



**Department of Health Care Services, Office of Family Planning (OFP)**

**Stakeholder Meeting Minutes**

**Date:** September 30, 2020

**Time:** 10:00am – 12:00pm

**Meeting Facilitator:** Kayla Prusia

**Meeting Sponsors:** Christina Moreno

**Introductions**

**1. WebEx:**

**a. *AltaMed***

- i. Rocio Gonzalez
- ii. Gabriela Vieyra

**b. *Bayer***

- i. Lori Howarth
- ii. Mallory Salloum

**c. *CA Prevention Training Center***

- i. Laura Ellerbe
- ii. Nicole Nguyen

**d. *California State University, Northridge***

- i. Sheila Stevens

**e. *Community Action Partnership of San Luis Obispo***

- i. Raye Fleming

**f. *County of Orange***

- i. Petra Ancona

**g. *County of San Bernardino***

- i. Asuncion Williams

**h. *California Planned Parenthood Education Fund***

- i. Kelby Lind

**i. *California State University, Northridge***

- i. Lina Gyrgenian

**j. *DJR Health Law***

- i. Deborah Rotenberg

**k. *Eisner Health***

- i. Becky Murphy
- ii. Deborah Lerner

**l. *Essential Access Health***

- i. Andria Hancock-Crear
- ii. Sylvia Castillo
- iii. Amy Moy

**m. *Livingston Community Health***

- i. Rosa Camacho

**n. *Merck***

- i. Karen Sillas

**o. *Mission Area Health Associates***

- i. Sade Salako

**p. *National Health Law Program***

- i. Priscilla Huang

**q. *Northeast Valley Health Corporation***

- i. Theresa Nitescu

**r. *North Orange County Regional Health Foundation Family Health Matters***

- i. Annalisa Agraz
- ii. Daisy Duarte

**s. *Planned Parenthood Affiliates of California***

- i. Andrea San Miguel
- ii. Lisa Matsubara

- t. San Francisco  
Department of Public  
Health**
  - i. Milagros Ramos
- u. Silver Avenue Family  
Health Center**
  - i. Suzannah Stout
- v. University of California,  
Davis**
  - i. Cindy Valencia
  - ii. Eleanor Bimla  
Schwarz
- w. University of California,  
San Diego**
  - i. Sally Rafie
- x. University of California,  
San Francisco**
  - i. Marina Chabot
- y. United Health Care**
  - i. Jennifer Nuovo
- z. Vista Community Clinic**
  - i. Jessica Garcia
- aa. Watts Healthcare  
Corporation**
  - i. Jose Juarez

- bb. Women's Health  
Specialist**
  - i. Leanna Williams

**2. DHCS & CDPH:**

- a. Eboni Ball
- b. Amy Carter
- c. Lillian De Los Santos
- d. Sheri Ervin
- e. Shahin Kaviani
- f. Maricel Miguelino
- g. Christina Moreno
- h. Priya Motz
- i. Amber Neves
- j. Santinia Pasquini
- k. Angelica Perez
- l. Kayla Prusia
- m. Stephanie Quok
- n. Jennifer Sanga
- o. Greg Shigetoshi
- p. Cynthia Smiley
- q. Doina Young

## **MEETING AGENDA**

### **1. Welcome and Introductions:**

- a. Kayla Prusia, Stakeholder Liaison, (OFP) welcomed and thanked the group for attending. Stakeholder and DHCS staff introduced themselves (see attendance list above).

### **2. Proposed Agenda Items:**

- a. Kayla Prusia (OFP) reviewed [Proposed Agenda Items](#)

### **3. Review of January 28, 2020 Action Items**

- a. Kayla Prusia (OFP) reviewed the previous meeting Action Items
  - i. The Family Planning, Access, Care and Treatment (Family PACT) program's provider enrollment integration into Provider Application and Validation for Enrollment (PAVE) has been postponed. More information will be posted when it becomes available.
  - ii. The California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS): Explore integration of Family PACT into CalHEERS. The objective of this initiative is to explore and develop a solution for integrating the Family PACT client application and eligibility determination functionalities into CalHEERS. *This initiative has been reprioritized to 2023.* Information regarding the AB 1296 & Eligibility Expansion Stakeholder workgroups can be found on the [DHCS website](#).

### **4. DHCS Updates:**

#### **a. Medi-Cal COVID Resources**

- i. DHCS is working with our program partners and state and federal officials to ensure Medi-Cal beneficiaries have access to medically necessary COVID-19 testing and care. Resources found on the [DHCS COVID-19 Response](#) webpage contain information about DHCS' actions during the public health emergency, such as client FAQs, including one for Family PACT, and waiver requests and approvals for various programs.
- ii. If clients do have health care coverage, or have Medi-Cal without a regular doctor and have questions and/or concerns regarding COVID-19, California's Medi-Nurse line may be able to help provide self-care home treatment and county information if it is determined a client may be in need of a test. The Medi-nurse line is available in multiple language and available 7 days a week.

Medi-Nurse line: (877) 409-9052

#### **b. Family PACT COVID Resources**

- i. All related COVID-19 information and resources specifically pertaining to Family PACT program can be found on [Family PACT website](#) under 'COVID-19 Updates'.

**c. Medi-Cal Provider Website**

- i. Over the last several months, DHCS has worked to update the Medi-Cal website to focus on delivering specific content for the Medi-Cal provider communities. Under the 'Providers' section, provider communities can find information on publications, transactions, and other pertinent information.
- ii. Currently, the Medi-Cal provider manual, including the Family PACT program's Policies, Procedures, and Billing Instructions (PPBI) manual, are being updated to comply with ADA requirements.

**d. Program Integrity Efforts**

- i. Since 2018, pursuant to Welfare and Institutions (W&I) Code, Section 24005 (i)(3), the Family PACT program deactivated over 1,000 non-billing providers who have not submitted a claim for reimbursement for a duration of 1 year or longer. If a provider is disenrolled from Family PACT for this reason, they may apply to re-enroll and are subject to all enrollment requirements as noted in the PPBI.
- ii. In addition, as part of OFP's on-going program integrity efforts, in 2019, OFP conducted over 60 reviews of enrolled Family PACT providers. The reviews conducted resulted in over 60 providers being disenrolled from the Family PACT program, which led to the implementation of the Additional Screening Requirements (also known as the Moderate Risk designation) that was released in December 26, 2019 for Los Angeles, Orange, San Bernardino, and Riverside counties. Family PACT provider applicants in the 4 counties listed seeking enrollment for the first time or submitting an application for a change in enrollment will be subject to an onsite visit prior to any application approval.
- iii. On September 17, 2020, an update to the December 26, 2019 bulletin was published to clarify who falls under the Health and Safety (H&S) Code, section 1204 exception.

**5. Stakeholder Updates:**

- a. Sally Rafie (Stakeholder): Over 1800 pharmacies now offering pharmacist prescribed contraception across the state.
- b. Cindy Valencia (Stakeholder): CA Quits is a statewide project focused on advancing tobacco cessation treatment. We can assist health systems and clinical settings assess, counsel and connect patients who use tobacco to the CA Smokers' Helpline. We work with Medi-Cal managed care plans and public health partners to increase local support to help patients quit. We would love to work with Family PACT clinic partners. Email Cindy Valencia, CA Quits Ops Director, at [cvalencia@ucdavis.edu](mailto:cvalencia@ucdavis.edu) or visit our website for more info: <https://www.caquits.com/>

## **6. Latest Developments in Family Planning and Reproductive Health**

A presentation by Dr. Michael Policar, MD, MPH

## **7. Administrative Updates to Family PACT during the Public Health Emergency**

### **a. Provider Enrollment and Orientation**

- i. New provider applicants, locations, and/or recertifying providers must complete the enrollment and orientation process as outlined in the PPBI and the OFP Learning Management System (LMS). The required training are both online and “in-person” and must be completed within the six-month Provisional Enrollment Period (PEP) period as described in their Welcome letters. While in-person orientations have been suspended, OFP is currently offering virtual in-person orientations, and providers reaching their PEP expirations will be contacted by OFP regarding virtual orientation dates.

### **b. Client Enrollment**

- i. During the public health emergency, enrolled Family PACT providers may enroll and/or recertify clients through telehealth or other virtual telephonic modalities. Providers must:
  1. Complete each field on the Client Eligibility Certification (CEC) or Retroactive Eligibility Certification (REC) form on behalf of the applicant/client
  2. Obtain verbal consent to sign the CEC form on behalf of the client
  3. Electronic signature services may be used
  4. Provider must sign and date the form
  5. Verbally inform client of (in)eligibility
  6. Store CEC within the client’s medical record for a minimum of three years
- ii. Providers who enroll and/or recertify a client must arrange for the client to receive their HAP card by one of the following ways:
  1. In-person pick up of the HAP card
  2. Mailing the HAP card to the client’s home address
    - a. Providers must receive client’s consent to mail it to the client’s home address
  3. Eleanor Bimla Schwarz (Stakeholder) asked: Can you please clarify if it is now possible to enroll clients via telehealth? Or do clients need to make at least one face to face visit to a FPACT clinic prior to being able to receive telehealth services?
    - a. Kayla Prusia (OFP) responded: Yes, providers may enroll clients via telehealth or other virtual telephonic modalities without an in-person visit during the public health emergency.

**c. Upgrades to Health Access Programs (HAP) System**

i. As mentioned in a previous Stakeholder meeting, the HAP system and CEC form are undergoing updates. With the HAP system updates, the CEC will include sexual orientation and gender identity data as required by AB 959; Lesbian, Gay, Bisexual, and Transgender Disparities Act (Chiu, 2015) to meet federal reporting requirements, as well as the addition, amendment, and deletion of some data fields. Updates to the CEC form are expected to be released in January 2021.

1. Kelby Lind (Stakeholder) asked: Will the new CEC form be released in advance so that providers can train to use the new form prior to its effective date?

a. Kayla Prusia (OFP) responded: The new CEC form will be made available prior to implementation.

**d. Long Acting Reversible Contraceptive (LARC) Trainings**

i. Beginning in 2018, OFP, in collaboration with pharmaceutical manufacturers, hosted several in-person LARC trainings for providers who were in need of LARC training to remain in compliance with Family PACT policy as outlined in the Provider Enrollment section of the PPBI. While OFP sponsored LARC trainings are currently postponed, pharmaceutical manufacturers are currently offering online trainings:

1. Bayer: [www.iudtraining.com](http://www.iudtraining.com)
2. Cooper Surgical: [www.coopersurgical.com](http://www.coopersurgical.com)
3. Merck:

a. Karen Sillas (Stakeholder): The National Service Center number (1-800-672-6372) has been posted under Resources on the FPACT website for those who want to go through a Merck Training Program. Please contact them and they will transfer your request to the appropriate representative.

ii. The LARC policy requirement as set forth in the PPBI was not suspended during the public health emergency. OFP is currently exploring options to continue these trainings in the future once the public health emergency is lifted.

**8. Family PACT: Taking the Pulse during COVID-19**

Presentation by Maricel Miguelino, M.D. (OFP)

i. Eleanor Bimla Schwarz (Stakeholder) asked: So current theory on the great drop off in FPACT enrollment is that Affordable Care Act (ACA) has just decreased need for services?

1. Dr. Michael Policar (OFP) responded: Prior to the public health emergency, decline in enrollment over the years began with the implementation of the Affordable Care Act (ACA).

- ii. Deborah Lerner (Stakeholder): You should see a change in age distribution this year since Medi-Cal was just extended to undocumented immigrants up to age 26.

**9. Next Meeting:**

- a. Date to be determined.