

The 1-2-3s of Family PACT Provider Enrollment

1. Applying to Become a Family PACT Provider:

- Must be a Medi-Cal provider with an NPI (National Provider Identifier) number.
- Must attend a mandated “Family PACT Orientation and Update Session” and receive a *Certificate of Attendance*. For a list of scheduled Family PACT Orientation and Update Sessions, call the **Provider Resource Line at 1-877-FAMPACT** or go to the Family PACT website at www.familypact.org.
- Ensure your information in the Medi-Cal Provider Master File is current (address, phone number, clinicians in the practice, etc.). All changes must be reported to Medi-Cal.
- Complete the Family PACT application forms, which are available on the Family PACT website at www.familypact.org and submit application forms and required documentation along with the *Certificate of Attendance* to:

California Department of Public Health
Office of Family Planning
Family PACT Provider Enrollment
1615 Capitol Avenue, MS-8400
P.O. Box 997420
Sacramento, CA 95899-7420

2. If Application is Approved:

- You will receive a letter indicating the effective date of enrollment in Family PACT. Providers cannot bill for Family PACT services rendered prior to this date.
- You will receive Health Access Program (HAP) Cards and Client Eligibility Certification (CEC) forms.
- Please allow approximately eight to ten weeks to receive these items.
- Assistance is available for client enrollment procedures, claims submission, and education and counseling skills. For more information, call the **Provider Resource Line at 1-877-FAMPACT**.

3. Status of Application or Need Assistance:

- To check the status of your application or if you have other questions about Family PACT provider enrollment, call Family PACT Provider Enrollment at (916) 324-0389.
- If the Application is incomplete or the information does not match the Medi-Cal Provider Master File, the application will be returned. It is the providers’ responsibility to keep their information with Medi-Cal current. For more information, go to the Medi-Cal website at www.medi-cal.ca.gov.