprotected Sex? It's Not Too Late!* is an attractive flyer you can use to help make your community aware of the availability of Emergency Contraceptive pills. Featuring contact information and the basic facts surrounding emergency contraception, this colorful flyer is sure to be a hit with your clients. 

### Calendar of Events

See [familypact.org](http://familypact.org) or call 1-877-FAMPACT for more information about these events.

#### Provider Orientations: 8:30 am - 4:30 pm

- March 27, 2008 Provider Orientation & Update Session - Palm Springs
- April, 24, 2008 Provider Orientation & Update Session - San Jose
- June 3, 2008 Provider Orientation & Update Session - Long Beach

#### Regional Provider Forums: 9:00 am - 1:00 pm

- March 14, 2008 Provider Regional Forum - Tahoe
- May 14, 2008 Provider Regional Forum - Costa Mesa

#### Special Interest Workshops

- February 13, 2008 Medications That Interact with Contraceptives – Webcast
- February 26, 2008 OFP Stakeholders Meeting – Sacramento
- February 28, 2008 IUC Insertion Trainign – Fresno
- April 10, 2008 IUC Insertion Training – San Diego

# Family PACT to introduce new multilingual client section of the website

In the coming weeks, look for a new addition to [www.familypact.org](http://www.familypact.org). The client web pages will feature new health education information in six languages! This unique web offering will be in English, Spanish, Chinese, Vietnamese, Korean and Russian. It will feature information about how to enroll in Family PACT and how to choose a birth control method. It will also highlight information on STDs as well as links to other helpful websites and downloadable pamphlets.



OFFICE OF FAMILY PLANNING  
CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

3600 Wilshire Blvd. Suite 600  
Los Angeles, CA 90010

Place  
Stamp  
Here