

**Training New Family PACT Staff and Available Resources**

**Andria Hancock-Crear, MPH**  
California Family Health Council, Inc.

**May 12, 2010**

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**Tools you can use – Feedback Toolbar**

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**Floating Toolbar**

► Use the floating toolbar to communicate in today's session.

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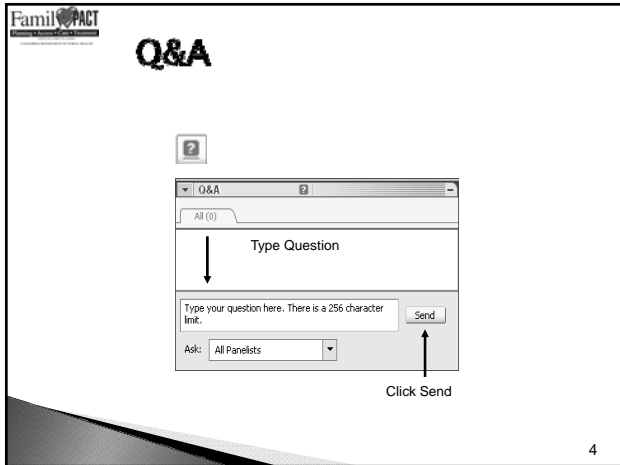
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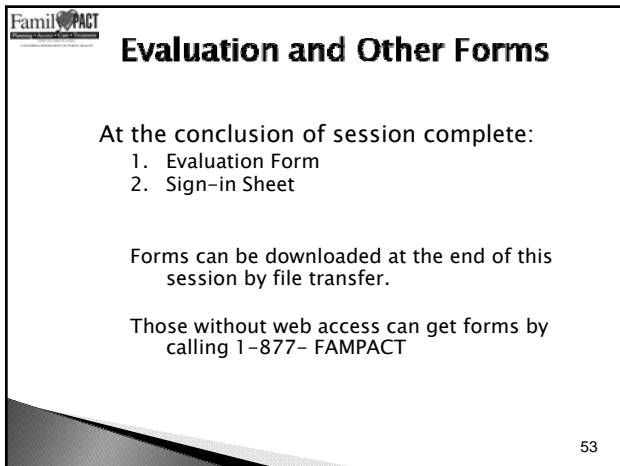
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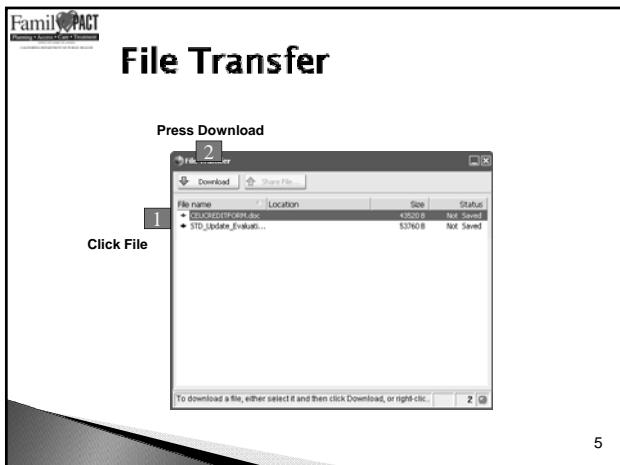
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## Introductions

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## Objectives

1. Understand the roles and responsibilities of staff in the Family PACT Program
2. Determine training needs of staff working in the Family PACT Program
3. Identify training resources that can assist in successfully implementing and maintaining the Family PACT program

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## Training Basics:

What ALL Staff  
Need to Know

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**FamilPACT**

## Communication Is Key

- ▶ Internal Communication among Staff
- ▶ Communication with Clients
- ▶ External Communication with Community Partners

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## Internal Communication

- ▶ Between front office and back office staff
- ▶ Between back office staff and clinicians
- ▶ Between clinicians and billers
- ▶ Between administrators and all staff

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## Communication with Clients

- ▶ Cultural and Linguistic Competence
- ▶ Client-Centered Counseling
- ▶ Talking with Males
- ▶ Talking with Teens

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## External Communication

- ▶ Referrals
  - Laboratories
  - Pharmacies
  - Other Medi-Cal or Family PACT Providers
  - Other community agencies

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## What Do All Staff Need to Know?

- ▶ Philosophy and Goals of Family PACT
- ▶ Family PACT Standards
- ▶ Family PACT Scope of Services
- ▶ Family PACT Policies, Procedures and Billing Instructions (PPBI)
- ▶ Family PACT Resources

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## Recommended Training Plan for All Staff

- ▶ Online Modules
  - Family PACT 101 Module 1-Overview
  - Family PACT 101 Module 2-Standards
  - Family PACT 101 Module 3-Referral and Outreach
- ▶ Handouts or Other Resources
  - Family PACT Overview
  - Comprehensive Family Planning
  - Starting up Family PACT in Your Practice.
- ▶ Previously Recorded Webcasts
  - Navigating the NEW Policies, Procedures, and Billing Instructions

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**Family PACT**

## Front Office Staff: Roles and Responsibilities

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**Family PACT**

### What Do Front Office Staff Need to Know?

- ▶ Customer Service Skills
- ▶ How to Maintain Confidentiality
- ▶ Who is Eligible for the Family PACT Program?
- ▶ Family PACT Scope of Services

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**Family PACT**

### What Do Front Office Staff Need to Know?

- ▶ Scheduling Family PACT Clients for Appointments
- ▶ No Cost to Client for Services
- ▶ Client Eligibility Certification (CEC) Form
- ▶ Health Access Program (HAP) Card Activation

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## What Do Front Office Staff Need to Know?

- ▶ How to Discuss Emergency Contraception (EC)
  - Who is a candidate for EC?
    - Client indicates problem with their method
    - Client asks for EC
  - Schedule clients for EC appointments the same day
  - Refer to office protocol for clients that cannot come in to the office

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## Recommended Training Plan for Front Office Staff

- ▶ Training Basics: What All Staff Need to Know
- ▶ Online Modules
  - Family PACT 101 Module 1
  - It Starts in the Front Office
  - Client Eligibility Certification (CEC) and Enrollment
- ▶ Handouts or Other Resources
  - 1-2-3s of Enrolling Clients
  - Identifying and Scheduling Family PACT Clients
  - About Emergency Contraceptive Pills
- ▶ Previously Recorded Webcasts
  - Client Eligibility and Enrollment

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## Back Office Staff:

### Roles and Responsibilities

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### What Do Back Office Staff Need to Know?

- ▶ Scope of Services/Program Standards/Benefits Grid
- ▶ Knowledge of all Family Planning Methods
- ▶ Maintaining Confidentiality
  - Counsel clients in private area
  - Protect clients' written information
  - Refrain from discussing clients' care with other staff in open areas

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### What Do Back Office Staff Need to Know?

- ▶ Education and Counseling
  - Client assessment
  - Explanation of procedures and services
  - Family planning method education
  - Pregnancy test results counseling
  - Preconception health
  - Sexually transmitted infection (STI) risk reduction
  - Intimate Partner Violence
  - Psychosocial counseling issues
- ▶ Referrals and Follow-Up
- ▶ Medical Record Documentation
- ▶ Superbill

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### Recommended Training Plan for Back Office Staff

- ▶ Training Basics: What All Staff Need to Know
- ▶ Online Modules
  - Seven Steps to Informed Consent
  - Sterilization Consent: A Tutorial on Completing the PM 330
  - Pregnancy Test Options Counseling in Family PACT
  - STI Risk Reduction Counseling in Family PACT
  - Helping Your Clients Understand: Improving Health Communication in Your Family PACT Practice
  - Family PACT 101 Module 3

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## Recommended Training Plan for Back Office Staff (cont.)

- ▶ Handouts or Other Resources
  - Family PACT Standards
  - Benefits Grid
  - Family PACT Superbill
  - Clinical Practice Alerts (CPAs)
  - Identifying and Responding to Domestic Violence
- ▶ Previously Recorded Webcasts
  - **Improving the Quality of Chart Documentation: Findings from the 2007 Medical Record Review**
  - **Preconception Care: New Guidelines, New Opportunities**

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# Clinicians:

## Roles and Responsibilities

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**Family PACT**

## What Do Clinicians Need to Know?

- ▶ **Scope of Services**
- ▶ **Benefits Grid**
- ▶ **Evaluation & Management**
- ▶ **Education & Counseling**
- ▶ **Referrals**

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**Family PACT**

## What Do Clinicians Need to Know?

- ▶ Clinical Practice Alerts
- ▶ Family PACT Bulletin Updates
- ▶ Medical Record Documentation
- ▶ Use of Superbill

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**Family PACT**

## Recommended Training Plan for Clinicians

- ▶ Training Basics: What All Staff Need to Know
- ▶ Previously Recorded Webcasts
  - Program Benefits;
  - Primary (Contraceptive) Benefits;
  - Secondary (STI) Benefits;
  - Coding for Clinicians and
  - Clinician Coding for Family PACT Services: New Case Studies
- ▶ Handouts or Other Resources
  - Clinical Practice Alerts
  - Benefits Grid
  - Family PACT Superbill
  - Family PACT Formulary

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**Family PACT**

## Billing Staff:

### Roles and Responsibilities

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**Family PACT**

## What Do Billing Staff Need to Know?

- ▶ Scope of Services
- ▶ Benefits Grid
- ▶ Uniqueness of Family PACT billing/coding
- ▶ How to use Superbill
- ▶ Claims Submission
- ▶ Feedback to Clinicians

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**Family PACT**

## Recommended Training Plan for Billing Staff

- ▶ Training Basics: What All Staff Need to Know
- ▶ Previously Recorded Webcasts
  - Program Benefits;
  - Primary (Contraceptive) Benefits;
  - Secondary (STI) Benefits;
  - Coding for Clinicians and
  - Clinician Coding for Family PACT Services: New Case Studies
- ▶ Handouts or Other Resources
  - Benefits Grid
  - Family PACT Superbill
  - Family PACT Formulary

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**Family PACT**

# Clinic Administrators/ Managers:

## Roles and Responsibilities

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**Family PACT**

### What Do Clinic Administrators/Managers Need to Know?

- ▶ Family PACT Standards
- ▶ Policies, Procedures and Billing Instructions
- ▶ Scope of Services
- ▶ Clinical Practice Alerts
- ▶ Education and Counseling
- ▶ Medical Record Documentation

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### Clinic Administrators/Managers (Cont'd.)

- ▶ Referrals
  - Referral Network Sheet
  - Referral Network Sheet Instructions
- ▶ Outreach Strategies
- ▶ Communicate Information to Other Staff Members

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### Clinic Administrators/Managers (Cont'd.)

- ▶ Communicate Family PACT Bulletin Updates to Staff
  - Obtain monthly bulletin at [www.familypact.org](http://www.familypact.org)
  - Update your hard copy of the PPBI
  - Distribute information to staff
    - front and back office staff
    - clinical staff
    - billing staff

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**Family PACT**

## Recommended Training Plan for Clinic Administrators/Managers

- ▶ **Online Modules**
  - Linguistic and Cultural Competency: Using the Linguistic and Cultural Competency Toolkit
- ▶ **Previously Recorded Webcasts**
  - Meeting The Family Planning Needs of Adolescents and Males
- ▶ **Handouts or Other Resources**
  - Guidelines for Developing Office Policies and Procedures for Victims of Intimate Partner Violence at Family PACT sites
  - Conducting Effective Family PACT Outreach

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## On-Going Staff Development

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**Family PACT**

## On-Going Training

- ▶ Create system for staff training
- ▶ Conduct regularly scheduled meetings and in-services
  - Carve out specific amount of time to discuss Family PACT
  - Review Family PACT Bulletin Updates
  - Ask each level of staff to give brief update
  - Ask billers to discuss common denials
  - Periodically review charts and provide feedback to staff

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## On-Going Training

- ▶ **Provider Orientations**
- ▶ **Provider Regional Forums**
- ▶ **Special Interest Trainings**
  - **Webcasts**
  - **In-person trainings**
- ▶ **Online Self-Study Modules**

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## Other Important Resources

- ▶ **Family PACT Website:**  
[www.familypact.org](http://www.familypact.org)
  - **Client Education Materials**
  - **Cultural Competency Toolkit**
  - **Training Calendar of Events**
  - **Training Registration Information**
  - **Newsletters**
  - **Family PACT Statistical Information**

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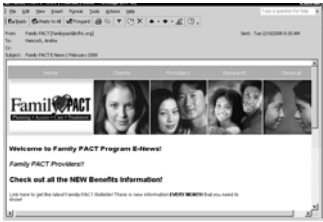
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**Family PACT**

## Family PACT E-News



- ▶ Monthly email notice with the latest about Family PACT
- ▶ Contact [familypact@cfhc.org](mailto:familypact@cfhc.org) to subscribe

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**FamilPACT** **Provider Support Services**

- ▶ 1-877-FAMPACT  
Toll-free Provider Resource Line
- ▶ 1-916-650-0414  
Office of Family Planning
- ▶ 1-800-541-5555  
HP Enterprise Services  
Telephone Service Center for billing questions, POS or Internet assistance, Lab Reservations, TARs, ETARS, etc.
- ▶ [www.familypact.org](http://www.familypact.org)  
Program info, trainings, online modules
- ▶ Family PACT E-News  
Web-based update emailed to providers on the latest in Family PACT. To sign up, email us at [familypact@cfhc.org](mailto:familypact@cfhc.org).
- ▶ [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)  
Medi-Cal policy and information and revised Family PACT Policies, Procedures and Billing Instructions (PPBI) Manual

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**FamilPACT** **Family PACT Website**

**[www.familypact.org](http://www.familypact.org)**

- ▶ Home
- ▶ Clients
- ▶ Providers
- ▶ Research
- ▶ General

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**FamilPACT** **Family PACT Website Home Page**

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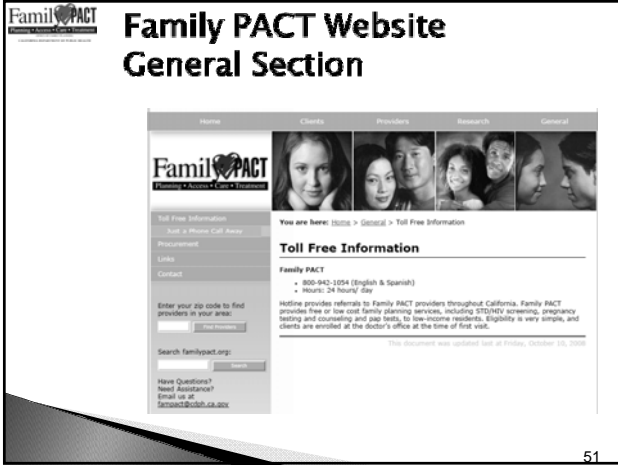
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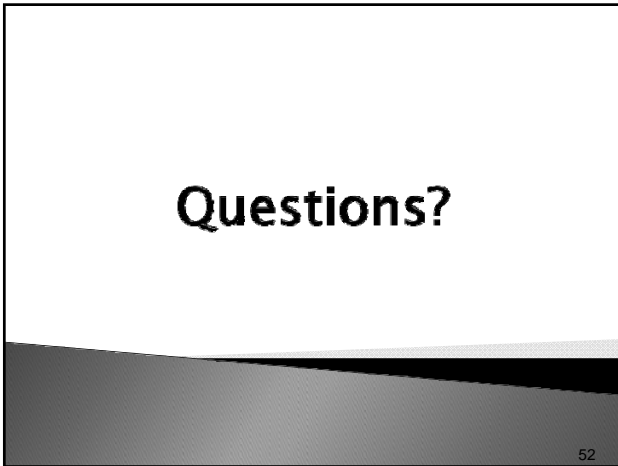
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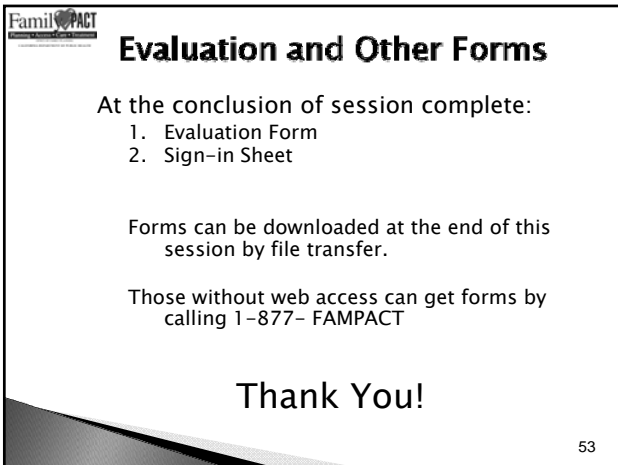
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