



Department of Health Care Services, Office of Family Planning (OFP)
Stakeholder Meeting Minutes

Date: August 24, 2022

Time: 10:00am – 12:00pm

Meeting Facilitator: Hannah Robins

Meeting Sponsor: Christina Moreno

Introductions

1. Zoom:

**a. *Allan Hancock College
Student Health Services***

i. Alex de Jounge

**b. *All-Inclusive Community
Health Center***

i. Marine Dzhgalyan

c. *AltaMed Health Services*

i. Erica Solis

d. *Anthem*

i. Sharon Maya

e. *Bayer*

i. Lori Howarth

**f. *BHS Family Health
Center***

i. Leslie Padilla

**g. *California State
University, Northridge***

i. Lina Gurgonian

ii. Sheila Stevens

**h. *California State
University, Sacramento***

i. Isela Chavez

**i. *CA Prevention Training
Center***

i. Laura Ellerbe

ii. Laura Lazar

iii. Catalina Macdonald

iv. Nicole Nguyen

v. Nicole Novero

vi. Michael Policar

j. *CCALAC*

i. Erika Rogers

k. *City of Long Beach DHHS*

i. Teresa Ayala-Castillo

**l. *CommuniCare Health
Centers***

i. Ann Soliday Bench

ii. Karolina Soltero

m. *County of Inyo*

i. Marissa Whitney

n. *County of Kern*

i. Shannon Bailey

o. *County of Sacramento*

i. Laurie Haugen

p. *DJR Garcia, APC*

i. Lauren Barker

ii. Mallory Petterelli

iii. Deborah Rotenberg

q. *Elica Health Centers*

i. Kristen Hatten

r. *Essential Access Health*

i. Sylvia Castillo

ii. Amy Moy

s. *FPA Women's Health*

i. Irving Feldkamp

t. *Haven Health*

i. Abril Zamora

u. *HealthRight 360*

i. Terri Thomas

v. *ICAN of Alliance Chicago*

i. Kai Tao

**w. *Livingston Community
Health***

i. Rosa Camacho

x. MCH ACCESS

i. *Debra Winski*

y. Merck

i. *Felicia Butler*

z. National Health Law Program

- i. Amy Chen
- ii. Nancy Hsu
- iii. Jasmine Young

aa. OLE Health

- i. Teresa Alba
- ii. Margarita Moreno De Hernandez

bb. Omni Family Health

i. Yvonne Valdes

cc. Organon

- i. Shelley Padgham
- ii. Karen Sillas

dd. Planned Parenthood

- i. Kandy Li
- ii. Kelby Lind
- iii. Sheila Madson
- iv. Katerine Schott
- v. Kimberly Sorensen

ee. Premier Family Medicine Associates/Pomona Valley Health Centers

i. Christina Campos

ff. Project Youth OCBF

i. Nazly Restrepo

gg. Ratec Services

i. Rebecca Aquino

hh. Riverside University Health System

i. Kathy Xiong

ii. Watts Healthcare Corporation

i. Jose Juarez

jj. Western Sierra Medical Clinic, Inc.

i. Jessica Lance

kk. Women's Health Specialists

i. Leanna Williams

2. DHCS:

- a. Laura Aguilar
- b. Ivana Andrade
- c. Eboni Ball
- d. Christie Bonner
- e. Nigretta Bradley
- f. Lillian De Los Santos
- g. Leo LaMattina
- h. Christina Moreno
- i. Sean Mulvey
- j. Amy Pham
- k. Stephanie Quok
- l. Hannah Robins
- m. Greg Shigetoshi
- n. Lamont Weaver
- o. Lorena Velasquez

MEETING AGENDA

1. Welcome and Introductions:

- a. Stakeholder and DHCS staff introduced themselves (see attendance list above).
- b. DHCS provided information on DHCS' Coverage Ambassador program
 - i. All Information and resources can be accessed on the DHCS site [here](#).
 - ii. The DHCS Coverage Ambassadors PowerPoint is posted and can be accessed [here](#).
 - iii. The meeting slides are available for download [here](#).

2. DHCS Updates:

a. CalHEERS

- i. DHCS and California Healthcare, Eligibility, Enrollment, and Retention System (CalHEERS) have begun what is called the Pre-Joint Application Development period. This will transition client enrollment and recertification from the current Medi-Cal Transactions Service Portal to the CalHEERS portal.
- ii. Clients will be able to use CalHEERS to enroll themselves into Family PACT. Family PACT providers will be able to use CalHEERS to enroll clients as well.
- iii. The Family PACT CalHEERS portal will have an available mechanism to guide applicants/clients who wish to apply for full-scope Medi-Cal coverage (or other coverage options).
- iv. Anticipated completion is September 2023. Future updates will be shared as they become available.

b. Family PACT Regulations

- i. DHCS anticipates that Family PACT regulations will be on the rulemaking calendar for 2023.

c. Remote Client Enrollment

- i. During the PHE, enrolled Family PACT providers are allowed to enroll and/or recertify clients through telehealth or other virtual telephonic modalities. These remote enrollment flexibilities will remain in effect through the end of the PHE.
- ii. OFP released a draft remote enrollment policy for public comment. Upon notification of the end of the PHE, OFP will release an updated draft policy incorporating public comments received and DHCS' final telehealth policy.
- iii. As of the date of this meeting, the PHE is set to expire on October 13, 2022, and the U.S. Department of Health and Human Services (HHS) has committed to providing at least a 60-day notice prior to the official end date. As HHS has not yet provided such notice, DHCS expects the PHE to be extended for at least one additional period.

d. **PAVE**

- i. Family PACT Program's integration into Provider Application and Validation for Enrollment (PAVE) is completed and available to use by Family PACT providers as of August 15. PAVE will streamline the entire provider application process.
- ii. PAVE-related information (including support services and training) can be accessed [here](#).
- iii. Providers can also call the PAVE Help Desk at (866) 252-1949. The Help Desk is available Monday - Friday, 08:00 am - 06:00 pm Pacific time, excluding state holidays.

e. **Provider Enrollment and Responsibilities Policy**

- i. OFP released a draft policy for public comment on August 18.
- ii. The updates clarify the requirements to enroll as a Family PACT provider, including administrative responsibilities, application completion, screening, program integrity and compliance and merges policies related to Family PACT provider responsibilities into the provider enrollment section.
- iii. These policy updates are effective August 15, 2022 and apply to both provider applicants and currently enrolled Family PACT providers.
- iv. DHCS reviewed some of the public comments received, including the removal of the Provisional Enrollment Period, in-person new provider orientation, onsite compliance reviews, and requirements pertaining to Long-Acting Reversible Contraceptives (LARCs).

3. Putting New Family PACT Benefits to Work in Patient Care

A presentation by Dr. Michael Policar, MD, MPH

4. Contraceptive Use and Family Planning

A presentation by Jacqueline Silva, MA on notable family planning survey results from 2019-2020 California Health Interview Survey (CHIS)

5. Stakeholder Updates:

- a. Lori Howarth (Stakeholder – Bayer):
 - i. Mirena now has an 8 year indication as of August 2022
 - 1. https://labeling.bayerhealthcare.com/html/products/pi/Mirena_PI.pdf

6. Questions asked in the chat:

- a. Can DHCS confirm if there are any financial supports for organizations that participate as an ambassador (re: unwinding of PHE)?
 - i. **DHCS RESPONSE:** There is no financial support for organizations that participate as an ambassador (re: unwinding of PHE).
- b. What will the time period be between the draft policy and the final remote client enrollment policy?
 - i. **DHCS RESPONSE:** We anticipate releasing the final draft shortly after notification that the PHE is ending. Publication of the final policy will occur in the Family PACT Provider Bulletin the month prior to the end of the PHE.

- c. Does the online training and virtual orientation need to be completed by each clinician or only the supervising clinicians? Also, by when do these two things need to be completed?
 - i. **DHCS RESPONSE:** The online trainings and virtual orientation must be completed by the individual listed as the site certifier on the enrollment application. The site certifier is responsible for ensuring that all trainings are completed by anyone who will participate in the enrollment and/or rendering of family planning services under the Family PACT Program. The trainings must be completed prior to the submission of the Family PACT enrollment application.
- d. Can you post a link to the draft of the remote client enrollment policy, if available?
 - i. **DHCS RESPONSE:** We anticipate releasing the final draft shortly after notification that the PHE is ending.
- e. Will FQHCs also be required to use the PAVE system?
 - i. **DHCS RESPONSE:** All FPACT provider applicants, including FQHCs, will be required to use PAVE.
- f. If updating the site certifier, does the application have to be submitted prior to site certifier provider taking the training modules?
 - i. **DHCS RESPONSE:** If updating the site certifier, the site certifier will need to complete all required trainings prior to the application submission.
- g. As a Pharmacy Family PACT provider we are exempt will that be changing?
 - i. **DHCS RESPONSE:** Medi-Cal enrolled pharmacies do not need to enroll in Family PACT as a Family PACT provider.
- h. Can you confirm that PAVE is available now for FPACT enrollment, and at what point it will become required to PAVE?
 - i. **DHCS RESPONSE:** PAVE is available as of August 15, 2022 and DHCS will continue to accept paper applications until December 31, 2022. Effective January 1, 2023, all provider applicants will be required to use PAVE.
- i. How far ahead of applying for enrollment may a site certifier complete training and orientation? Is there some period after which a potential site certifier must complete training and orientation again if they are not yet identified in an application for enrollment?
 - i. **DHCS RESPONSE:** Due to ongoing policy updates, we ask that trainings be completed within 6 months prior to application submission.
- j. What types of information will the site certifier need to have about the site to enroll in training and orientation? If certain required information for the site is not yet available (eg still seeking an NPI for the location) when trainings are

scheduled, is there a way for the site certifier to enroll for training and orientation regardless?

- i. **DHCS RESPONSE:** The site certifier will need to know the site information including the name, NPI, and service site address as this is a required field for registration and assists in ensuring training is being tracked and credited appropriately.

7. Next Meeting:

- a. Date to be announced.