



OFFICE OF FAMILY PLANNING
CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

Sending a Family PACT Client to the Pharmacy

A good relationship with your local pharmacy is essential. If you write prescriptions for your clients, you and the pharmacy should be familiar with the Pharmacy Billing Overview and Pharmacy and Clinic Formulary located in the Family PACT Policies, Procedures and Billing Instructions (PPBI) Manual. These documents are located on the Family PACT website at ***Providers > Policies, Procedures, and Billing Instructions*** subpage under the PPBI manual subtitle. Then, click on [PPBI Manual](#).

To ensure appropriate and timely dispensing for the client and reimbursement for the pharmacy, send the following items with your client when they go to fill their prescription(s):

1. **A prescription restricted to the Family PACT formulary.** This includes condoms, spermicides, foams, gels and other supplies and medications. Make sure the prescription is accurate. Pharmacy dispensed drugs are only payable in connection with certain conditions and drugs and supplies have specific dispensing limits.
2. **The client's Health Access Programs (HAP) Card number.** The HAP number is the number found on the teal blue identification card given to the client when they enroll in the Family PACT Program. This number is used by the pharmacy to bill for the prescription.
3. **A letter of explanation for the pharmacy.** This letter can be personalized for each client and given to the client to take with them when they go to the pharmacy to get their prescription(s) filled. A sample copy of the letter to the pharmacy can be found on the Family PACT website at ***Providers > Provider Resources > Quick Reference Tip Sheets***. Look in alphabetical order for *Sending a Family PACT Client to the Pharmacy*. Then, click on [Sample Letter](#).

Including the items described above with the client's prescription should simplify the process for the pharmacy and ensure that your Family PACT clients receive their family planning supplies and/or medications at no cost.

Pharmacies can bill online for all items, including condoms, for faster reimbursement.

When you give a prescription to your Family PACT client, make sure to explain that she/he has the right to prescription medications/supplies at no cost. Pharmacies not familiar with the Family PACT Program may inappropriately deny services or request that the Family PACT client pay for products that are reimbursable by the program. Tell clients to call you if they are asked to pay for supplies or medications covered by Family PACT or their prescription is not filled.