



State of California—Health and Human Services Agency  
Department of Health Care Services



GAVIN NEWSOM  
GOVERNOR

**Subject: Family PACT Bulletin and Manual Updates**

Dear Family PACT Providers:

As enrolled Family Planning, Access, Care and Treatment (Family PACT) Program providers, the Medi-Cal website ([www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)) is your main source for access to the *Family PACT Policies, Procedures and Billing Instructions* (PPBI) manual, monthly bulletin updates, manual replacement pages (MRPs) and other program-related special mailings. The Family PACT PPBI manual is the provider's resource for successful incorporation of the Family PACT Program into your practice. The Family PACT PPBI and Medi-Cal provider manuals are available online at [www.medi-cal.ca.gov/go/manuals](http://www.medi-cal.ca.gov/go/manuals). Bulletins and MRPs may be accessed online at [www.medi-cal.ca.gov/go/bulletins](http://www.medi-cal.ca.gov/go/bulletins). Family PACT special announcements, such as *Clinic Practice Alerts*, may be accessed online at ([www.familypact.org](http://www.familypact.org)).

As an enrolled Family PACT provider, it is your responsibility to ensure that all of your practice members, associate practitioners and ancillary staff are informed of Family PACT Program policies and procedures; understand and follow current administrative practices; and deliver services consistent with the *Family PACT Standards*.

We look forward to an effective partnership with you in the delivery of Family PACT services. If you have Family PACT billing questions, please call the Telephone Service Center at 1-800-541-5555. If you have Family PACT administrative or clinical questions, please call the Office of Family Planning at (916) 650-0414, or email us at [fampact@dhcs.ca.gov](mailto:fampact@dhcs.ca.gov).

Sincerely,

Originally signed by

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Department of Health Care Services