

Update

The 1-2-3s of Using the Family PACT Website

Using the Family PACT website is as easy as 1-2-3. There are so many helpful resources for Family PACT providers and clients! This newsletter will help you walk through the popular and easy-to-navigate website at www.familypact.org.

Once you log onto the site, you'll see 5 categories across the top: Home, Clients, Providers, Research, and General.



Home is a welcome page which has information of general interest about family planning and the Family PACT program. It also features a pertinent health awareness topic each month with helpful resources and links.

Client pages are designed for clients and it is available in 6 languages: English, Spanish, Vietnamese, Chinese, Korean, and Russian. It addresses such topics as Family PACT, Birth Control Methods, Sexually Transmitted Infections, and How to Keep Safe and Healthy. Family PACT providers can refer clients to the website to find out more about reproductive health.

Provider pages are designed for Family PACT providers and those interested in finding out more about the Family PACT program. The Providers home page keeps providers up-to-date about the latest changes in the Family PACT program as well as clinical practices. The sidebar features various topics of interest to providers, including Client Education, Provider Resources, and Provider Training among others.

Research pages list reports and research briefs, cost-benefit studies, Family PACT reports, publications, and presentations.

General pages list toll-free information, contact and procurement information, and helpful website links.

The Family PACT Home Page

When you click **Home**, you'll see a variety of up-to-date information of general interest to Family PACT providers and the general public. For example, you may see information about the latest Health Awareness month that is pertinent to reproductive health and a list of resources providers may find helpful. Or you may find announcements or important information about the Family PACT program itself.

April is Sexual Assault Awareness and Prevention Month

You can join the nation-wide effort to promote Sexual Assault Awareness and Prevention by going to the [National Child Traumatic Stress Network](http://www.nctsn.org) website and make use of the resources available there for people of all ages.

The Family PACT website has many helpful resources as well:

- [Guidelines for Developing Office Policies and Procedures for Victims of Intimate Partner Violence at Family PACT Sites](#)
- Family PACT Newsletter on [The Health Impact of Intimate Partner Violence](#)
- A Clinical Practice Alert on [Intimate Partner Violence](#)
- A variety of client education materials on the topic of Intimate Partner Violence available through the [Family PACT Catalog of Client Education Materials](#).
- [A Public Service Announcement on Reproductive Coercion Awareness](#), Guidelines and Training Vignettes on reproductive coercion. (CMEs are coming soon.)

THIS ISSUE

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The Client Pages



When you click **Clients**, you are taken to a welcome page where clients can choose between 6 languages: English, Spanish, Vietnamese, Chinese, Korean, and Russian. It can also be accessed by clicking on the appropriate language

at the top right hand side of any page of the website.

This portion of the website is unique. No other website features basic reproductive health information for clients in 6 different languages. Each of these languages feature information on five main topics:

- What is Family PACT?
- Finding the Nearest Family PACT provider
- Birth Control Methods
- Sexually Transmitted Infections
- How to Keep Safe and Healthy

If people in your community have any questions about Family PACT, its benefits, how to enroll in the program, and how to find a Family PACT provider, this is a great resource for outreach. This can also be a valuable resource for clients who want more details about birth control methods, sexually transmitted infections, preconception, cancer prevention, and family violence prevention.

The Provider Pages



When you click on **Providers**, you access the Provider section of the Family PACT website. This section provides a plethora of resources designed to assist Family PACT providers and potential Family PACT

providers in a number of ways.

- Find out what is required to become a Family PACT provider.
- Learn how to successfully incorporate the Family PACT program into your practice.
- Learn to navigate the coding and reimbursement process.
- Access excellent training opportunities and provider resources designed to improve the breadth as well as the quality of the family planning services you provide.
- Download helpful client education materials and order free printed materials for use in your office setting.

Becoming a Family PACT Provider

When you go to the **Providers** section and click on **Provider Enrollment** in the sidebar, you can learn about the various steps and many benefits of becoming a Family PACT provider.

Incorporating the Family PACT Program into your Practice

The Family PACT website provides you with a number of resources designed to help you successfully incorporate the requirements of the Family PACT program into your practice.

The Starter Kit helps you navigate through the website to locate resources available to help you implement the Family PACT Program. Go to **Provider Enrollment** and click on **Family PACT Starter Kit**.

Navigating the Coding and Billing System

The Family PACT program is fully incorporated into the Medi-Cal billing and coding system. It is important to learn and keep up-to-date on all the Family PACT benefits and how to code and bill for them. Here's how:

- **Policies, Procedures, and Billing Instructions Manual** is the best way to familiarize your staff with the many benefits available through Family PACT and how to properly code and bill for them. Go to **Providers** and click on **Policies, Procedures, and Billing Instructions**.
- **Previously Recorded Webcasts** are good resources to access the latest Family PACT Program Benefits and Coding for Clinicians among other billing-related webcasts. Go to **Providers**, click on **Provider Training**, and then **Previously Recorded Webcasts** in the sidebar.
- **Family PACT Bulletin Updates** are highlighted each month on the Provider Home page and can be accessed through the Family PACT Bulletin on the **Policies, Procedures, and Billing Instructions** page.
- **Family PACT E-News** will keep you up-to-date on a monthly basis. To sign up, simply click on the **E-News Sign Up** page in the sidebar and complete the easy to fill out form.
- **Medi-Cal Billing and Benefits Trainings** are an excellent way to make sure you maximize the benefits your clients can access. These trainings are highlighted on the Family PACT **Calendar of Events**.

Accessing Family PACT Training Opportunities



One of the most helpful aspects of being a Family PACT provider is being able to access at NO COST the myriad of training opportunities available. There are webcasts and face-to-face trainings available for Front Office Staff, Back Office Staff, Clinicians, and Outreach Workers.

Here's how to find these specially designed trainings:

- **Calendar of Events** highlights in chronological order all the Family PACT and related Medi-Cal trainings available. Go to **Providers** and then click on **Calendar of Events** in the sidebar.
- **Provider Orientation and Update Sessions** highlight day-long trainings mandatory for anyone wishing to become a Family PACT provider. They are also useful ways to train new staff and keep updated. Click on **Provider Training** and then **Orientation Sessions** in the sidebar.
- **Regional Provider Forums** highlight the face-to-face Regional Forums that occur throughout the state. Click on **Provider Training** and then **Regional Forums**.
- **Webcasts and Training Workshops** highlight all upcoming webcasts and face-to-face trainings available through Family PACT. Click on **Provider Training** and then **Webcasts and Training Workshops** in the sidebar.
- **Previously Recorded Webcasts** feature previously recorded webcasts with accurate and pertinent information about the Family PACT program. Click on **Provider Training** and then **Previously Recorded Webcasts**.

Using Family PACT Provider Resources



There are a number of written forms and publications that prove useful to Family PACT Providers. Many of these are housed on the Provider Resources page of the Family PACT website. Simply go to **Providers** and then click on **Provider Resources** in the sidebar.

These resources can be accessed in the following topic areas:

- **Adolescent Information and Teen Smart Findings** features information and various research findings about teens. This is a good section for use in staff in-service trainings.

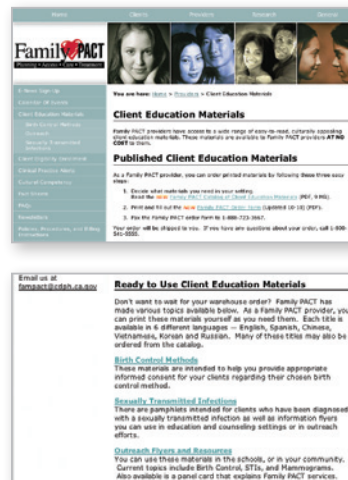
- **Forms** include the helpful Superbill as well as Medical History forms and other forms you will find useful.
- **Information Links** feature a comprehensive list of helpful website resources on reproductive health topics.
- **Intimate Partner Violence** has helpful guidelines and resources for helping clients deal with and prevent intimate partner violence.
- **Provider Outreach** features guidelines and tips for improving community outreach.
- **Quality Improvement Tools** provides access to quality improvement tools in the areas of staff training, cultural and linguistic competency, and tracking referrals.
- **Quick Reference Tip Sheets** are great for use in staff in-service trainings or as a desk reference for various topics.

Other Provider Resources include:

- **Clinical Practice Alerts** provide state-of-the-art advice about managing clinical issues in your practice. Click on **Providers** and then **Clinical Practice Alerts**.
- **Family PACT Newsletters** provide information of importance to Family PACT Providers and are published once a quarter. Go to **Providers** and then click on **Newsletters**.
- **Family PACT Provider Profiles** give Family PACT providers access to feedback on practice patterns, which will be useful to you in delivering quality family planning services in a cost-effective way. Click on **Providers** and then **Provider Profiles** in the sidebar.

Downloading and/or Ordering Client Education Materials

Another major benefit to Family PACT providers is having access to free, easy-to-read, culturally appropriate health education materials for clients. You can access these materials in two ways:



- **Order** printed materials from the Family PACT Catalog. Read the catalog and use the Order Form to have printed materials shipped to your agency.

- **Download** and print materials from the website in 6 different languages. There are three main topic areas: Birth Control Methods, Sexually Transmitted Infections, and Outreach flyers and other resources.

The Research Pages



The Research section of the website lists reports and research briefs, cost-benefit studies, Family PACT reports, publications, and presentations. Simply click on **Research** at the top of the website. In the sidebar, you can choose **Reports and Research**

Briefs or **Conference Presentations** depending on what you are interested in exploring.

The General Pages

The General information pages list toll-free information, contact, and procurement information, and helpful website links. Simply click on **General** and then choose **Toll-Free Information**, **Procurement**, **Links**, or **Contact** to get the information you need.

Upcoming Family PACT Trainings

June 21, 2011

Ask the Experts: How to Choose and Use Appropriate Client Education Materials
Webcast

July 7, 2011

Provider Orientation and Update
Los Angeles

July 19, 2011

Ask the Experts: Using Your Provider Profile for Quality Improvement and Utilization Management
Webcast

July 21, 2011

Provider Orientation and Update
San Luis Obispo

Go to www.familypact.org/Providers.aspx and click on Calendar of Events for more trainings.

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