

**Family Planning, Access, Care and Treatment (Family PACT) Client
Frequently Asked Questions (FAQs)
During Novel Coronavirus 2019 (COVID-19)**

1) Are Family PACT services still available during the COVID-19 pandemic?

Yes, Family PACT providers may continue to provide family planning and family planning-related services. Please contact your provider to see how they are providing services during this time. If you need to find a different provider during this time, you can use the Family PACT provider locator by clicking on "[Find Providers](#)" on the [Family PACT website](#).

2) As a current Family PACT client, can I receive my Family PACT services without going into a Family PACT clinic?

Please contact your provider to discuss available options to receive services. Family PACT providers may use telehealth, virtual or telephone communications as an alternative for delivering Family PACT services to limit exposure to others who may have COVID-19.

If you need to find a different provider during this time, you can use the Family PACT provider locator by clicking on "[Find Providers](#)" on the [Family PACT website](#).

3) How do I find out if I am eligible for the Family PACT Program?

The Family PACT Program has four eligibility criteria:

1. You must be a California resident;
2. Your income for your family size must be at or below 200% of the [Federal Poverty Guidelines](#);
3. You must have no other source of health care coverage for family planning services, and;
4. You must have a medical need for family planning services.

You can find a provider near you by using the Family PACT provider locator by clicking on "[Find Providers](#)" on the [Family PACT website](#).

Once you locate a provider, contact the provider to discuss available options to enroll. You will need to fill out a form called the Client Eligibility Certification (CEC) form. If you are eligible, you can become a Family PACT client and receive services the same day.

Family PACT Program staff are also available to help clients enroll into the Family PACT Program. For assistance, please contact the Family PACT Program at FamilyPACTClient@dhcs.ca.gov or (916) 650-0414.

The Family PACT Program only covers family planning and limited family planning related services, but you may have other health care needs. You may be eligible for health coverage through [Medi-Cal or Covered California](#) (phone number: 1-800-300-1506).

Family PACT Client FAQs During COVID-19

Page 2

4) Can I enroll into the Family PACT Program while practicing physical distancing?

Yes, to find a provider near you, please use the Family PACT provider locator by clicking on "[Find Providers](#)" on the [Family PACT website](#).

Once you locate a provider, contact the provider to discuss available options to enroll. You will need to fill out a form called the CEC form. If you are eligible, you can become a Family PACT client the same day. Some providers may be able to assist you with filling out the CEC electronically or over the phone.

Family PACT Program staff are also available to help applicants enroll into the Family PACT Program. For assistance, please contact the Family PACT Program at FamilyPACTClient@dhcs.ca.gov (916) 650-0414.

5) What if my Health Access Programs (HAP) card is expiring, or if my HAP card is already expired, how can I renew it?

Please contact your provider to discuss available options to renew your eligibility. If you need to find an alternate provider during this time, you can use the Family PACT provider locator by clicking on "[Find Providers](#)" on the [Family PACT website](#).

Family PACT Program staff are also available to assist clients in renewing their eligibility into the Family PACT Program. For assistance, please contact the Family PACT Program at FamilyPACTClient@dhcs.ca.gov or (916) 650-0414.

6) Besides my Family PACT provider, who else can dispense self-administered hormonal contraceptives?

Pharmacists may supply self-administered hormonal contraceptives (birth control pills, patch, and ring) even if you don't have a prescription. A 12-month supply of pills, patches, and rings may be provided to you by the pharmacist. Please contact your local or preferred Medi-Cal enrolled pharmacy to ask if they provide this service.

7) Can I get my prescription(s) filled without going into a pharmacy?

Yes, please contact your local or preferred Medi-Cal enrolled pharmacy or clinic and ask about mail-order delivery options to receive your Family PACT prescription(s) as an alternative to going to the pharmacy or clinic in person.

8) Where can I learn more information and updates about COVID-19?

Additional Information about the COVID-19 can be found here:

- [Centers for Disease Control and Prevention \(CDC\)](#)
- [California Department of Public Health \(CDPH\)](#)

To prevent the spread of illness:

- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect frequently touched objects and surfaces.
- Stay home when you are sick, except to get medical care.
- Wash your hands often with soap and water for at least 20 seconds

9) What if I don't have health insurance and I need screening or treatment for COVID-19?

- Check with your [local community health center](#) or hospital to see if fees for testing can be waived
- See if you are eligible for [Medi-Cal](#)
- See if you are eligible for [Covered California](#) (phone number: 1-800-300-1506).

You may be eligible for the [COVID-19 Presumptive Eligibility Program](#). This program is available to California residents who do not have insurance or who have private insurance that does not cover testing and testing-related services for COVID-19. For more information about this program, please visit the Department's COVID-19 PE Program as well as talk to your Family PACT provider.