



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. Provide the pharmacy a copy of the formulary from the Family PACT Policies, Procedures and Billing Instructions (PPBI) Manual.

To ensure appropriate and timely reimbursement for the pharmacy, send the following items with the client:

- 1. A prescription restricted to Family PACT formulary.** This includes condoms and spermicides, including foams, gels and other supplies.
- 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 enrolled in the Family PACT Program. This number is used to bill for the prescription.
- 3. A copy of the letter found on the reverse side of this page.** This letter can be personalized for each client.

Including the three (3) items above with the client's prescription should simplify the process by which your Family PACT clients receive their family planning supplies and/or medications.

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

Explain to the client 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, which are reimbursable by the program. Tell clients to call the provider if they are asked to pay for supplies or medications covered by Family PACT.