



California Healthcare Eligibility,
Enrollment, and Retention System



JOB AID: REPORT A CHANGE, RECERTIFY, REAPPLY, & DISCONTINUE

March 16, 2026

This Job Aid is intended for Site Certifiers and Provider Staff and illustrates how to complete a Report a Change (RAC), Recertify, and Reapply application for Family Planning, Access, Care, and Treatment (Family PACT) as well as the process to discontinue Family PACT coverage on behalf of the Client.

Eligibility is determined when a RAC, Recertify, or Reapply application is submitted. Family planning services eligibility is determined using the Client's age, California residency, insurance coverage, income, and medical necessity. Client's eligibility for coverage is for one year from the application submit date. Changes resulting in an eligibility redetermination may impact the Client's eligibility for coverage.

This job aid highlights the steps to complete common changes or complete the next available action:

- The Client utilizes the RAC application to make changes to their personal demographics and income information
- A recertification for the next benefit year needs to be completed within the last 60 days of the Client's coverage end date
- Clients that are Ineligible and have new information that may make them Eligible may reapply for coverage
- Clients may discontinue coverage at any time. Changes to the Client's eligibility criteria may also result in an ineligible determination

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Next Steps Section

The Client Dashboard dynamically displays the next available action depending on the current case status:

- **Report a change** – When the Client is Eligible
- **Reapply** – When the Client is Ineligible
- **Recertify** – When the Client's eligibility end date is within 60 days
- **Continue** – When an application has been initiated but not yet submitted

Messaging displays the date by when the Client needs to submit the application.

The **Cancel application** link displays when an action has been initiated but not yet submitted and allows the user to cancel the application.

Report a Change

Clients needing to report a change to their household information use a RAC. The Client Dashboard with an Active status displays the next step action of **Report a change** making it easy for the Client to update the case.

The screenshot shows the HCS Client Management dashboard for Sadie Hunt. The coverage status is 'Inactive'. A red alert box states: 'You are ineligible for Family PACT. Ineligible reasons: Total taxable family income above 200 percent of the federal poverty guidelines'. A blue box for 'Fair Hearing Rights' says: 'You can appeal your denied application through the Fair Hearing Rights process.' A 'Continue Reapply' button is present with the text: 'Continue reapply to update your application. This application will expire on 02/27/2026.' A 'Cancel application' link is also visible. At the bottom, there is a link to 'Apply for Insurance Affordability Program'.

The screenshot shows the HCS Client Management dashboard for Sadie Hunt with an 'Active' coverage status. A green success message states: 'Great news! You are eligible for Family PACT! You can use your benefits starting 01/28/2026.' Below this, a 'Need to report something new?' section prompts the user to 'Report any changes that may affect your eligibility' and includes a 'Report a change' button.

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The *Report a change* page displays the previously submitted information and allows users to update the case information. The *Report a change* page displays Client information in several sections.

The **Quick Navigation** section navigates users to the respective section on the *Report a change* page:

- **Basic Information**
- **Demographics**
- **Address**
- **Preferred Contact Method**
- **Other Health Coverage**
- **Family Size and Income**

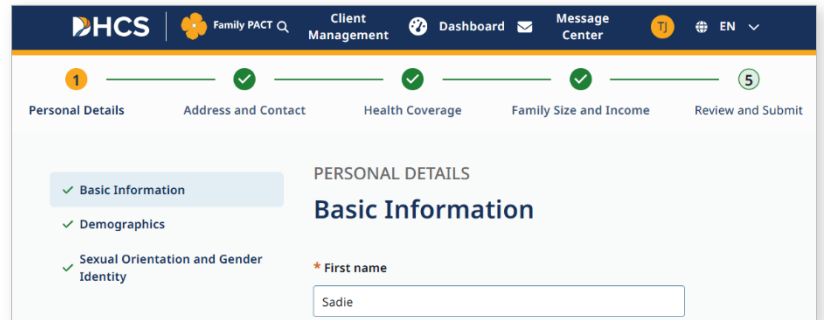
The screenshot shows the 'Report a change' page in the HCS system. The page has a dark blue header with the HCS logo, 'Family PACT' search, 'Client Management', 'Dashboard', 'Message Center', and user profile 'TJ'. The main content area is white with a 'Quick Navigation' sidebar on the left. The sidebar lists several sections with checkmarks: Basic Information, Demographics, Sexual Orientation and Gender Identity, Address, Preferred Contact Method, Other Health Coverage, and Family Size and Income. The 'Basic Information' section is highlighted. The main content area displays the 'Basic Information' section with an 'Edit' link. The fields are: First name: Sadie, Middle name: —, Last name: Hunt, Suffix: —, Date of birth: 03/01/••••, Social Security Number (Last 4): —, Marital status: —, and Your primary language: English.

An **Edit** link displays for each section allowing the user to add, remove or update information for that section.

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The application sections progress bar displays at the top of all pages in the RAC. Clicking an application section displays the corresponding section:

- A yellow circle with the section number indicates the current application section
- A green circle with a checkmark indicates a complete section



Additionally, a list of the pages within the section of the application display on the left for quick navigation. Blue highlight indicating the current page. Clicking the page name displays the corresponding page. This functionality exists on all pages within the RAC application.

Update Address Information

Clients needing to report an address change use the RAC application. Clicking the **Edit** link in the *Address* section of the RAC application displays the *Address* page. The *Address* page displays the existing address and contact information.

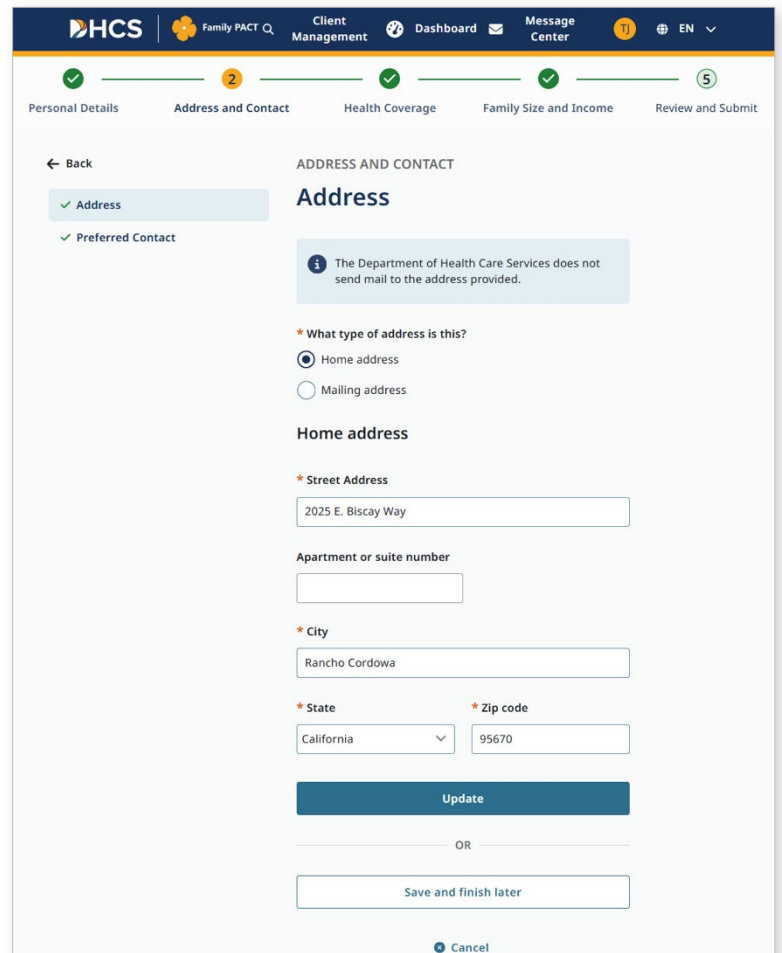
A blue banner displays *The Department of Health Care Services does not send mail to the address provided.* messaging.

A *What type of address is this?* displays with the following radio buttons:

- **Home address**
- **Mailing address**

Selecting a radio button dynamically displays the *Home address* or *Mailing address* section with the following:

- **Street Address**
- **Apartment or suite number**
- **City**
- **State**
- **Zip code**



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- Clicking the **Update** button on the *Address* page displays the *Confirm Your Address* page where the user selects the **Recommended Address** or **Original Address** tile

- Clicking the **Edit** link in the Original Address tile displays the *Address* page to edit the address

- Clicking the **Update** button on the *Confirm Your Address* page displays the *Report a change* page

- Clicking the **Save and finish later** button anywhere in the RAC application displays the *Save and finish later?* popup. The popup displays messaging to complete the application within 30 days

- Clicking the **Save application** button saves the information, closes the popup, and navigates the user to the Client Dashboard
- Clicking the **Cancel** button closes popup

Personal Details Address and Contact Health Coverage Family Size and Income Review and Submit

← Back

✓ Address
✓ Preferred Contact

ADDRESS AND CONTACT

Confirm Your Address

We found addresses that closely match the one you gave us.

* Choose the option that best matches your address or edit the original address.

Recommended Address

5321 6th Ave,
Sacramento, CA 95820

Original Address

5321 6th Ave,
Sacramento, California 95820

[Edit](#)

Update

OR

Save and finish later

[Cancel](#)

Save and finish later?

You can save your application now and log in and finish it anytime within the next 30 days. After 30 days, your application will expire and you will need to start a new one.

Save application

[Cancel](#)

Change the Preferred Contact Method

The *Preferred Contact Method* page displays when clicking the **Edit** link on the *Report a Change* page. The user may update the existing preferred contact method.

The *If we need to get in touch with you, how do you want us to contact you?* question displays with the following radio buttons:

- **Email**
- **Text**
- **Phone**
- **Mail**

A dynamic field displays to add or update the **Email address**, **Cell phone number** or **Phone number** based on the radio button selection.

The screenshot shows the DHCS Family PACT interface. The top navigation bar includes 'DHCS', 'Family PACT', 'Client Management', 'Dashboard', and 'Message Center'. A progress bar at the top indicates the current step is 'Address and Contact' (step 2 of 5). The main content area is titled 'ADDRESS AND CONTACT' and 'Preferred Contact Method'. It asks, 'If we need to get in touch with you, how do you want us to contact you?'. There are four radio button options: 'Email', 'Text', 'Phone' (which is selected), and 'Mail'. Below the 'Phone' option is a text input field for the phone number, containing '(324) 234-2422'. At the bottom, there are three buttons: 'Update', 'Save and finish later', and 'Cancel'.

Change Family Size and Income

The *Your Family Size and Income* page displays when clicking the **Edit** link on the *Report a change* page. The *Your Family Size and Income* page allows the user to add or update family members and make changes to income.

- Clicking the **Which family members should you include?** link displays an informational popup
 - Clicking the **Ok** button closes the popup

Which family members should you include?

If you are a tax filer
If you intend to file taxes and are not claimed as a dependent, please include your spouse if living together and your tax dependents (children).

If you are a tax dependent
If someone, such as your parents or your spouse, claims you on their taxes, list everyone on that person's tax form.

Ok

Note: The **+ Add family member** button is disabled and *A You have reached the maximum family size.* error displays when a user adds 19 family members.

FAMILY SIZE AND INCOME

Your Family Size and Income

List the family members who live with you (spouse and children). For each family member, list their taxable income. If you do not have any family members living with you, you can click "Update" and proceed to the next step.

[Which family members should you include?](#)

Robert Smith, 38
Self

Income Source	Taxable Monthly Income
Wages or salary	1200

[Edit](#)

Patrick Silva, 33
Parent

Income Source	Taxable Monthly Income
Wages or salary	3233

[Edit](#) [Remove](#)

[+ Add family member](#)

Total

2 Household size	\$4433 Taxable Monthly Income
----------------------------	---

Update

OR

[Save and finish later](#)

[Cancel](#)

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The *Edit Family Member* page displays the following when a user clicks the **Edit** link for a family member:

- The *Edit your family member's details* section displays the following previously saved family member information:
 - **First name** field
 - **Last name** field
 - **Relationship** dropdown
 - **Age** field
- The *Edit your family member's income* section displays the following previously saved information for the family member:
 - **What is included in taxable income?** link – Clicking the link displays the *What is included in taxable income?* popup
 - **Income Source** dropdown
 - **Taxable Monthly Income** field
 - **This family member has no taxable income** checkbox
- Clicking the **Save** button saves and closes the page

Edit Family Member

List the family members who live with you (spouse and children).
For each family member, list their taxable income.

[Which family members should you include?](#)

Edit your family member's details

* First name

* Last name

* Relationship

* Age

Edit your family member's income

[What is included in taxable income?](#)

* Income Source

* Taxable Monthly Income

OR

This family member has no taxable income

Save

Cancel

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The **+ Add family member** button on the *Your Family Size and Income* page allows the user to add a family member and displays the following:

- **First Name** field
- **Last Name** field
- **Relationship** dropdown
- **Age** field

The *Add your family member's income* section displays:

- **What is included in taxable income?** link— Clicking the link displays the *What is included in the taxable income?* popup
- **Income Source** dropdown
- **Taxable Monthly Income** field
- **This family member has no taxable income** checkbox
- Clicking the **Save** button displays the *Your Family Size and Income* page with the new [#] *Household size* and the \$[#] *Taxable Monthly Income* updates

Add Family Member

List the family members who live with you (spouse and children). For each family member, list their taxable income.

[Which family members should you include?](#)

Add your family member's details

* First name

* Last name

* Relationship

* Age

Add your family member's income

[What is included in taxable income?](#)

* Income Source

* Taxable Monthly Income

OR

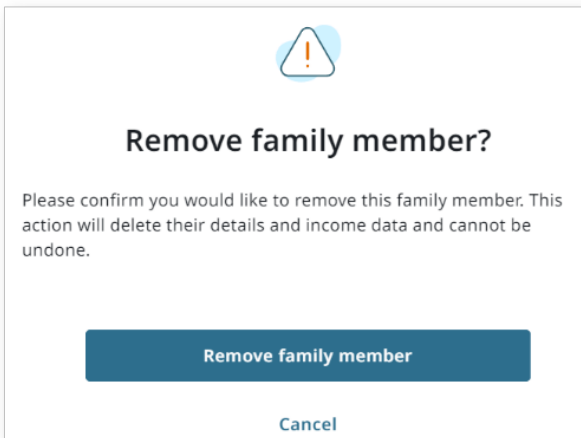
This family member has no taxable income

Save

Cancel

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- Clicking the **Update** button on the *Your Family Size and Income* page saves the change and displays the *Report a change* page
- A **Remove** link displays when there is more than one family member in the household. Clicking the **Remove** link displays the *Remove family member?* popup
 - Clicking the **Remove family member** button removes the family member and closes the popup
 - Clicking the **Cancel** button closes the popup



The **Edit** link in the *[Client Name], [Age]* section allows the user to edit the Client's income while clicking the **Edit** link for a family member navigates the user to the *Edit Family Member* page where the income for other family members may be edited.

FAMILY SIZE AND INCOME

Your Family Size and Income

List the family members who live with you (spouse and children). For each family member, list their taxable income. If you do not have any family members living with you, you can click "Update" and proceed to the next step.

[Which family members should you include?](#)

Robert Smith, 39	
Self	
Income Source	Taxable Monthly Income
Wages or salary	1200
Edit	

Patrick Silva, 33	
Domestic partner or common law	
Income Source	Taxable Monthly Income
Wages or salary	3233
Edit	Remove

Lydia Silva, 5	
Child	
Income Source	Taxable Monthly Income
—	—
Edit	Remove

[+ Add family member](#)

Total

3 Household size	\$4433 Taxable Monthly Income
----------------------------	---

[Update](#)

OR

[Save and finish later](#)

[Cancel](#)

The *Your Income* page, for the Client, displays the following:

- *List your taxable income first, such as income that comes from employment, self-employment and social security. If you have income from more than one place, you can add up your income sources and provide one total monthly amount.*
- **What is included in taxable income?** link – Clicking the link displays the *What is included in taxable income?* popup
 - Clicking the **Ok** button closes the popup

What is included in taxable income?

Included
Include these household income sources for individuals over 18:

- Wages
- Social Security
- Pensions
- Unemployment
- Alimony received

Not Included
Do not include these income sources:

- Tax refunds
- One-time inheritance payments
- Scholarships for educational purposes
- Child support received
- Public assistance
- Alimony paid
- Money from selling property
- Withdrawals of bank deposits

Ok

- Client *[First and Last name]*
 - *Relationship*
 - *Age*
 - *Income Source* dropdown – Allows the user to change the income source
- The **Taxable Monthly Income** field displays the existing monthly taxable income and may be updated to the new income amount
- Clicking the **I have no taxable income** checkbox disables the *Income Source* dropdown and the **Taxable Monthly Income** field
- Clicking the **Update** button completes the update and closes the *Family Size and Income* section

FAMILY SIZE AND INCOME

Your Income

List your taxable income first, such as income that comes from employment, self-employment and social security. If you have income from more than one place, you can add up your income sources and provide one total monthly amount.

[What is included in taxable income?](#)

Robert Smith

Relationship
Self

Age
38

*** Income Source**
Wages or salary

*** Taxable Monthly Income**
\$ 1,200

OR

I have no taxable income

Update

OR

Save and finish later

Cancel

Review and Submit

The *Report a change* page displays the changes and allows the user to confirm the information before submitting.

- Clicking the **Ready to submit** button on the *Report a change* page navigates the user to the *Sign and Submit* page

HCS Family PACT Client Management Dashboard Message Center

Quick Navigation

- ✓ Basic Information
- ✓ Demographics
- ✓ Sexual Orientation and Gender Identity
- ✓ Address
- ✓ Preferred Contact Method
- ✓ Other Health Coverage
- ✓ Family Size and Income

Report a change

Review all of the information from your last application. Make updates to anything that has changed. You must sign in and submit your Report a change to see your new eligibility.

Basic Information [Edit](#)

First name: Allen
Middle name: —
Last name: Marcus
Suffix: —
Date of birth: 03/01/****
Social Security Number (Last 4): 2422
Marital status: —
Your primary language: English

Demographics [Edit](#)

What is your race? —
Are you of Hispanic, Latino or Spanish origin? —

Sexual Orientation and Gender Identity [Edit](#)

What is your sex? Male
What sex was listed on your original birth certificate? —
What is your gender? —
How do you define your sexual orientation? —

Address [Edit](#)

Type of address: Home address
Street address: 123 random street
Apartment or suite number: —
City: beverly hills
State: California
Zip Code: 90210

Preferred Contact Method [Edit](#)

Preferred Contact Method: Phone
Phone number: 2321312311

Health Coverage [Edit](#)

Do you currently receive Medi-Cal benefits? Yes
Medi-Cal card number: —
Medi-Cal card issue date: —
Do you have restricted scope Medi-Cal that does not cover contraceptive methods?
No
Have you met your Share of Cost (SOC) for Medi-Cal?
Yes, I have met my Share of Cost.
Besides Medi-Cal, do you have Other Health Coverage that covers contraceptive methods?
—
Has the deductible been met? —
Are you unable to use your other health coverage due to a barrier to access?
Yes

Family Size and Income [Edit](#)

Total family size: 1
Taxable Monthly Income: I have no taxable income

Ready to submit →

OR

Save and finish later

Cancel update

Sign and Submit

The *Sign and Submit* page displays a *Binding Arbitration Agreement* that may be printed using the **Print** link. The user must confirm they have read and agree to the agreement by scrolling to the bottom of the agreement messaging and selecting the **I confirm that I have read and agree to the Binding Arbitration Agreement.** checkbox.

The *Sign* section displays the following required fields:

- The *Provider site* dropdown when the user is associated with more than one site location
- The **Your eSignature** field

Completing these fields certifies under penalty of perjury that they have read and understand the *Binding Arbitration Agreement*.

- Clicking the **Cancel application** button displays the *Cancel your application?* popup
- Clicking the **Submit** button submits the application and navigates the user to the Client Dashboard

The Client Dashboard displays with the current eligibility Family PACT status.

Personal Details Address and Contact Health Coverage Family Size and Income Review and Submit

← Back

✓ Retroactive Eligibility
✓ Review Application
Sign and Submit

SIGN YOUR APPLICATION

Sign and Submit

Binding Arbitration Agreement [Print](#)

You must scroll to the bottom of the agreement before checking the box to confirm you have read the agreement.

interpretation is a reasonable step to provide meaningful access for that individual with limited English proficiency. A covered entity shall use a qualified translator when translating written content in paper or electronic form. For more information about the application and requirements of the final rule implementing section 1557, providers should contact their representative professional organizations. They may also visit the section 1557 of the Patient Protection and Affordable Care Act page of the HHS website to find sample materials and other resources.

I confirm that I have read and agree to the Binding Arbitration Agreement.

Sign

By typing my full name I certify under penalty of perjury that I have read, and I understand the Binding Arbitration Agreement above.

* **Provider site**

Select one

This should be the provider site you are working from.

* **Your eSignature**

Enter your full name

Date

02/17/2026

Submit

OR

[Cancel application](#)

Welcome, Peter!

Coverage Status: **Active** [View my HAP card](#)

Name
Peter Paul

HAP ID
9001461023

Coverage dates
08/30/2024 - 08/29/2025

Great news! You are eligible for Family PACT! You can use your benefits starting 08/30/2024.

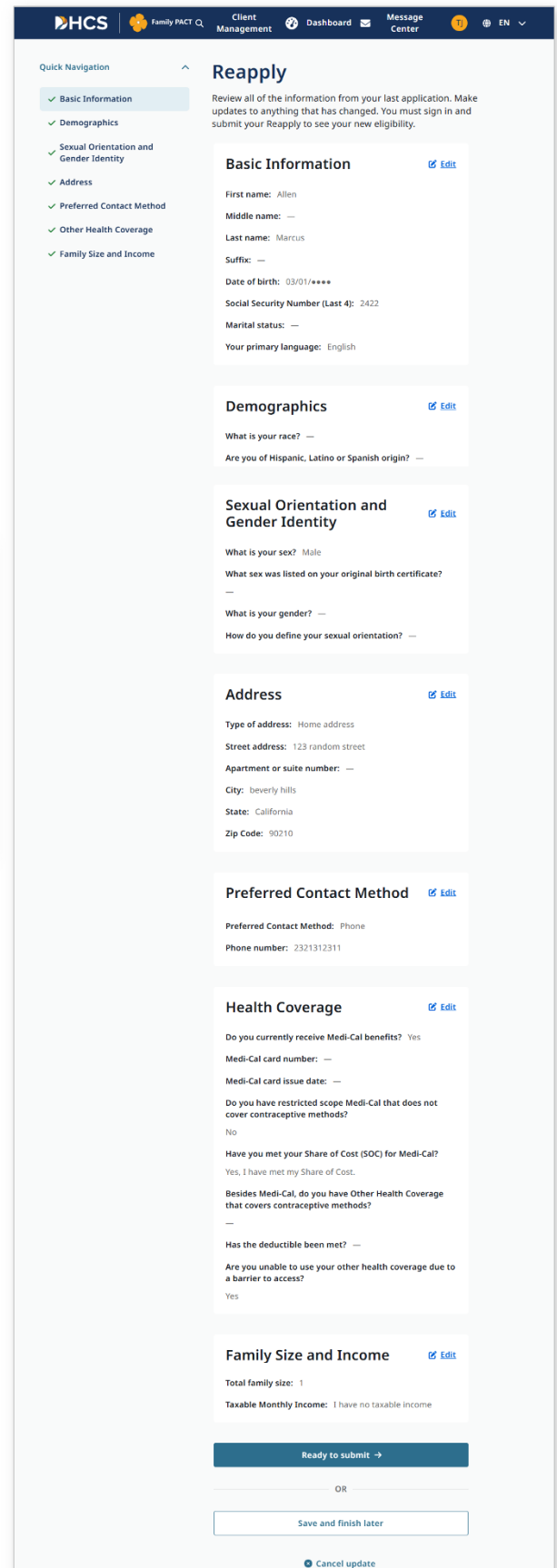
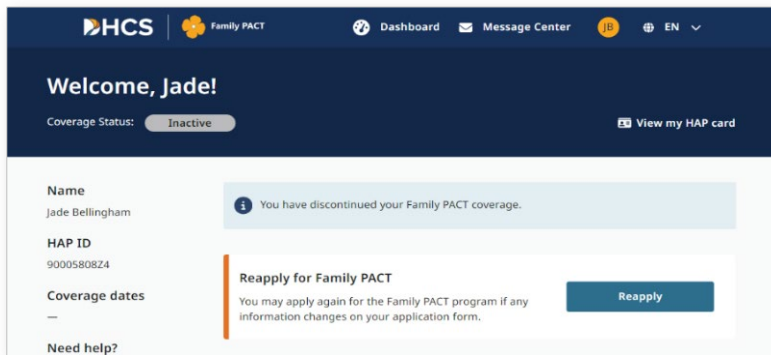
Need to report something new?
Report any changes that may affect your eligibility [Report a change](#)

Recertify and Reapply

The Client Dashboard displays the following when coverage is about to end or has ended:

- **Recertify** – Displays up to 60 days prior to the Client’s coverage end date. Clicking the **Recertify** button displays the *Recertify* page
- **Reapply** – Displays when the Client’s status is Inactive. Clicking the **Reapply** button navigates the user to the *Reapply* page

Both the *Recertify* and *Reapply* pages follow the same functionality as the RAC application as outlined above.



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Discontinue from Family PACT

A Client or Admin user can end or discontinue Family PACT coverage.

For Admins: Clicking the **Discontinue** link on the Client Dashboard navigates the user to the *Discontinue Family PACT* page.

For Clients: Clicking the **profile** icon in the Global header displays the **Discontinue Family PACT** option. Clicking the **Discontinue Family PACT** option navigates the user to the *Discontinue Family PACT* page.

The *Discontinue Family PACT* page displays reasons why the Client may be ending their Family PACT coverage and a reason is required to continue:

- **I no longer live in California**
- **I make over 200% of the Federal Poverty Guidelines**
- **I no longer have a medical necessity (sterilization)**
- **I have health insurance**
- **I have full scope Medi-Cal without Share of Cost**
- **Permanent deactivation due to a lost or stolen HAP card**

Note: A *Provider site* dropdown displays when associated to more than one site. Users are required to select the site location.

- Clicking the **Continue** button terminates coverage and displays an *Inactive* status with a blue banner message confirming Family PACT discontinuance
- Clicking the **Cancel** button cancels the discontinuance of coverage and closes the page

