



Family PACT

# Family PACT Quick Reference Guide

Visit the Family Planning, Access, Care, and Treatment (Family PACT) Program website at [www.FamilyPACT.org](http://www.FamilyPACT.org) for more Family PACT Program resources.

## Program Resources



Department of Health Care Services  
Office of Family Planning  
(916) 650-0414



[Provider Application and Validation for Enrollment \(PAVE\) Portal](#)



[Family PACT Portal](#)



[Office of Family Planning \(OFP\) Online Training Center](#)



Family PACT [Provider Locator](#)  
(800) 942-1054

## Newsletter & Medi-Cal News

Subscribe to the [Family PACT Newsletter](#) and the [Medi-Cal Subscription Service](#) for updates on all upcoming trainings, news, and events.

## Client Education Materials

Family PACT providers can order free [Client Education Materials](#) online. Complete the [Order Forms](#) on the Family PACT website and submit by email to [OFPWarehouse@dhcs.ca.gov](mailto:OFPWarehouse@dhcs.ca.gov) (preferred option) or fax to (916) 440-5656.

## Email Directory



Provider enrollment and recertification, contact:  
[ProviderServices@dhcs.ca.gov](mailto:ProviderServices@dhcs.ca.gov)



Training and orientation, contact:  
[OFPprovidertrainings@dhcs.ca.gov](mailto:OFPprovidertrainings@dhcs.ca.gov)



General questions, contact:  
[FamilyPACT@dhcs.ca.gov](mailto:FamilyPACT@dhcs.ca.gov)



Stakeholder-related questions, contact:  
[OFPStakeholder@dhcs.ca.gov](mailto:OFPStakeholder@dhcs.ca.gov)

## Clinical Resources

[Clinical Webinars](#): recorded sessions on family planning, reproductive health services, and Family PACT benefits and policies.

[Clinical Practice Alerts](#): updates on the national guidelines for contraception, sexually transmitted infections (STIs), and cervical cancer screening.

[Reproductive Health Hotline \(ReproHH\)](#): free, nationwide, and confidential phone support with UCSF clinicians for sexual and reproductive health. Call 1-844-ReproHH (1-844-737-7644).

# Family PACT Updates



[Family PACT News](#): provides the latest federal and state news and policy updates related to Family PACT.



[Family PACT Bulletin](#): provides monthly program policy, updates, and announcements related to Family PACT.

## Family PACT Policies, Procedures and Billing Instructions Manual

Access the [Family PACT Policies, Procedures and Billing Instructions \(PPBI\) Manual](#), a comprehensive guide for successfully incorporating the Family PACT Program into your practice. The following PPBI chapters are especially useful for the day-to-day implementation of Family PACT policies and benefits:



PPBI - Benefits Grid (ben grid)



PPBI - Benefits: Family Planning-Related Services (ben fam rel)



PPBI - Benefits: Family Planning (ben fam)



PPBI - Laboratory Services (lab)

## Family PACT & Medi-Cal Pharmacy Resources



PPBI - Drugs: Onsite Dispensing Billing Instructions (drug)



PPBI - Clinic Formulary (clinic)



PPBI - Drugs: Onsite Dispensing Price Guide (drug onsite)



[Medi-Cal Rx Contract Drug Lists](#): Medi-Cal Rx Resources and the Family PACT Pharmacy Formulary

## Family PACT & Medi-Cal Billing Resources



PPBI - Claim Completion: CMS-1500 (claim cms)



[Telephone Service Center](#): Billing support for the Family PACT Program at (800) 541-5555 (Mon-Fri, 8 a.m. to 5 p.m.).



PPBI - Claim Completion: UB-04 (claim ub)



[Family PACT Billing Training Webinar](#): Overview of the administrative functions of the Family PACT Program.



[Medi-Cal Manual Part 2 - Modifiers: Approved List \(modif app\)](#): List of billing modifiers, including Family PACT-specific codes and highlights those that are discontinued or ineligible for claims.



[Medi-Cal Learning Portal](#): Online training center where providers can access self-paced tutorials, recorded webinars, and register for live events to master billing, policy, and other Medi-Cal procedures.



[Medi-Cal Manual Part 2 - Pathology: Billing and Modifiers \(path bil\)](#): Information about billing and reimbursement of pathology services.



[Medi-Cal Provider Website](#): Centralized portal where providers can log in to manage billing, access correspondence, submit claims, and use other secure electronic services within Medi-Cal.