Family PACT
Planning • Access • Care • Treatment
OFFICE OF FAMILY PLANNING
CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

Starting Up Family PACT In Your Practice

It is the responsibility of the enrolled provider to ensure all associated practitioners and ancillary staff is fully informed of all aspects of the Family PACT Program.

These tips help Family PACT providers integrate the Family PACT Program into their practice. The following information and questions help you determine if you are ready for a successful program start-up.

What services must be available?

- All Family PACT-approved family planning methods, including all FDA-approved contraceptive methods and their applications, fertility awareness methods, sterilization procedures, and limited fertility services consistent with recognized medical practice standards.
    - At a minimum, the following contraceptive methods shall be provided onsite or by prescription: oral contraceptives; oral emergency contraceptives; contraceptive transdermal patch; contraceptive vaginal ring; contraceptive injection(s); spermicides; male and female condoms; and Lactation Amenorrhea Method (LAM).
    - The following contraceptive methods and procedures may be provided onsite or by referral: contraceptive implant(s); intrauterine contraceptives; diaphragm; cervical barrier methods; Fertility Awareness Methods (FAM); and female and male sterilizations.
- Pregnancy testing, and education and counseling about all options and resources, whether a pregnancy test is positive or negative.
- Onsite screening, testing and treatment for specified uncomplicated Sexually Transmitted Infections (STIs).
- Onsite screening for cervical cancer by Pap smear.
- Confidential HIV risk screening, testing, and client-centered counseling and referral for treatment.
- A comprehensive health history with updates at least every 24 months.
- Physical exam as clinically indicated for contraceptive and STI services.
- Individual, client-centered reproductive health education and counseling.

Except for the contraceptive methods mentioned above that shall be provided on-site or by prescription, providers must establish a comprehensive referral and resource network of other Family PACT and Medi-Cal providers who can provide services to Family PACT clients that are not available at your site. Information regarding establishing referral and resource networks may be found by going to the Provider section of the Family PACT website at www.familypact.org and clicking on the Resources link.

What organizational systems should be considered prior to implementation?
Determine whether your existing systems will easily incorporate Family PACT program requirements or if adjustments will be necessary.

- Registration System
- Billing Software System
- IT System
- Staffing

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Have you checked your office procedures to ensure client confidentiality?
Patient names should not be visible to any other client in your office. When planning how to maintain confidentiality, consider the following:

- Location of sign-in sheets
- Process of completion of eligibility forms
- Chart placement
- History interview area
- Education and counseling area

Do staff members understand their role in implementing and maintaining the Family PACT Program?

Front Office Staff**:**
- Schedule timely appointments
- Screen clients for eligibility (residence, family size, income, insurance, confidentiality)
- Maintain client confidentiality during the registration and intake process
- Activate and deactivate HAP cards, when appropriate
- Confirm client eligibility at each visit
- Re-certify clients each year
- Understand purpose of program and scope of services

Back Office Staff**:**
- Understand that family planning method management is the main purpose of each visit. Family PACT services include assistance with reproductive health conditions to achieve and maintain optimal reproductive health.
- If client is possibly pregnant, test for pregnancy before performing other services and provide options counseling
- Provide comprehensive family planning services
- Conduct client-centered education and counseling
- Accurately document services rendered

Clinicians and Other Medical Staff**:**
- Understand the scope of services, including specified laboratory and radiology procedures, and treatment dispensing guidelines
- Understand the unique diagnosis codes of the program
- Make all family planning methods available as soon as indicated by medical history
- Provide culturally and linguistically sensitive services
- Document all services and procedures rendered in the client's chart
- Use a Superbill to communicate the services performed to other staff (e.g. billers)

Billing Staff**:**
- Understand the scope of services, including specified laboratory and radiology procedures, and treatment dispensing guidelines
- Understand the unique diagnosis codes of the program
- Process Superbills when billing for services rendered
- Submit claims according to Family PACT requirements
- Provide feedback to clinicians and administrative staff about paid and denied claims

Complete information on official program policies, administrative practices, and client services can be found in the Policies, Procedures, and Billing Instructions (PPBI) Manual located on the Family PACT website at www.familypact.org.

For more program information, please contact:
Office of Family Planning - 916-650-0414

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