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## «Health Access Programs (HAP) Identification Number

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The following section contains information about the requirements pertaining to Health Access Programs (HAP) Identification Number. Additionally, this section includes information with regards to the requirements for using the Family Planning, Access, Care and Treatment Program (Family PACT) Portal activation system, recertification, eligibility deactivation and provider responsibilities.

### **Family PACT Portal Eligibility System**

The Family PACT Portal is a unique California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) project that is a part of the CalHEERS ecosystem. Providers use the Family PACT Portal client enrollment system for certifying clients as eligible and for activating the client's HAP Identification Number. The Family PACT Portal allows providers to activate, inquire, update, recertify, and deactivate client eligibility.

The Family PACT Portal consists of the Client portal, the Provider portal, and the Admin portal. The portals are designed to streamline Family PACT account, application, and eligibility processes for impacted system end-users.

- **The Client portal** will facilitate efficient management for applicants/clients by allowing them to create an account, apply for, and oversee their Family PACT enrollment easily online.
- **The Provider portal** will allow Family PACT providers to enroll and recertify applicants/clients into Family PACT.
- **The Admin portal** will allow the Office of Family Planning staff to assist providers and clients with account, application, and eligibility and will allow Covered California Service Center Representatives to assist with some specific account support items.

### **Provider Access to Family PACT Portal**

Upon enrollment into the Family PACT Program, the site certifier identified on the PAVE application will be emailed access to the Family PACT Portal.

### **HAP Identification Number**

The following list details the HAP Identification Number data elements collected from the CEC form (DHCS 4461):

- Medi-Cal card number
- Medi-Cal card number issue date (optional)»

- «Barrier to access indicator (optional)
- Client name (first, middle, last and suffix)
- Client address (home or mailing, street, city, state, ZIP code)
- Client date of birth
- Gender and sexual orientation
- Birth certificate sex
- Social Security Number
- Marital status
- Other health coverage
- Client contact information and contact type
- County of residence
- Race/Ethnicity
- Primary language
- Certification date
- Family size
- Total taxable monthly family income

The provider's claim, as well as claims from any other providers, including other rendering providers, pharmacies or laboratories, will be denied if the HAP Identification Number is not activated. Each Family PACT client should have only one HAP Identification Number. HAP Identification Numbers should not be reissued to another client. A provider issuing a deactivated or previously issued HAP Identification Number to another client will be disenrolled from the program.

A copy of the client's HAP Identification Number can be viewed, saved as a PDF, and/or printed via the Client Information page of the Family PACT Portal.»

Failure to adhere to program policies will result in the provider being disenrolled from the program.

The following is an example of the front and back sides of a HAP Identification Number:

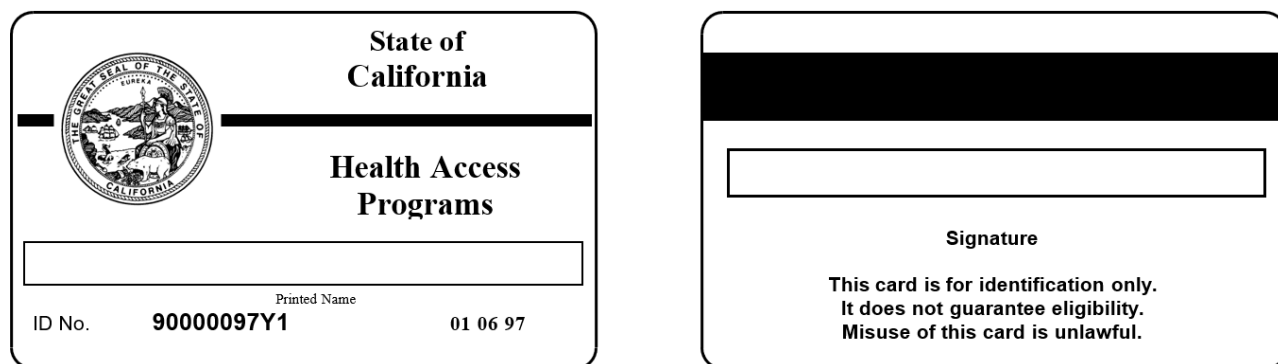


Figure 1: Front and back sides of a HAP Identification Number

## **HAP Identification Number Activation**

«The Family PACT provider (or his/her designee) must activate the HAP Identification Number via the Family PACT Portal. Activation for new clients must be on the day they are determined eligible for Family PACT service.»

The HAP Identification Number must be activated to obtain reimbursement for Family PACT services. Providers who neglect to activate a HAP Identification Number upon certification of a client are responsible for covered services rendered. Pharmacy, laboratory or clinical providers to whom the client is referred will not be able to receive reimbursement until the HAP Identification Number is activated. Clients must not be charged for Family PACT services after certification is complete.

«At the time of enrollment, providers must inform clients that their HAP Identification Number may be used immediately to access Family PACT covered services. Clients must also be advised that they may obtain services from any enrolled Family PACT provider statewide regardless of where they enrolled. This requirement supports client awareness and promotes timely access to reproductive health care services.»

## **Confirming Eligibility**

When confirming via the Family PACT Portal that a client is currently eligible for Family PACT Program benefits, the provider will receive the message that the client is eligible for Family PACT services with aid code 8H, unless the client has been deactivated. Any changes affecting eligibility must be addressed at each visit. Providers are required to inquire if there have been any changes that may affect eligibility such as income, family size or the acquisition of other health coverage.

## **Provider Service Site**

«Activation of the HAP Identification Number must occur exclusively at the service location (enrolled address) represented by the enrolled Family PACT provider NPI. A HAP Identification Number may not be issued or activated at health fairs, outreach events or anywhere other than the enrolled service location. Failure to adhere to this policy will result in disenrollment from the Family PACT Program».

## **HAP Identification Number Deactivation**

Any changes affecting eligibility must be addressed at each visit. If the provider determines that the client is no longer eligible for Family PACT services, the provider must deactivate the client's Family PACT certification. Select the "discontinue" option to deactivate a client's Identification Number in the Family PACT Portal, indicate the reason for deactivation and refrain from billing Family PACT for services. A previously deactivated HAP Identification Number shall not be reactivated under another client. A provider issuing a deactivated HAP Identification Number to another client will be disenrolled from the program.

For information about client deactivation codes, refer to "Client Eligibility Certification Codes" in the *Client Eligibility* section in this manual. The deactivation codes are listed at the end of the CEC codes chart

## **Deactivation For Pregnancy**

If the client is determined to be pregnant, the client is no longer eligible for Family PACT services. The client should be referred to Medi-Cal, Covered California and/or any other public health insurance program for which they might be eligible. The HAP Identification Number must be deactivated using deactivation code "05" on the day following the visit the diagnosis of pregnancy was determined. The HAP Identification Number may be retained in the client's file for possible future use by the client. Clients who become ineligible due to pregnancy may be recertified when they are no longer pregnant.

## **Deactivation After Sterilization Services**

Clients who undergo permanent sterilization are no longer eligible for Family PACT services and the HAP Identification Number must be deactivated using deactivation code "03."

## **Legend**

Symbols used in the document above are explained in the following table.

<b>Symbol</b>	<b>Description</b>
«	This is a change mark symbol. It is used to indicate where on the page the most recent change begins.
»	This is a change mark symbol. It is used to indicate where on the page the most recent change ends.