

The 1-2-3s of Identifying, Scheduling, and Enrolling Family PACT Clients

Questions You Can Ask to Identify Who is Eligible for the Family PACT Program

Clients must answer “Yes” to questions in each category in order to be eligible for the program.

“We offer Family PACT services. This program can help you get what you need at no cost. I have some questions to ask you to see if you might be eligible.”

Insurance



- Do you lack insurance?
- Do you have insurance, but it doesn't cover family planning services?
- Do you have Medi-Cal, but can't afford your share of cost?
- Do you have insurance, but can't afford your deductible?
- Do you have insurance, but don't want your spouse, partner or parent to know about your appointment?

Residency



- Do you live in California?

Medical Necessity



- Are you able to get pregnant?
- Are you able to get someone pregnant? (males)

Family Size & Income



- Are you at or below 200% of the Federal Poverty Level?

You determine this by asking how many people are in their household and how much income they earn. Refer to the chart in your Policies, Procedures, and Billing Instruction (PPBI) Manual.

Note: You do not need to ask for proof of what the client reports to you.

Tips for Scheduling Family PACT Clients

“Is there something specific that you need?”

Our Family PACT Program covers:

- Birth control
- STI testing and treatment
- Pregnancy testing
- Mammograms for women age 40 and over

Schedule an appointment within 2 weeks, or sooner, if possible

“I need birth control”

“I need an appointment”

“I need a check up”



“We offer Emergency Contraception or EC. If it is taken as soon as possible after unprotected sex, it can help prevent pregnancy.”

Schedule an appointment on the same day

“I had sex last night and the condom broke”

“I had unprotected sex”

“I might need a pregnancy test”

Tips for Enrolling Family PACT Clients

- Complete the Client Eligibility Certification (CEC) form and the Retroactive Eligibility Certification (REC) form, if applicable.
 - Did the client sign the form(s)?
 - Did the provider or the provider’s designee sign the form(s)?
- Ask client if he/she received Family PACT covered family planning and/or reproductive health services during the prior three month period (REC).
 - If applicable, give client the REC form to complete.
 - REC certified by provider.
 - Client submits REC and claim to Department of Health Care Services, Medi-Cal Beneficiary Service Center.
- Activate the client’s Health Access Programs (HAP) card.
 - Activate on the same day as enrollment.
 - Activate before providing services.
- Give the client their HAP card.
 - Tell them they are enrolled for one year.
 - Tell them they have to come back in one year to get re-certified.
- Tell the client about Family PACT services at the time of enrollment.
 - Birth control methods.
 - Selected STI testing and treatment.
 - Pregnancy testing.
 - Mammograms for women age 40 and over.
 - Enter the time (number of minutes) you spend telling the client about the program in the client’s chart.