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Director

State of California—Health and Human Services Agency
California Department of Public Health



ARNOLD SCHWARZENEGGER
Governor

April 7, 2010

Dear Family PACT (Planning, Access, Care, and Treatment) Provider:

The California Department of Public Health, Office of Family Planning (OFP) presents the next release of the Family PACT Program *Provider Profiles* (Profiles). The enclosed packet of Profiles materials has been developed for the physician owner/medical director associated with the National Provider Identifier (NPI) shown in these documents and reflects only the activity of the provider(s) and the site(s) reimbursed under this number.

This represents the tenth semi-annual release of the Profiles in hard-copy. In an effort to be proactive in this time of budgetary constraints, we would like to encourage you to go “paperless” by accessing and downloading future profiles from the Family PACT Web site at www.familypact.org and opting out of receiving these printed documents by mail. When you elect to do so, the OFP will send an e-mail alerting you when the next release of the Profiles is available. To help the OFP contain costs for printing and mailing, please use the enclosed Provider Response Form to complete your request to go “paperless.”

The Profile presents snapshots of your practice patterns *in relation to your peers* who participate in the Family PACT Program: public sector (governmental, non-profit, and community clinics) and private sector providers. Detailed interpretation of the indicators is available to assist you in understanding your Profile. You will find the *Interpretation of the Provider Profiles* on the Family PACT Web site (Providers, Provider Profiles subpage), and we will also mail or fax it to you upon request. The current profile reflects activity from July 1, 2007 through June 30, 2009. Where your data are insufficient for any given indicator, you will see “NA” (not available) meaning that there was not enough data for the measure to be statistically reliable for the time period.

Program data are monitored by the OFP through contracts with the University of California, San Francisco, Bixby Center for Global Reproductive Health, and with HP Enterprise Services. Data sources include provider enrollment, client enrollment, and claims. These data are presented to Family PACT providers in the form of practice profiles for informational purposes with the expectation that feedback will be useful in clinical quality improvement (QI) and utilization management (UM).

The OFP uses the profiles to develop QI-focused technical assistance and provider-specific QI/UM action plans. When practice patterns reflect consistently significant outliers in relation to peer groups, referrals for additional review may be made to the California Department of Health Care Services, Audits and Investigations.

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As noted earlier, using the NPI associated with your practice, you may access your Profiles online at the Family PACT Web site www.familypact.org on the *Provider Profiles* subpage. There is an additional indicator, "Pregnancy Tests per 100 Family Planning Encounters" that is available only on the electronic profiles. The interpretations document, methodologies for each indicator, the statewide profile of public and private providers, and answers to Frequently Asked Questions are all posted on the Web site.

Please complete the enclosed Provider Response Form to indicate your preference for "paperless" profiles, to update contact information including your e-mail address, and to indicate if you wish to have one-to-one contact with the OFP.

If there are other questions or comments not addressed in the response form or on the Web site, you may contact the OFP by calling (916) 650-0414 or by e-mail to fampact@cdph.ca.gov.

Sincerely,

ORIGINAL SIGNED BY

Laurie Weaver, Chief
Office of Family Planning

ORIGINAL SIGNED BY

Michael S. Policar, M.D., M.P.H.
Chair, Family PACT Clinical Practice
Committee

Enclosures