The following section contains information about the requirements pertaining to Health Access Programs (HAP) cards. Additionally, this section includes information with regards to the requirements for using the HAP card activation system, recertification, eligibility deactivation, and provider responsibilities.

**HAP Card**

The teal blue HAP card is preprinted with an ID number that does not become activated until the provider links with the FI through the Automated Eligibility Verification System (AEVS), a Point of Service (POS) device or the Internet. 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 card is not activated. **Each Family PACT client should only have one HAP ID number.**

A supply of pre-numbered sequential cards to issue to clients is sent to providers after their enrollment in the Family PACT Program. Family PACT tracks sequential cards by activation date and date of service. Determination of additional cards issued to a provider will be based on activation data. HAP cards must not be used by any other site than the assigned site in which the cards were requested and distributed. Any sharing of HAP cards may result in the denial of additional cards. Continued failure to adhere to program policies may result in the provider being disenrolled from the program.

The following is an example of the front and back sides of a HAP card:
Clients Without HAP Cards

If the client presents without a HAP card, but is known to have had one, complete a HAP replacement card (blank card) with the client's name and existing HAP number. Do not issue another HAP card. Refer to "Replacement Card" in this section.

Replacement Card

A supply of unnumbered replacement cards is sent to providers to issue to clients who have lost their numbered HAP card. Family PACT tracks blank cards issued to a provider. The provider must maintain a record of the original HAP card number issued to each client. The provider must print that number and the client's name on the replacement card. Any sharing of replacement cards may result in the denial of additional cards. Continued failure to adhere to program policies may result in the provider being disenrolled from the program.

The following is an example of a replacement HAP card.

Additional HAP Cards

Requests for additional HAP cards will be reviewed, and the number of additional cards approved by the Office of Family Planning (OFP) on a case by case basis. Providers requesting additional cards that exceed the yearly limit will require OFP approval. Providers must also have used 75% of HAP cards on hand to receive approval for additional cards. Additional HAP cards may be ordered by calling Telephone Service Center (TSC) at 1-800-541-5555.

HAP Card Distribution

The initial HAP card order for all new providers will remain at 200 sequential and 100 blank HAP cards, which are inclusive of the yearly limit. Providers may, upon approval from OFP, receive distribution of HAP cards annually dependent on the provider type. HAP cards shall be distributed only to provider locations enrolled in the Family PACT Program. Providers may refer to the Family PACT website at www.familypact.org, under the Provider Tab, to review HAP card limits by provider type.

HAP Card Tracking

Providers are required to keep a record of HAP cards. Providers must maintain a record of the original HAP card number issued to each client.
Lost or Stolen Card

Providers are responsible for the safekeeping of the HAP cards which must be stored securely. Family PACT tracks sequential cards by activation date and date of service. A ratio of cards issued to cards activated is traced, and thus will determine the availability of a provider to receive additional cards when requested. Cards that are lost by the provider remain in the tracking log and may show that the provider has an adequate number of cards leading to a denial of additional cards. Lost or stolen HAP cards must be reported immediately to the TSC at 1-800-541-5555.

Unused HAP Cards

Providers are responsible to ensure unused HAP cards are returned to the FI at the time of voluntary or involuntary disenrollment from Family PACT. Unused HAP cards must be packaged with a cover letter, including the provider number or NPI used to order the cards, and returned by UPS or a similar service to the FI at:

Conduent
Attn: Print and Distribution Center
830 Stillwater Road
West Sacramento, CA  95605

HAP Client Eligibility System

Providers use the Health Access Programs (HAP) onsite client enrollment system for certifying clients as eligible and for activating the client’s HAP card. The HAP system also allows providers to inquire, update, recertify and deactivate client eligibility. The information obtained from the CEC form is stored in the HAP Client Eligibility System as a result of the activation process. Providers are able to use their POS device, telephone AEVS to activate, inquire, update, recertify and deactivate clients. Providers are able to use the internet to activate, update, recertify and deactivate clients. Providers are unable to inquire about eligibility using the internet.

HAP Card Activation

To obtain reimbursement for Family PACT services, the Family PACT provider (or his/her designee) must issue and activate a HAP card at the time services are rendered. Activation must be on the date of service for new clients. Providers who neglect to activate a card in a timely manner 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 card is activated. Clients must not be charged for Family PACT services after certification is complete.
hap cards

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Provider Service Site

HAP card issuance and activation must occur exclusively at the service site (enrolled address) represented by the enrolled Family PACT provider National Provider Identifier (NPI) to whom the sequential cards were distributed. HAP cards may not be provided or activated at health fairs, outreach events, or offsite locations. Failure to adhere to this policy will result in disenrollment from Family PACT.

Eligibility Transactions

There are three types of eligibility transaction methods to activate a HAP card: AEVS, POS device or the Medi-Cal website (www.medi-cal.ca.gov).

The following eligibility transactions may be performed:

- Activate
- Inquire
- Update
- Recertify
- Deactivate

Automated Eligibility Verification System (AEVS)

The Automated Eligibility Verification System (AEVS) is an interactive voice response system (via a touch-tone telephone). For AEVS instructions, refer to the AEVS: Transactions – SOFP section in the Part 1 Medi-Cal manual.

Point of Service (POS) Device

The POS device has swipe capabilities for all plastic ID cards associated with the programs served by the FI. Recipient information also may be entered on the device manually. When a transaction is electronically submitted, the POS device connects to the Medi-Cal eligibility verification system and transmits the transaction for authorization. Using the printer that comes with your POS device, you can print responses received from the system. In order to complete card activation, the Family PACT provider must enter all required information from the CEC form. For POS device instructions, refer to the POS Device User Guide. For the Point of Service (POS) Device Usage Agreement and the Medi-Cal Point of Service (POS) Network/Internet Agreement, refer to the Medi-Cal Web site (www.medi-cal.ca.gov) and click the “Forms” link.

Internet

Through a personal computer with a modem and a browser (for example, Netscape or Internet Explorer), the provider has four of the same options as AEVS and POS; however, using the Internet allows data entry at a much faster speed. Providers must complete a Medi-Cal Point of Service (POS) Network/Internet Agreement before initiating Internet transactions. Refer to the Medi-Cal Web site (www.medi-cal.ca.gov) and click the “Forms” link.
An NPI and password (Provider Identification Number [PIN]) are required to perform Family PACT transactions. To perform an Internet eligibility transaction, go to the “Transaction Login” page on the Medi-Cal website (www.medi-cal.ca.gov). The first time you log in, you will see the Registration Screen. Enter your email address here. If you do not have email, leave the email address field blank. Enter a user ID and password and click the “Submit” button to log in, then click the “Perform Family PACT Transactions” link.

**Note:** A PIN is issued with the written approval of the provider’s enrollment in the Family PACT Program. If this number is misplaced or lost, a provider must complete and return a Medi-Cal Supplemental Changes form (DHCS 6209). Refer to the Medi-Cal website (www.medi-cal.ca.gov) and click “Provider Enrollment” to access the required form.

When you arrive at the Family PACT transaction page, you will see a menu that allows you to select from the following transactions:

- Activate
- Recertify
- Deactivate
- Update
- Inquire

Providers are not to use the Internet Transaction application to check for client eligibility in Family PACT. Providers should use the Point of Service (POS) device or Automated Eligibility Verification System (AEVS) to verify Family PACT client eligibility.
HAP Card Data

Click the appropriate selection. Enter a 10-digit HAP ID number, the card issue date printed on the HAP card in MM/DD/YYYY format, and the date of birth. Click “Submit Request” to continue. The browser will then connect you with a new page that will allow you to enter the data appropriate for the transaction that you have chosen.

The following is a list of the data elements present on the “Activate” page. These data elements are collected from the CEC form (DHCS 4461). Please enter all of the fields, if the information is available from the client. It is appropriate to leave optional fields blank, if the client does not have the information.

- BIC Card ID Number (optional)
- BIC Issue Date (optional)
- Confidential Indicator
- Consent Indicator
- Client Name (first, middle, last and suffix)
- Birth Name Same Indicator
- Birth Name (first, middle, last and suffix)
- Gender
- ZIP Code
- Social Security Number
- Mother’s First Name (optional)
- Number of Live Births (females only)
- County of Residence
- Client Date of Birth
- County of Birth (if born in California)
- State of Birth (if not born in California)
- Country of Birth (if not born in the United States)
- Race/Ethnicity
- Primary Language
- Certification Date
- Family Size
- Gross Monthly Income
Activate Card

After all of the data is entered, click “Activate Card.” Within a few seconds, you will receive either a confirmation that the client has been activated to receive Family PACT services or an error message. If an error message is received, it will instruct you which data field(s) need to be corrected or entered. Return to the field indicated and enter the appropriate data. Once completed, click “Activate Card” again. You should now receive the confirmation message.

Important: Please be aware that these instructions are guidelines to the Internet. If you have questions concerning the use of the Family PACT Web page on the Medi-Cal website, contact the POS/Internet Help Desk at 1-800-541-5555.

Confirming Eligibility

When confirming that a client is currently eligible for Family PACT Program benefits by using the AEVS and POS device functions, you 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.

HAP Card 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 “deactivation” option on the AEVS, POS device or Internet, indicate the reason for deactivation, and refrain from billing Family PACT for services.

For information about client deactivation codes, refer to “Client Eligibility Certification Codes” in this section. 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 HAP card must be deactivated using deactivation code “05” on the day following the visit the diagnosis of pregnancy was determined. The HAP card 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 card must be deactivated using deactivation code “03.”