

VX 520 Device System Transactions: Family Planning, Access, Care and Treatment (Family PACT) Program

This section details the procedures for accessing and updating eligibility information for the Family Planning, Access, Care and Treatment (Family PACT) Program using the Point of Service (POS) device. The Family PACT program provides comprehensive family planning services for eligible men and women to establish the timing, number and spacing of children, and to maintain optimal reproductive health.

A Medi-Cal provider may become a Family PACT provider if they have a National Provider Identifier (NPI) number, attend a one-day legislatively required training, and submit a completed application and provider agreement forms. Enrolled eligible providers are licensed/certified medical personnel with family planning skills and provide services within their scope of licensure and practice. These providers include physicians, nurse practitioners, and certified nurse midwives.

Family PACT providers may use the POS device to access and update Family PACT client eligibility information. While Medi-Cal pharmacies and laboratories are not required to enroll to provide services in Family PACT, they may use the POS device to verify Family PACT client eligibility.

Family PACT clients use a Health Access Programs (HAP) card to obtain Family PACT services. Providers use the HAP card to perform Family PACT transactions on the POS device. Providers should give a HAP card to clients who do not have a Benefits Identification Card (BIC) or who have a BIC but wish to keep their family planning services confidential from their partners, spouses and/or parents. Consequently, a client may have both a BIC and a HAP card. However, only the HAP card is valid for Family PACT transactions. Clients who request confidentiality for Family PACT services and have a HAP card are responsible for giving the provider the HAP card for family planning services.

To maintain confidentiality, Medi-Cal keeps the client's BIC and HAP card information separate, allowing the client to use the HAP card for family planning services and the BIC for other Medi-Cal services. For more information about the BIC and HAP card, refer to the *Eligibility: Recipient Identification Cards* and *Health Access Programs* sections of the Medi-Cal Part 1 provider manual.

Family PACT transactions on the POS device allow you to:

- Activate Family PACT client identification.
- Verify Family PACT eligibility and client information is current when Family PACT clients change or visit providers.
- Update Family PACT client data and eligibility status.
- Recertify clients.
- Deactivate clients based on their eligibility status. Providers must specify the reason for deactivation.

If you have questions regarding the operation of the POS device, call the Telephone Service Center (TSC) at 1-800-541-5555, option 4, followed by option 2.

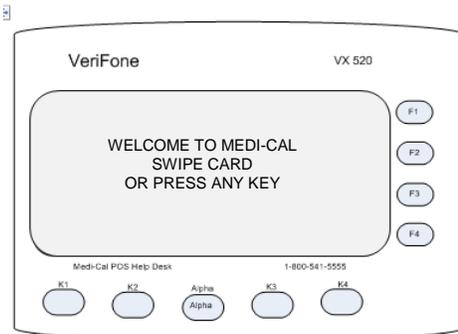
If you have questions about Family PACT policy or billing Family PACT claims, refer to the appropriate section of the provider manual or call the TSC at 1-800-541-5555.

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Beginning a Transaction

Use the following two steps to begin any Family PACT transaction.

1. The first screen on the POS device is the welcome screen. To get started, you may either swipe a BIC or a HAP card through the card reader, or press any key.

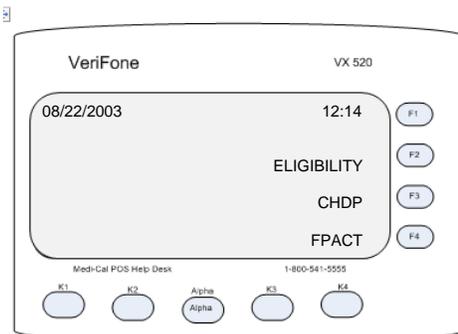


Note: You must swipe a HAP card at this point or enter a HAP ID number at a later step to complete a Family PACT transaction. Although you may begin a transaction by swiping a BIC card, using only a BIC ID is not valid for completing Family PACT transactions.

If you swipe a BIC or a HAP card, the client information coded on the magnetic stripe automatically displays in certain screens as you advance through the transaction. To accept the information, press <ENTER> when you reach the screen containing the information.

If you do not swipe a BIC or HAP card, you must type the requested information in each screen and press <ENTER>.

2. After swiping a BIC or HAP card or pressing any key, this screen or a similar screen displays. This is the Main Menu screen. Press the function <F> key corresponding to FPACT. In this example, press <F4>. If the FPACT option is not displayed and you see the (↓) character on the screen, press <K2> (NEXT) until the FPACT option displays, then press the corresponding <F> key.



Activation Transaction

To activate Family PACT clients using the POS device, instruct the client to fill out a *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHCS 4461). Enter the data from the form into the POS device to determine Family PACT eligibility. Race and language codes are necessary to complete Family PACT eligibility and are included on the form. If the client is Medi-Cal eligible, enter the Client ID along with other client information into the POS device. The Client ID will be either the ID from the BIC or the ID from the HAP card. However, you must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.

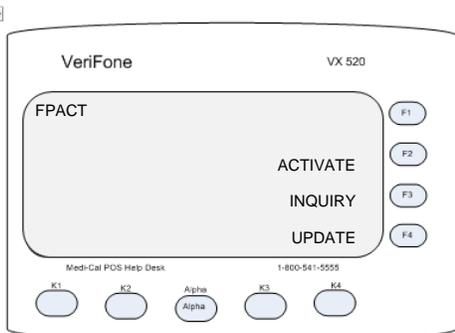
There are two scenarios under which the Client ID is activated, as follows:

1. If the client only has a BIC, issue a HAP card to the client. Activate the number on the HAP card, but also enter the client's BIC ID number and issue date in the BIC ID and Issue Date screen, respectively.
2. If the client does not have a BIC, issue a HAP card to the client and activate the HAP card ID. Bypass the BIC ID and Issue Date screens.

Once HAP card activation has taken place, the provider may print the activation information to verify that it is correct and to keep it on file.

1. FPACT Menu

After selecting FPACT from the Main Menu, the FPACT Menu displays. Select ACTIVATE by pressing the corresponding <F> key. In this example, press <F2>.



2. Shortcut Key (optional)

The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. If the shortcut key entered is associated with a National Provider ID (NPI), the next screen displayed will be the NPI screen. If the shortcut key entered is associated with a Medicaid Provider ID, the next screen displayed will be the Medicaid Provider ID screen. Otherwise, press <ENTER> to bypass this screen and the NPI entry screen will be displayed.

For more information about the shortcut key, refer to the *VX 520 Device System Transactions* section of the *POS Device User Guide* for the VeriFone VX 520 device.

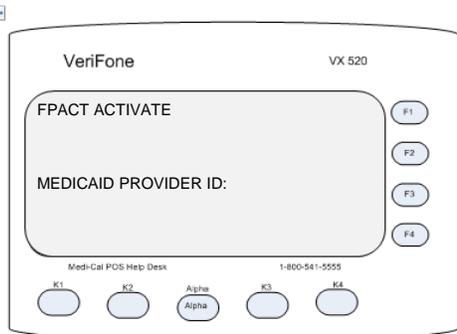
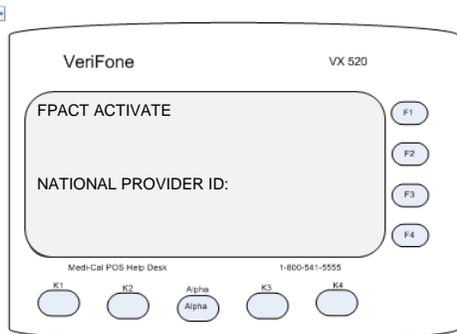
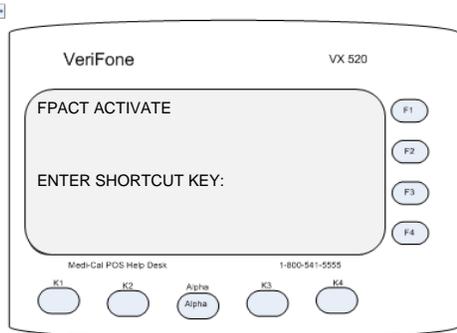
3. National Provider ID (required)

If you entered a shortcut key associated with an NPI in the previous step, this screen will automatically display your NPI. Press <ENTER> to accept the displayed value, or you may type in another NPI value and press <ENTER>. Otherwise with the NPI field blank, press <ENTER> to display the Medicaid Provider ID screen

3.1 Medicaid Provider ID

If you entered a shortcut key associated with a Medicaid Provider ID in the shortcut key screen, this screen will automatically display your Medicaid Provider ID. Press <ENTER> to accept the displayed value, or you may type in another Medicaid Provider ID and press <ENTER>.

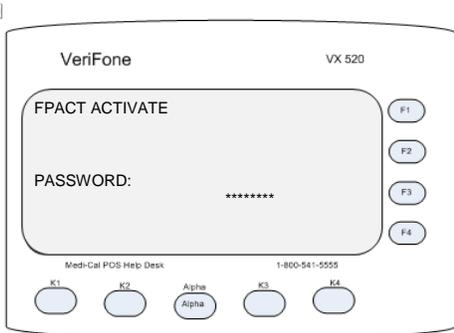
If the NPI screen had an empty entry, this screen must have a value before proceeding. If you would like to enter an NPI value, press the <K1> (PREV) key to go the NPI entry screen. If this screen was validated and you would rather use an NPI value, leave the value in this screen as is. Press the <K1> (PREV) function key to go to the NPI entry screen. After you validate an NPI entry by pressing <ENTER>, the value in this screen will be purged.



4. Password (required)

The POS device will prompt you to enter your password, which is your Provider Identification Number (PIN). Type your PIN and press <ENTER>. For security purposes, the screen displays asterisks instead of your PIN.

Press the <K1> (PREV) key to go to the prior field entered. If valid data was entered in the Medicaid Provider ID field, pressing the <K1> (PREV) key displays the Medicaid Provider ID. If valid data was entered in the NPI field, pressing the <K1> (PREV) key displays the NPI.



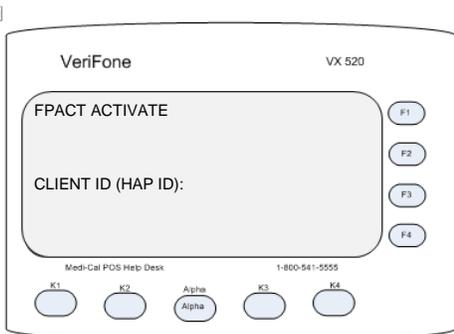
5. Client ID (HAP ID) (required)

The POS device will prompt you to enter the Client ID. If the screen already displays the Client ID, press <ENTER> to accept the displayed value. Otherwise, type the Client ID and press <ENTER>.

If the Client ID for this step is obtained from the client's HAP card, the device will prompt you to also enter the client's BIC ID. This is optional.

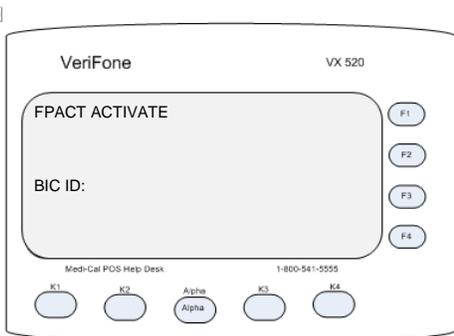
If the BIC ID is obtained from the BIC, the device will skip to the Issue Date screen (step 7).

Note: You must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.



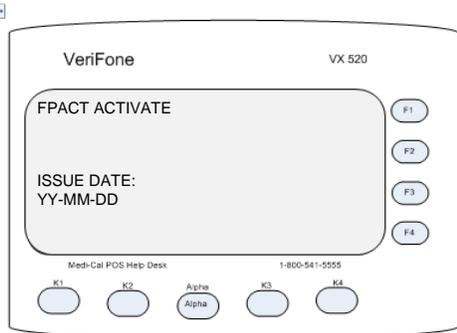
6. BIC ID (optional)

If you entered or accepted a HAP card ID in step 5, the POS device will prompt you to enter the BIC ID. If the Family PACT client has a BIC, type the BIC ID and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.



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7. Issue Date (required if BIC ID was entered in previous step)

If you entered a HAP ID number in step 5 (Client ID) and bypassed step 6 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the Issue Date.

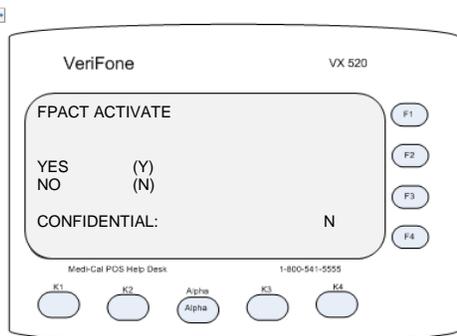
If you entered a BIC ID in step 5 (Client ID) or step 6 (BIC ID), type the BIC issue date in the format YY-MM-DD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826". Do not include hyphens; they will appear automatically.

If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.

8. Confidentiality (required)

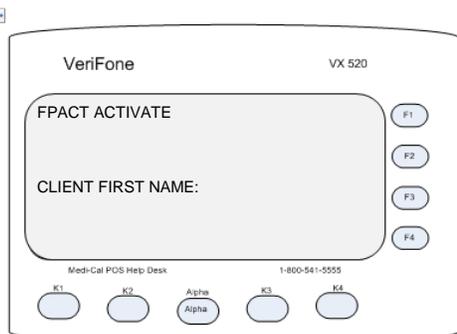
The POS device will prompt you to indicate whether the client requests confidentiality from his/her partner, spouse and/or parent. Press <ENTER> to accept the value displayed, or type "Y" and press <ENTER>.

Note: Only type "Y" in this step if the client indicates on form DHCS 4461 that the family planning services must be confidential.



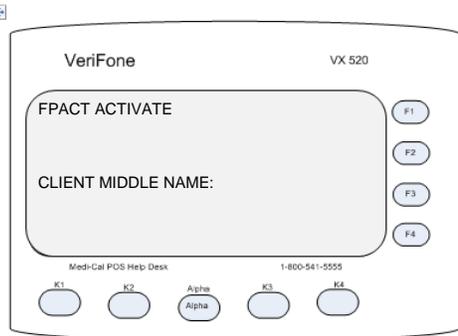
9. Client First Name (optional)

The POS device will prompt you to enter the client's first name. Type the first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.



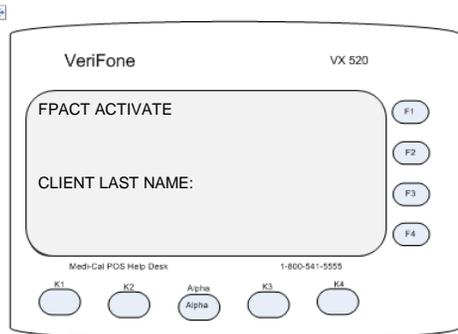
10. Client Middle Name (optional)

The POS device will prompt you to enter the client's middle name. Type the middle name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.



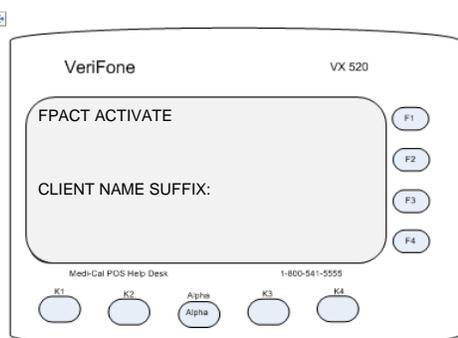
11. Client Last Name (required)

The POS device will prompt you to enter the client's last name. Type the last name and press <ENTER>. You may enter up to 33 characters in this screen.



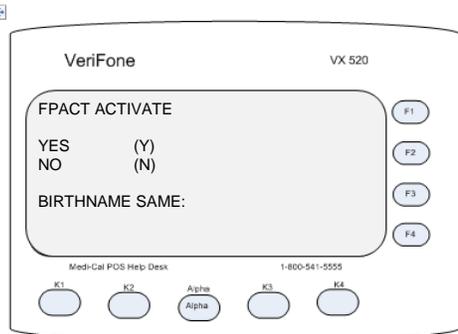
12. Client Name Suffix (optional)

The POS device will prompt you to enter the client's name suffix. Type the suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



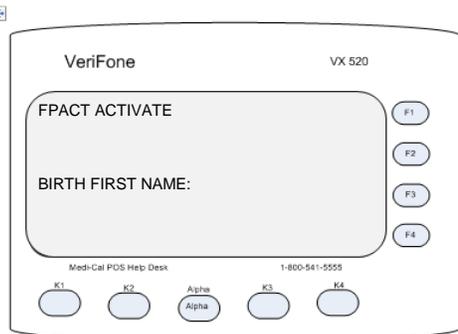
13. Birth Name Same (required)

The POS device will prompt you to indicate if the client's birth name is the same as the client's current name. Type "Y" (Yes) or "N" (No) and press <ENTER>. If you type "Y", the device will skip to the Gender screen (step 18). If you type "N", the device will display four additional screens (steps 14 – 17) for entering the client's birth name.



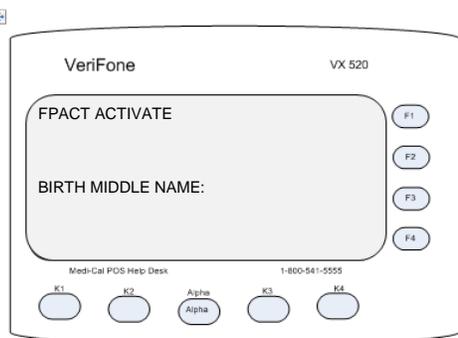
14. Birth First Name (optional)

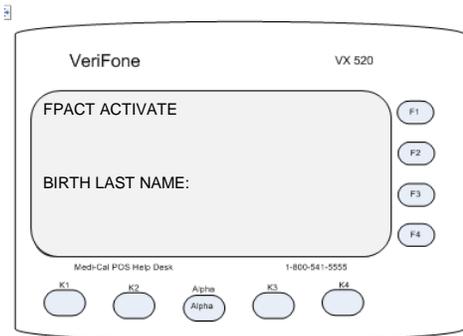
If you entered "N" in step 13, the POS device will prompt you to enter the birth first name. Type the birth first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.



15. Birth Middle Name (optional)

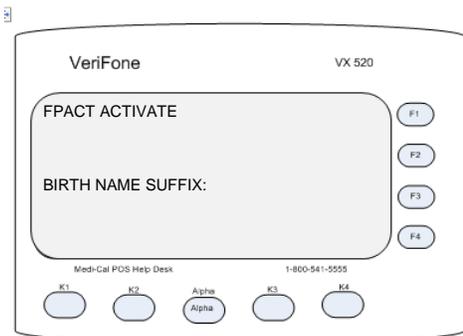
If you entered "N" in step 13, the POS device will prompt you to enter the birth middle name. Type the birth middle name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.





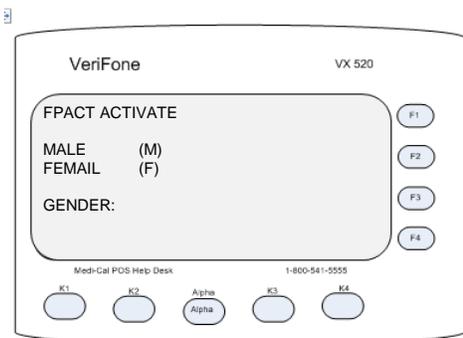
16. Birth Last Name (optional)

If you entered "N" in step 13, the POS device will prompt you to enter the birth last name. Type the birth last name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 33 characters in this screen.



17. Birth Name Suffix (optional)

If you entered "N" in step 13, the POS device will prompt you to enter the birth name suffix. Type the birth name suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.

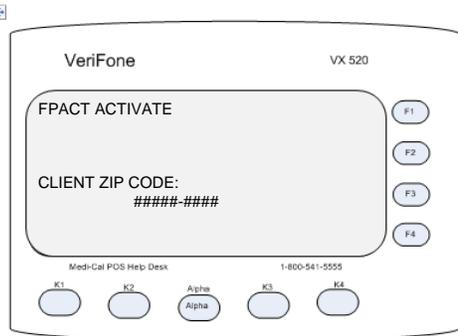


18. Gender (required)

The POS device will prompt you to enter the client's gender. Type "M" (Male) or "F" (Female) and press <ENTER>. If you type "F" in this step, the device will display an additional screen, the number of births screen (step 22).

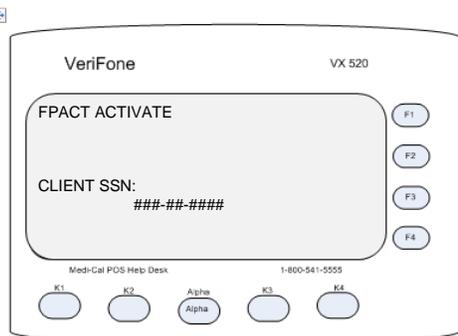
19. Client Zip Code (required)

The POS device will prompt you to enter the client's zip code. Type the client's zip code and press <ENTER>. You may enter five or nine digits in this screen.



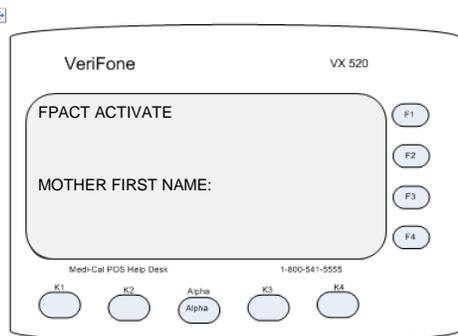
20. Client SSN (requested)

The POS device will prompt you to enter the client's Social Security Number (SSN). Type the client's SSN and press <ENTER>, or press <ENTER> to bypass this screen. You must enter exactly nine digits in this screen.



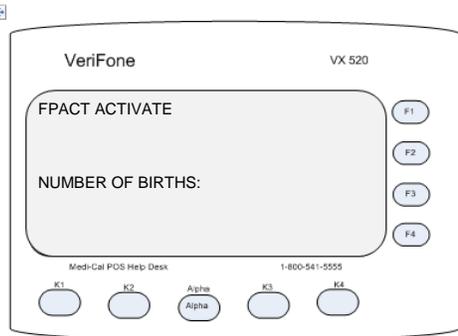
21. Mother's First Name (optional)

The POS device will prompt you to enter the mother's first name. Type the mother's first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.



22. Number of Live Births (required if gender = F)

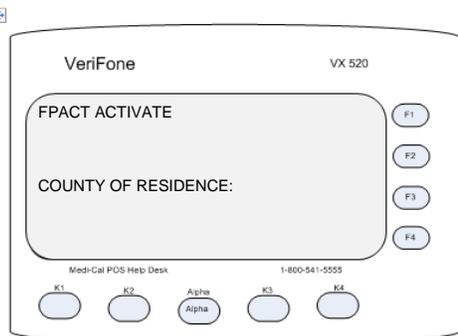
If you indicated "Female" in step 18, the POS device will prompt you for the number of live births. The user must input a number, from 0 through 99, indicating the number of births and then press <ENTER>.



23. County of Residence (required)

The POS device will prompt you to enter the California county of residence. Type the two-digit county code (such as "34" for Sacramento county) and press <ENTER>.

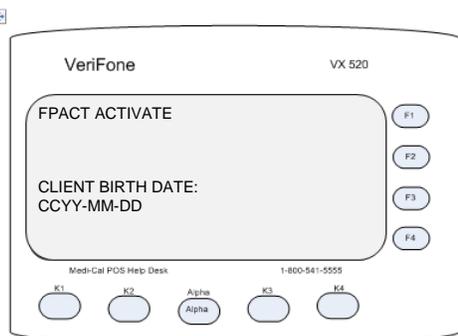
Note: County codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



24. Client Birth Date (required)

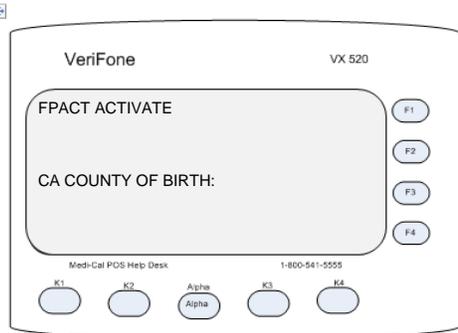
The POS device will prompt you to enter the client's birth date. Type the birth date in the format CCYYMMDD and press <ENTER>.

For example, type "19860130" for January 30, 1986.



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25. CA County of Birth (required)

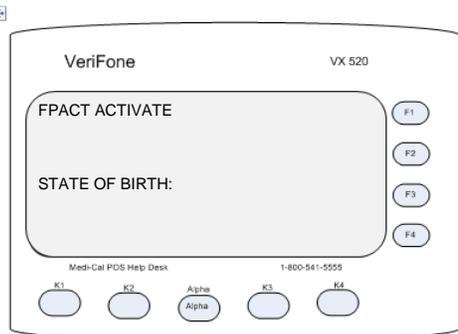


The POS device will prompt you to enter the county of birth code. Type the two-digit county code (such as "34" for Sacramento county) and press <ENTER>.

If you type "99" (which indicates "unknown"), the State of Birth screen (step 26) will be the next screen displayed.. If you type any other valid county code, the Race/Ethnicity screen (step 28) will be the next screen displayed.

Note: County codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

26. State of Birth (required if CA County of Birth code = 99)

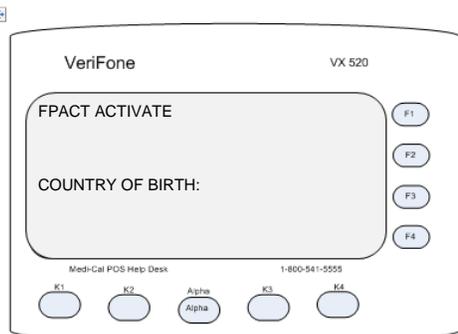


If you typed "99" in step 25 (CA County of Birth), the POS device will prompt you to enter the state of birth code. Type the two-digit numeric state code (such as "12" for Idaho) and press <ENTER>.

If you type "99" (which indicates "unknown"), the Country of Birth screen (step 27) will be the next screen displayed. If you type any other valid state code, the Race/Ethnicity screen (step 28) will be the next screen displayed.

Note: State codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

27. Country of Birth (required if State of Birth code = 99)



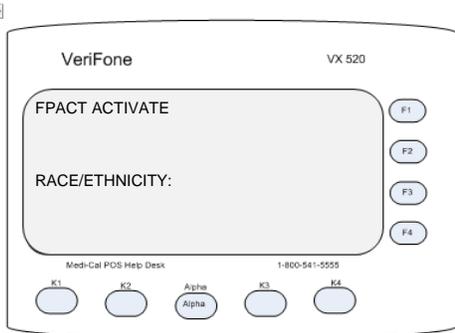
If you typed "99" in step 26 (State of Birth), the POS device will prompt you to enter the country of birth code. Type the two-digit country code (such as "26" for South Korea) and press <ENTER>.

Note: Country codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

28. Race/Ethnicity (required)

The POS device will prompt you to enter a race/ethnicity code. Type the race/ethnicity code and press <ENTER>.

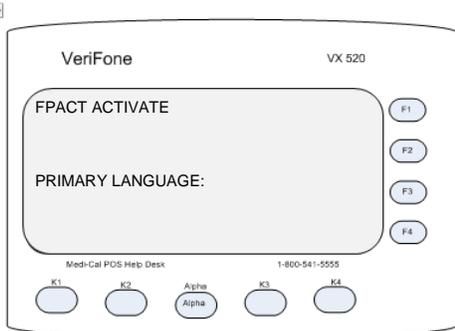
Note: Race/ethnicity codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form (DHCS 4461)*.



29. Primary Language (required)

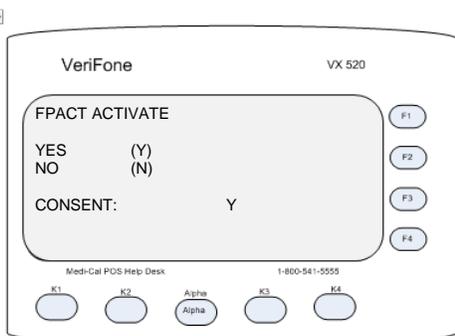
The POS device will prompt you to enter a primary language code. Type the primary language code and press <ENTER>.

Note: Primary language codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form (DHCS 4461)*.



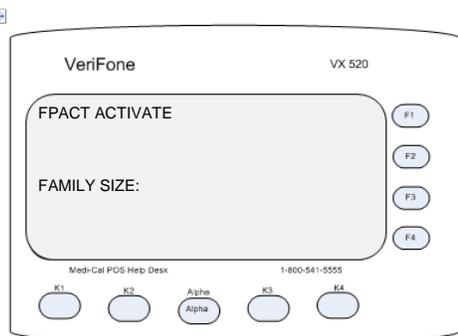
30. Consent (required)

The POS device will prompt you to indicate whether the client consented to share family planning information. This screen displays "Y" (Yes) by default. If the client's consent was obtained, press <ENTER> to accept the default value. Otherwise, type "N" (No) and press <ENTER>.



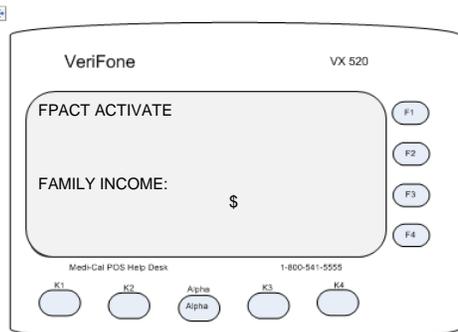
31. Family Size (required)

The POS device will prompt you to enter the family size. Type the total number of basic family unit members (from page 2 of form DHCS 4461) and press <ENTER>. The family size must be greater than 0 and less than 20. This information is required to determine client eligibility.



32. Family Income (required)

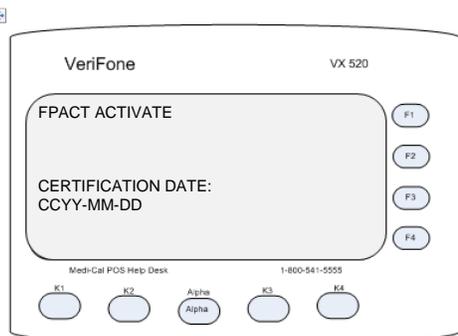
The POS device will prompt you to enter the family income. Enter the total gross monthly income (from page 2 of form DHCS 4461) and press <ENTER>. Use whole dollars only. The gross monthly income may be up to five digits. This information is required to determine client eligibility.



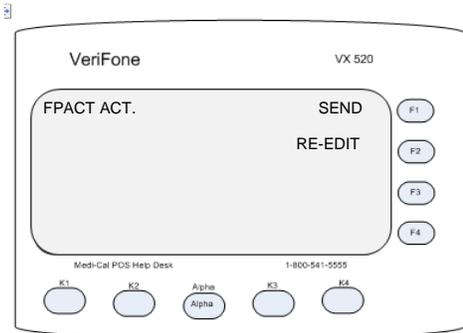
33. Certification Date (required)

The POS device will prompt you to enter the certification date. Type the certification date in the format CCYY-MM-DD and press <ENTER>.

The certification date cannot be earlier than the date of service. The provider enters the certification date on form DHCS 4461. Do not include hyphens; they will appear automatically.



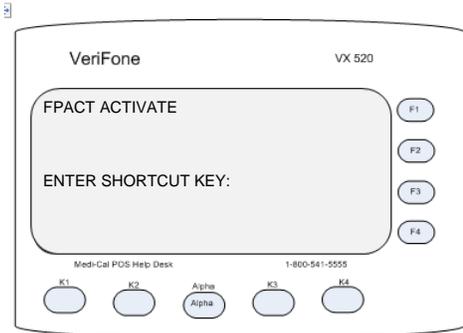
34. Send/Re-Edit Screen



After all the activation screens are completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your FPACT Activation transaction. Continue at step 36.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 35.

35. Shortcut Key

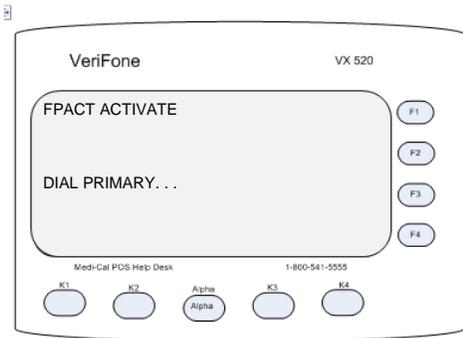


If you pressed <F2> (RE-EDIT) in step 34, the POS device will return you to the Shortcut Key screen. You can scroll through the screens of your Activation transaction by pressing the <K2> (NEXT) and <K1> (PREV) keys.

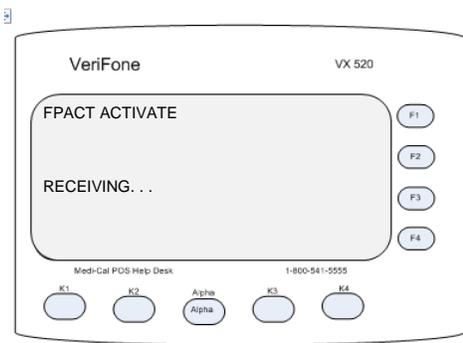
To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <K2> (NEXT) or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

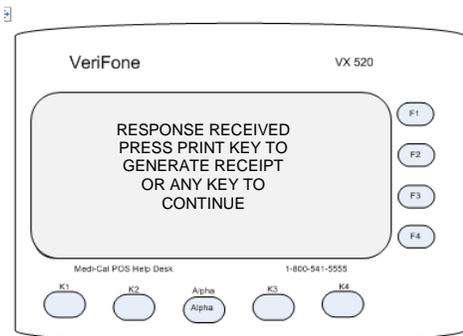
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36. Several screens display, including the screens at left, while the transaction is processing.



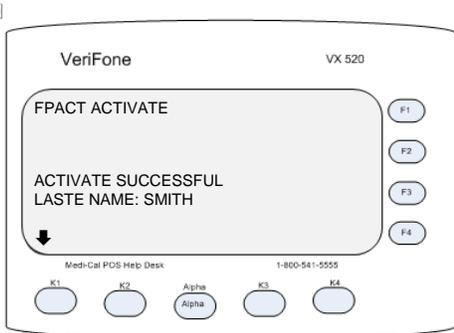
37. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.



When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <K3> (PRINT) on the keypad or <PrtSc> on the keyboard.

38. Activate Successful

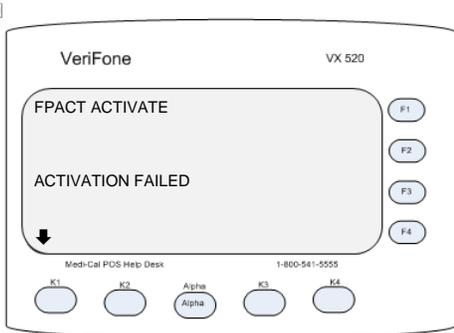
If the Activation transaction is successful, the response message will state "ACTIVATE SUCCESSFUL." Press <ENTER> to scroll through the provider mail until you reach the end of the message. When you have finished reviewing your provider mail, press <CANCEL> once to return to the FPACE Menu, or press <CANCEL> two times to return to the Main Menu.



39. Activate Unsuccessful

If the Activation transaction is unsuccessful, the response message will state "ACTIVATE FAILED." Refer to "System Messages and Troubleshooting for Family PACT POS Device Transactions" at the end of this guide for more information.

Press <ENTER> to scroll through the provider mail until you reach the end of the message. When you have finished reviewing provider mail, press <CANCEL> once to return to the FSPACE Menu, or press <CANCEL> two times to return to the Main Menu.

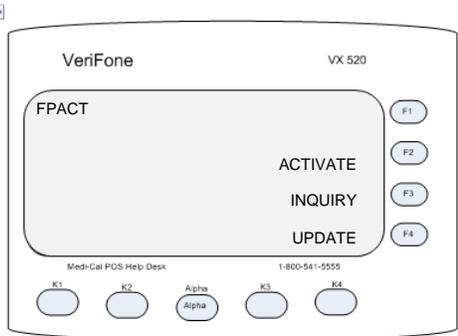


Inquiry Transaction

When a Family PACT client visits or changes their Family PACT provider, the Family PACT provider must verify that the client's information in the HAP database is current. To obtain this information, the Family PACT provider must submit a Family PACT Inquiry transaction.

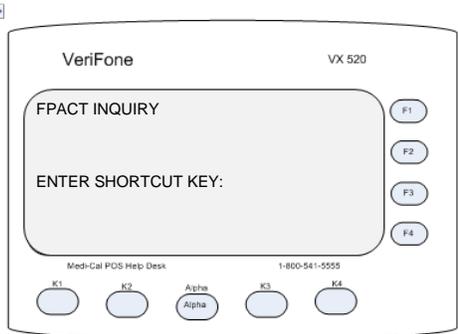
1. FPACT Menu

After selecting "FPACT" from the Main Menu, the FPACT Menu displays. Select INQUIRY by pressing the corresponding function <F> key. In this example, press <F3>.



2. Shortcut Key (optional)

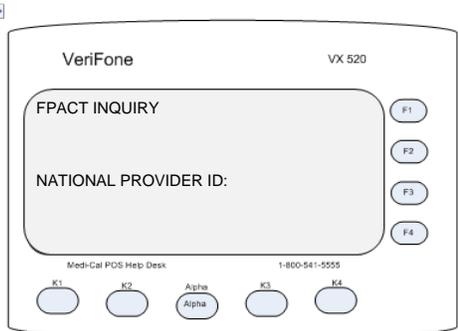
The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. If the shortcut key entered is associated with an NPI, the next screen displayed will be the NPI screen. If the shortcut key entered is associated with a Medicaid Provider ID, the next screen displayed will be the Medicaid Provider ID screen. Otherwise, press <ENTER> to bypass this screen and the NPI entry screen will be displayed.



For more information about the shortcut key, refer to the *VX 520 Device System Transactions* section of this user guide.

3. National Provider ID (required)

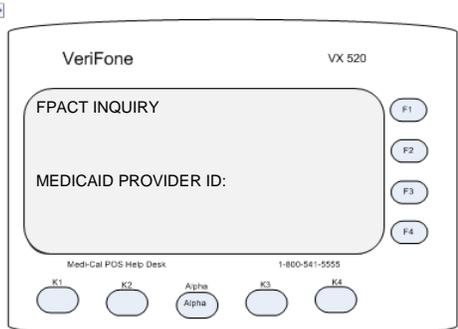
If you entered a shortcut key associated with an NPI in the previous step, this screen will automatically display your NPI. Press <ENTER> to accept the displayed value, or you may type in another NPI value and press <ENTER>. Otherwise, with the NPI field blank, press <ENTER> to display the Medicaid Provider ID screen.



3.1 Medicaid Provider ID

If you entered a shortcut key associated with a Medicaid Provider ID in the Shortcut Key screen, this screen will automatically display your Medicaid Provider ID. Press <ENTER> to accept the displayed value, or you may type in another Medicaid Provider ID and press <ENTER>.

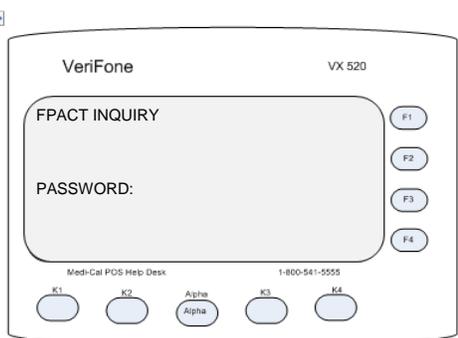
If the NPI screen had an empty entry, this screen must have a value before proceeding. If you would like to enter an NPI value, press the <K1> (PREV) key to go the NPI entry screen. If this screen was validated and you would rather use an NPI value, leave the value in this screen as is. Press the <K1> (PREV) function key to go to the NPI entry screen. After you validate an NPI entry by pressing <ENTER>, the value in this screen will be purged



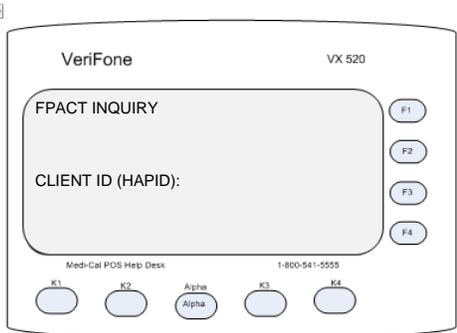
4. Password (required)

The POS device will prompt you to enter your password, which is your Provider Identification Number (PIN). Type your PIN and press <ENTER>. For security purposes, the screen displays asterisks instead of your PIN.

Press the <K1> (PREV) key to go to the prior field entered. If valid data was entered in the Medicaid Provider ID field, pressing the <K1> (PREV) key displays the Medicaid Provider ID. If valid data was entered in the NPI field, pressing the <K1> (PREV) key displays the NPI.



5. Client ID (HAP ID) (required)



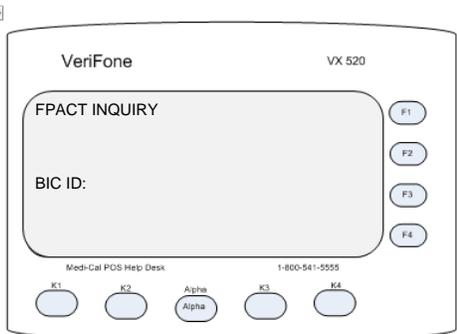
The POS device will prompt you to enter the Client ID. If the screen already displays the Client ID, press <ENTER> to accept the displayed value. Otherwise, type the Client ID number and press <ENTER>.

If the Client ID for this step is obtained from the client's HAP card, the device will prompt you to also enter the client's BIC ID. This is optional.

If the Client ID is obtained from the BIC, the device will skip to the Issue Date screen after the HAP is entered (step 7).

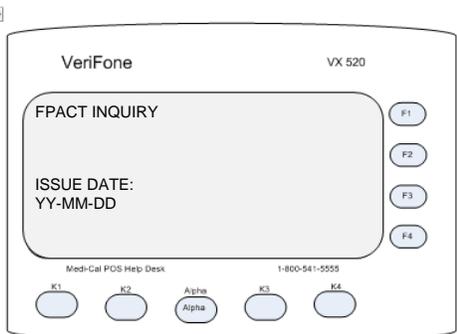
Note: You must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.

6. BIC ID (optional)



If you entered or accepted a HAP card ID in step 5, the POS device will prompt you to enter the BIC ID. If the Family PACT client has a BIC, type the BIC ID and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

7. Issue Date (required if BIC ID was entered in previous step)



If you entered a HAP ID number in step 5 (Client ID) and bypassed step 6 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the issue date.

If you entered a BIC ID in step 5 (Client ID) or step 6 (BIC ID), type the BIC issue date in the format YY-MM-DD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826". Do not include hyphens; they will appear automatically.

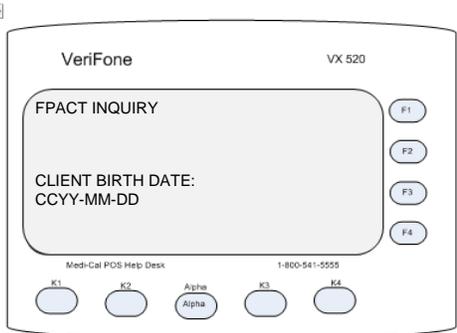
If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.

8. Client Birth Date (required)

The POS device will prompt you to enter the client's birth date. If the birth date is already displayed, press <ENTER> to accept it. Otherwise, type the birth date in the format CCYY-MM-DD and press <ENTER>. Do not include hyphens; they will appear automatically.

For example, type "19860130" for January 30, 1986.

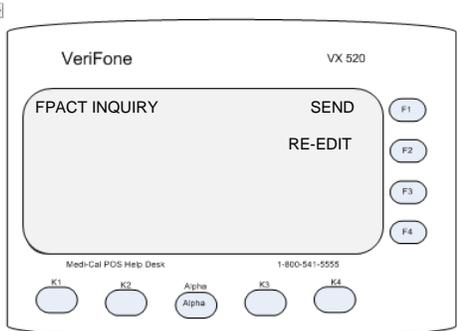
Note: The birth date must be on or before the transaction date.



9. Send/Re-Edit Screen

After all inquiry screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your FPACT inquiry transaction. Continue at step 11.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 10.

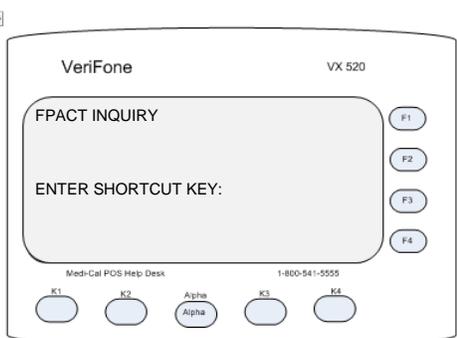


10. Shortcut Key

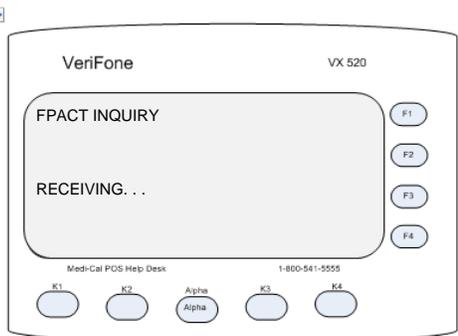
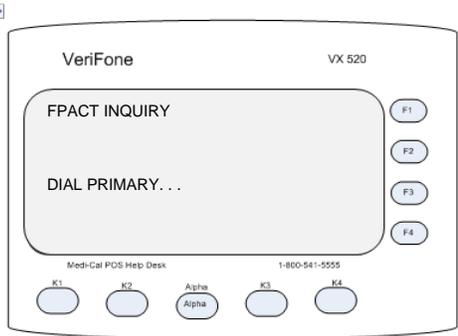
If you pressed <F2> (RE-EDIT) in step 9, the POS device will return you to the Shortcut Key screen. You can scroll through the screens of your inquiry transaction by pressing the <K2> (NEXT) and <K1> (PREV) keys.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

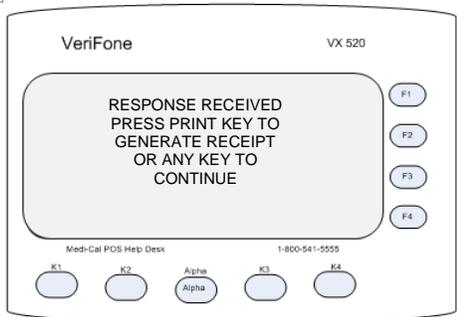
Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <K2> (NEXT) or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.



11. Several screens display, including the screens at left, while the transaction is processing.

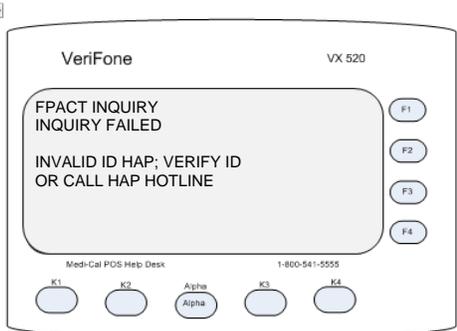


12. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.



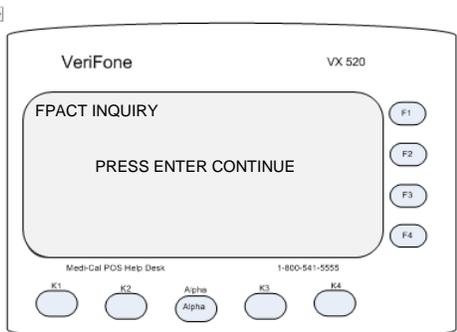
When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <K3> (PRINT) on the keypad or <PrtSc> on the keyboard.

13. Inquiry Unsuccessful



If the FPACT Inquiry transaction is unsuccessful, the response message will state "INQUIRY FAILED," followed by a free-form message. You can scroll through the message by pressing the <K2> (NEXT) and <K1> (PREV) keys.

Scroll to the end of the message, then press <ENTER> to return to the Send/Re-Edit screen.



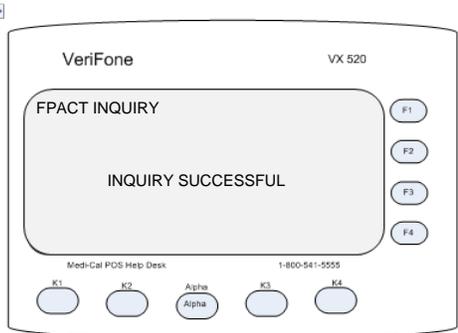
14. Inquiry Successful

If the FPACT Inquiry transaction is successful, the response message will state "INQUIRY SUCCESSFUL."

Press <ENTER> to scroll through the provider mail. Press <ENTER> at the end of the provider mail to review the Inquiry response in the provider mail.

The POS device will either allow you to begin an Inquiry-Update transaction (refer to "Family PACT Inquiry-Update Transaction" section for instructions) or it will display a message indicating one of the following:

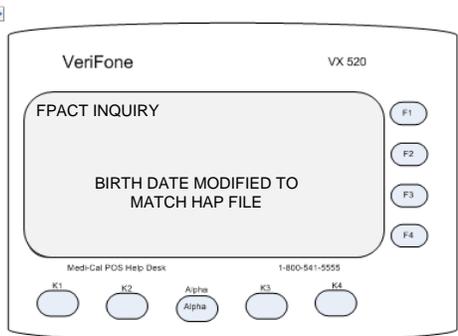
- Birth date modified. (Continue at step 15.)
- Client data returned. (Continue at step 16.)
- Client permanently deactivated. (Continue at step 17.)
- Client deactivated. Recertify now. (Continue at step 18.)
- Past due for recertification. Recertify now. (Continue at step 18.)



15. Birth Date Modified to Match HAP File

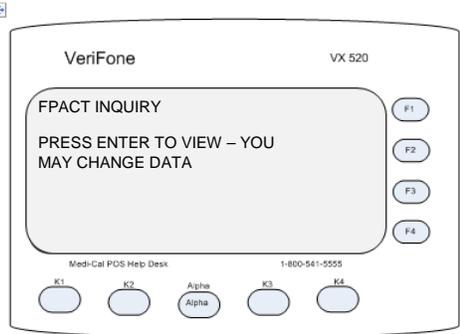
If the birth date used to perform the Inquiry transaction does not match the client's birth date in the HAP database, the POS device will replace the birth date on the device with the birth date from the HAP database. The device will display a message indicating such.

Press <ENTER> to proceed.



16. Client Family PACT Activated

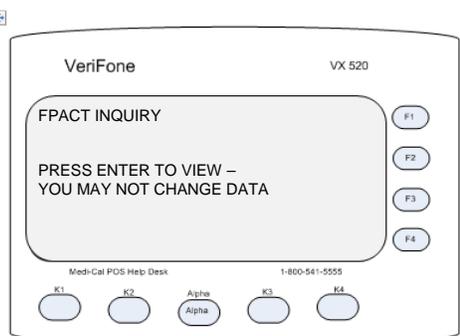
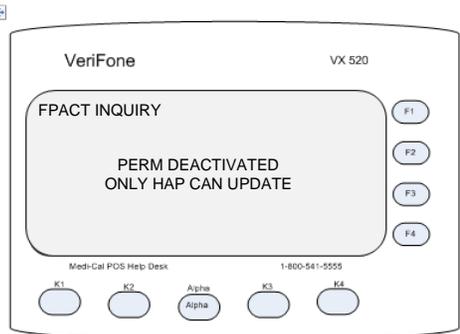
If the client is currently activated, the device will return the client's Family PACT data. Press <ENTER> to view the data. You may update this data by typing a new entry in the appropriate screen and pressing <ENTER>. The new entry replaces the previous entry.



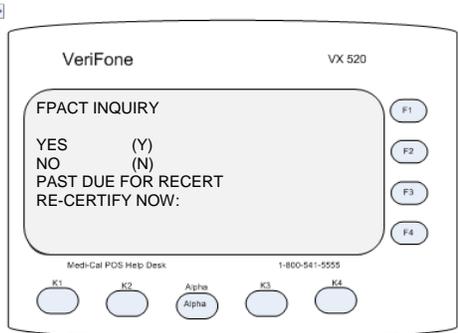
17. Client Permanently Deactivated

If the client has been permanently deactivated, the message "PERM DEACTIVATED" will display. Press <ENTER> to view the client's Family PACT data. You can scroll through the data by pressing the <K2> (NEXT) and <K1> (PREV) keys.

Note: You cannot recertify permanently deactivated clients or change their Family PACT data.



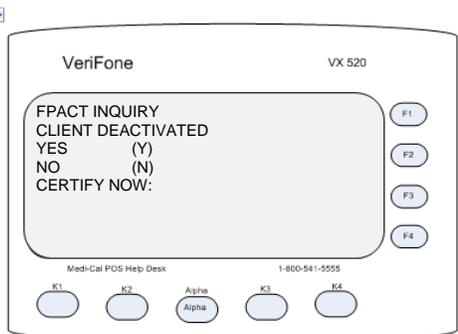
18. Client Requires Recertification



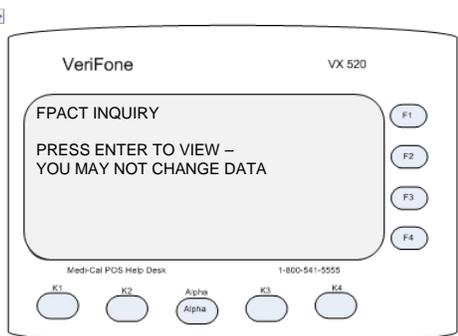
If the client's one year of Family PACT eligibility has expired, or if the client has been non-permanently deactivated, the POS device will prompt you to recertify the client.

In both cases, if you choose to recertify the client, press <ENTER> to initiate a Recertification transaction. The client must fill out a new *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form (DHCS 4461)*. Use the new form to confirm or enter data in the Recertification transaction.

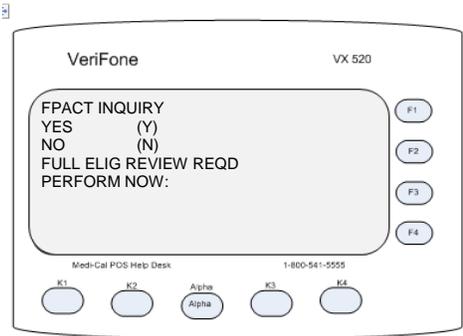
After pressing <ENTER>, the POS device will prompt you to complete a full eligibility review. Continue at step 19.



If you choose **not** to recertify the client, type "N" (No). The device will return the client's Family PACT data. Press <ENTER> to view the data. You can scroll through the data by pressing the <K2> (NEXT) and <K1> (PREV) keys, but you cannot change the data.

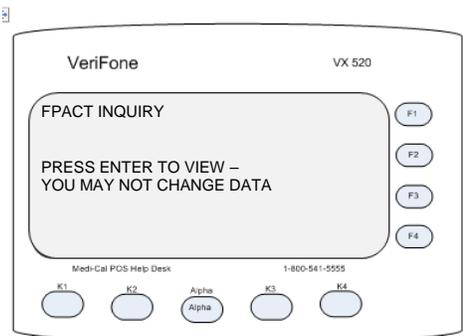


19. Perform Full Eligibility Review

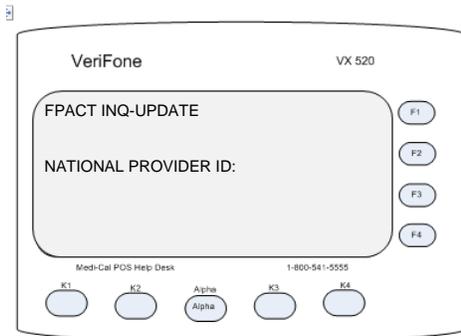


Press <ENTER> to perform the full eligibility review. The POS device will begin an FPACT Inquiry-Recertification transaction. Refer to “Family PACT Inquiry-Recertification Transaction” section.

If you choose **not** to perform the full eligibility review, type “N” (No). The device will return the client’s Family PACT data. Press <ENTER> to view the data. You can scroll through the data by pressing the <K2> (NEXT) and <K1> (PREV) keys, but you cannot change the data.

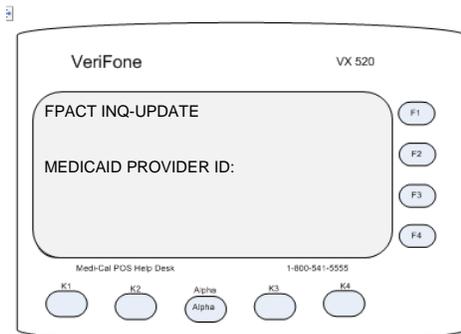


Family PACT Inquiry-Update Transaction



1. National Provider ID (required)

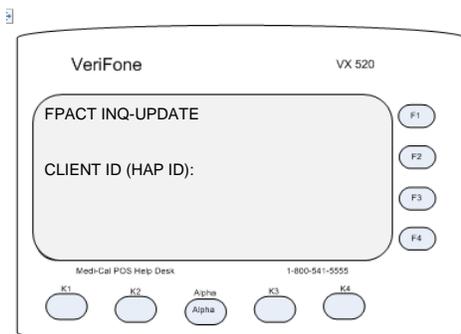
If you choose to update client data after performing a successful FPACT Inquiry transaction, the POS device will initiate an Inquiry-Update transaction by displaying your National Provider ID or Medicaid Provider ID depending on whichever was originally entered. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



1.1 Medicaid Provider ID

If you choose to update client data after performing a successful FPACT Inquiry transaction, the POS device will initiate an Inquiry-Update transaction by displaying your National Provider ID or Medicaid Provider ID depending on whichever was originally entered.

You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



2. Client ID (HAP ID) (required)

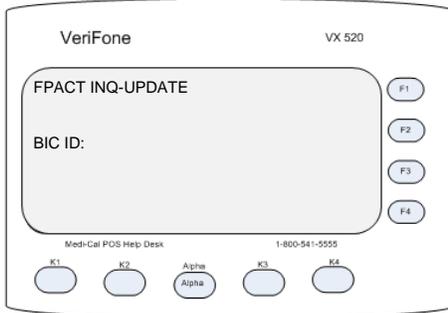
The POS device will prompt you to enter the Client ID. If the screen already displays the Client ID, press <ENTER> to accept the displayed value. Otherwise, type the Client ID and press <ENTER>.

The Client ID for this step is obtained from the client's HAP card. The device will prompt you to also enter the client's BIC ID in the next step; however, entering the BIC ID is optional.

Note: You must swipe a HAP card ID or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.

U1

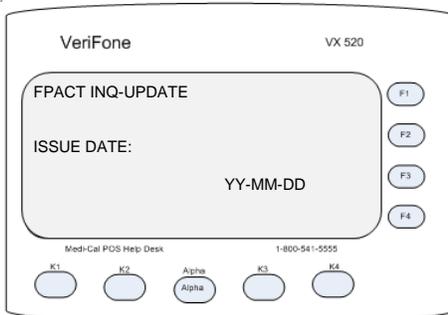
2.1 BIC ID



If you entered or accepted a HAP card number in step 5, the POS device will prompt you to enter the BIC ID number. If the Family PACT client has a BIC, type the BIC ID and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

U1

2.2 Issue Date:



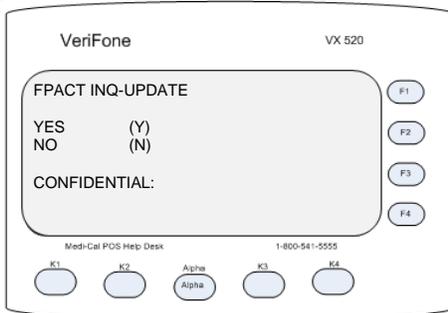
If you entered a HAP ID number in step 2 (Client ID) and bypassed step 2.1 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the issue date.

If you entered a BIC ID number in step 2 (Client ID) or step 2.1 (BIC ID), type the BIC issue date in the format YYMMDD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826."

If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.

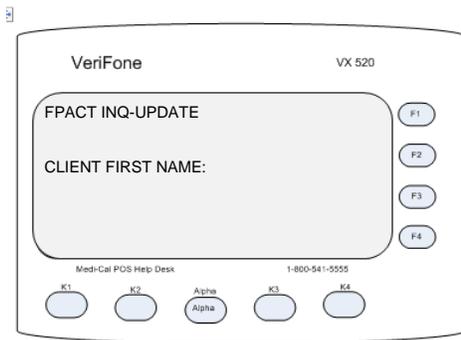
U1

3. Confidentiality (required)



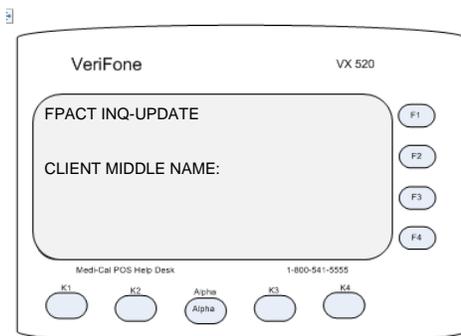
The POS device will display the confidentiality data on file for this client. Press <ENTER> to accept the displayed data, or make any corrections and press <ENTER>.

Note: Only type "Y" in this step if the client indicates on form DHCS 4461 that the family planning services must be confidential.



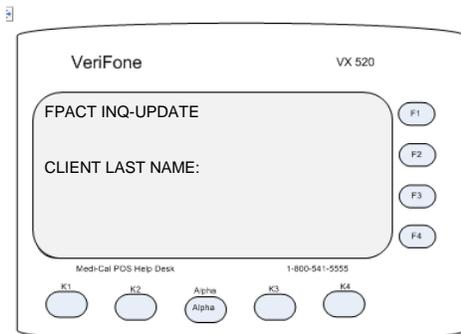
4. Client First Name (optional)

The POS device will display the first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.



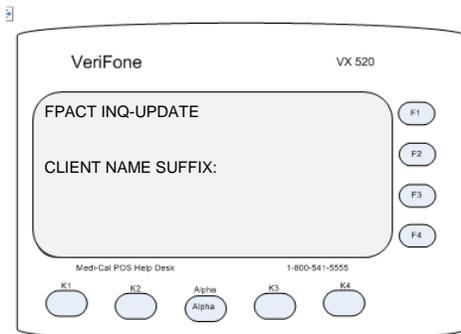
5. Client Middle Name (optional)

The POS device will display the middle name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 18 characters in this screen.



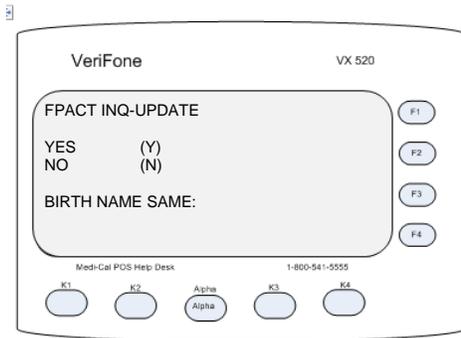
6. Client Last Name (required)

The POS device will display the last name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 33 characters in this screen.



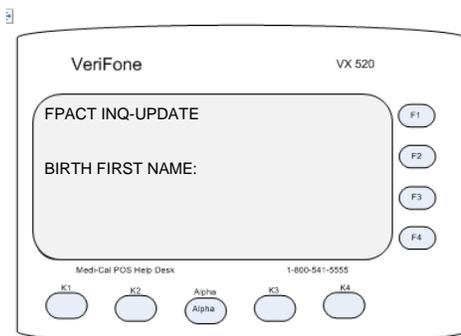
7. Client Name Suffix (optional)

The POS device will display the name suffix on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



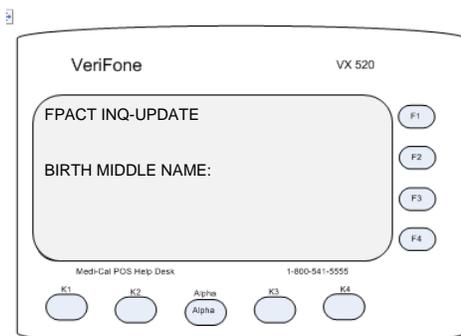
8. Birth Name Same (required)

The POS device will display the birth-name-same indicator on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. If you type or accept “Y,” the device will skip to the Gender screen (step 13). If you type or accept “N,” the device will display four additional screens (steps 9 – 12) regarding the client’s birth name.



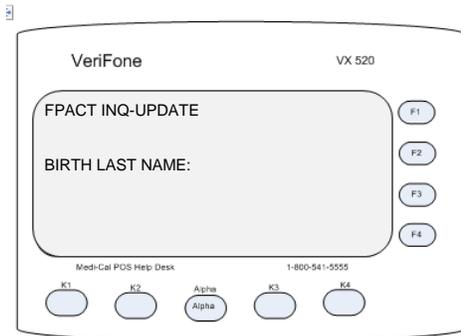
9. Birth First Name (optional)

If you typed or accepted “N” in step 8 (Birth Name Same), the POS device will display the birth first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.



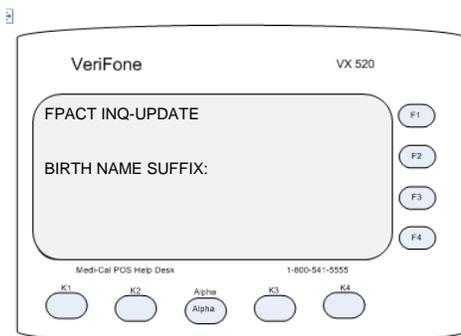
10. Birth Middle Name (optional)

If you typed or accepted “N” in step 8 (Birth Name Same), the POS device will display the birth middle name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 18 characters in this screen.



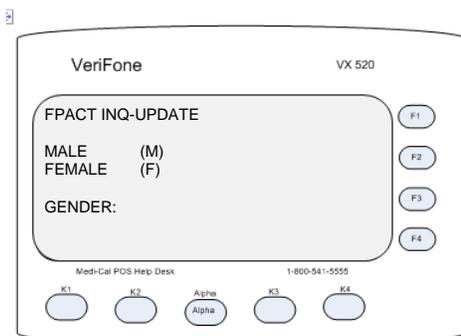
11. Birth Last Name (optional)

If you typed or accepted “N” in step 8 (Birth Name Same), the POS device will display the birth last name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 33 characters in this screen.



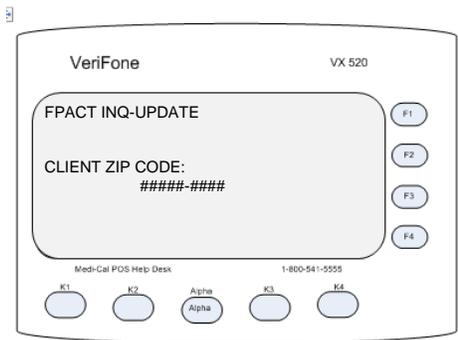
12. Birth Name Suffix (optional)

If you typed or accepted “N” in step 8 (Birth Name Same), the POS device will display the birth name suffix on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



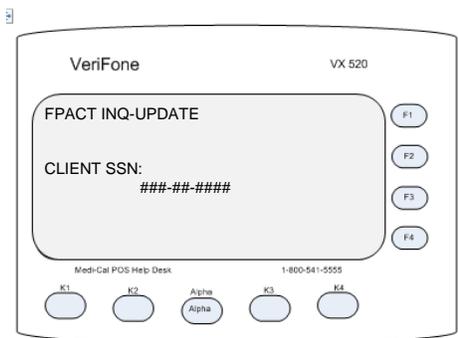
13. Gender (required)

The POS device displays the gender on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. If you type “F” (Female) in this step, the device will display an additional screen, the Number of Births screen (step 17).



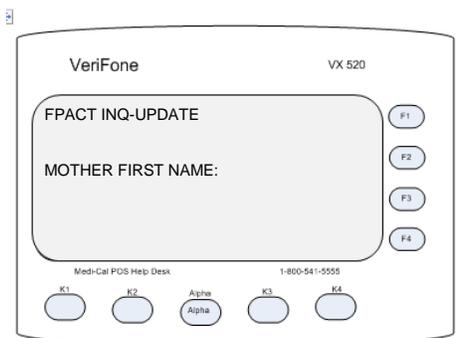
14. Client ZIP Code (required)

The POS device will display the ZIP code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter five or nine digits in this screen.



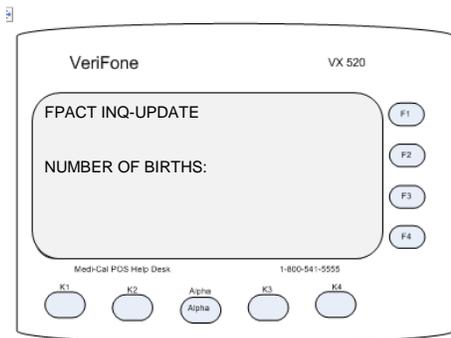
15. Client SSN (requested)

The POS device will display the Social Security Number (SSN) on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You must enter exactly nine digits in this screen.



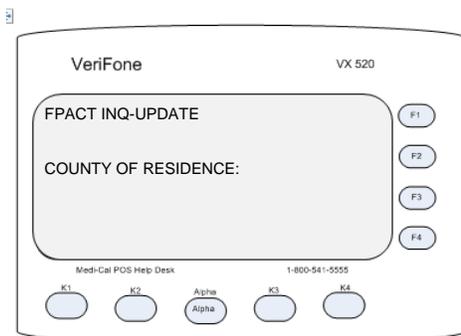
16. Mother's First Name (optional)

The POS device will display the mother's first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.



17. Number of Live Births (required if gender = F)

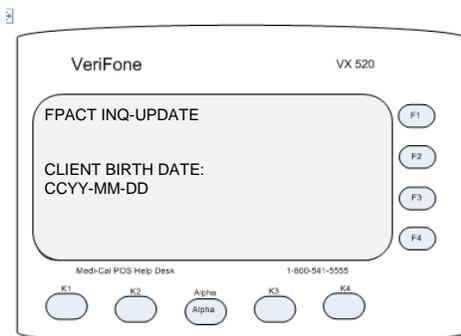
If you typed or accepted "F" in step 13 (Gender), the POS device will display the number of live births on file for this client. The user must input a number, from 0 through 99, indicating the number of births and then press <ENTER>.



18. CA County of Residence (required)

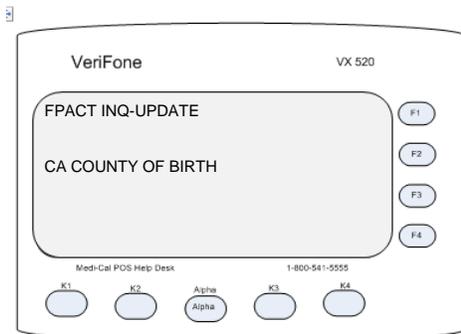
The POS device will display the county of residence on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

Note: County codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



19. Client Birth Date (required)

The POS device will display the birth date on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. The birth date must be in the format CCYY-MM-DD. Do not include hyphens; they will appear automatically.

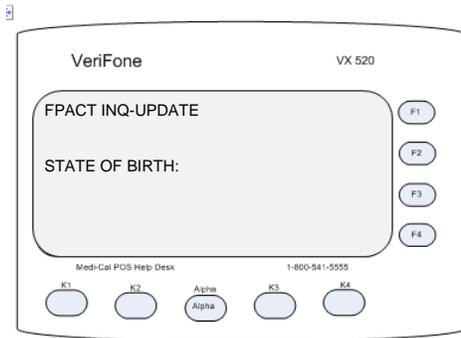


20. CA County of Birth (required)

The POS device will display the county of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

If you type "99" (which indicates "unknown"), the State of Birth screen (step 21) will be the next screen displayed. If you type any other valid county code, the Race/Ethnicity screen (step 23) will be the next screen displayed.

Note: County codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

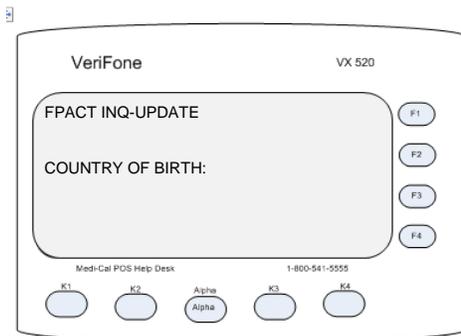


21. State of Birth (required if CA county of birth code = 99)

If you typed “99” in step 20 (CA County of Birth), the POS device will display the state of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

If you type “99” (which indicates “unknown”), the Country of Birth screen (step 22) will be the next screen displayed. If you type any other valid state code, the Race/Ethnicity screen (step 23) will be the next screen displayed.

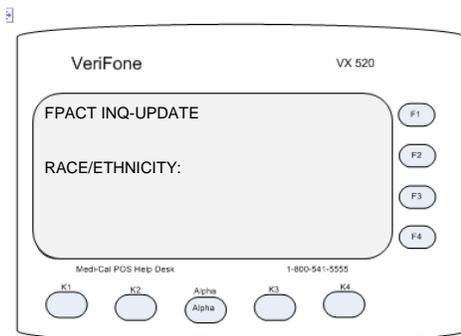
Note: State codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



22. Country of Birth (required if State of Birth code = 99)

If you typed “99” in step 21 (State of Birth), the POS device will display the country of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

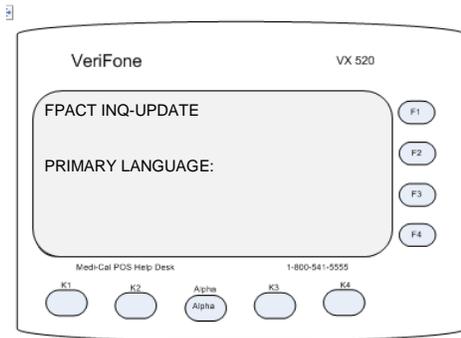
Note: Country codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



23. Race/Ethnicity (required)

The POS device will display the race/ethnicity code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

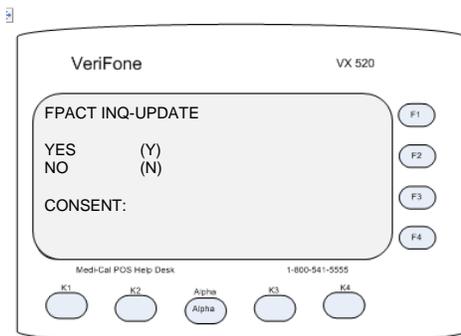
Note: Race/ethnicity codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form (DHCS 4461)*.



24. Primary Language Code (required)

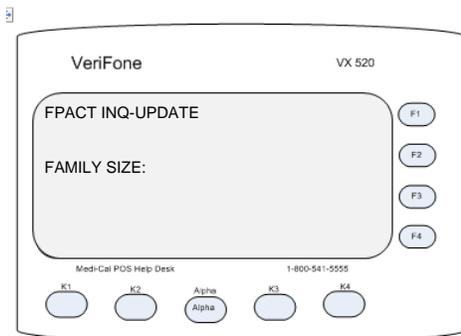
The POS device will display the primary language code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

Note: Primary language codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form (DHCS 4461)*.



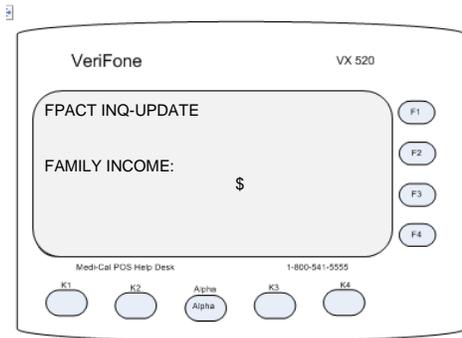
25. Consent (required)

The POS device will display the consent data on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.



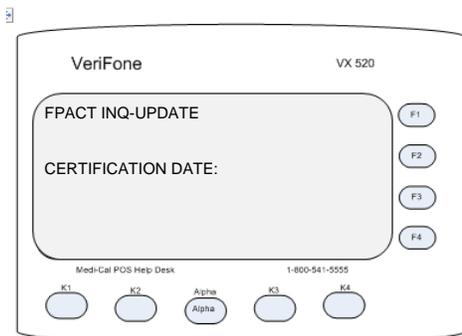
26. Family Size (required)

The POS device will display the family size on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. Family size is the total number of basic family unit members (from page 2 of form DHCS 4461).



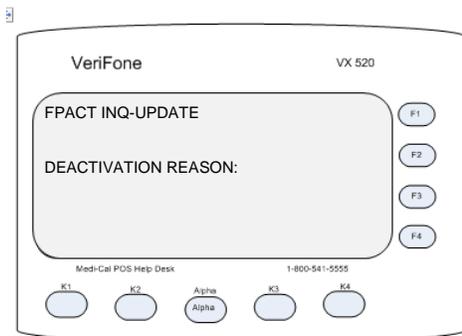
27. Family Income (required)

The POS device will display the family income on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. Use whole dollars only. The total gross monthly income is obtained from page 2 of form DHCS 4461 and may be up to five digits.



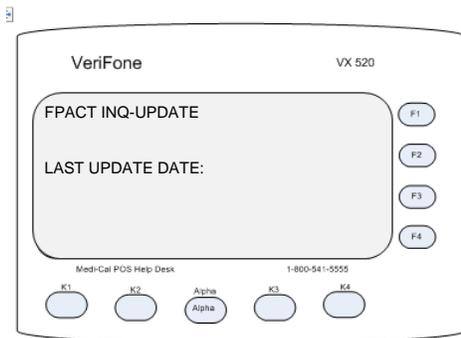
28. Certification Date (required)

The POS device will display the certification date in read-only mode. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



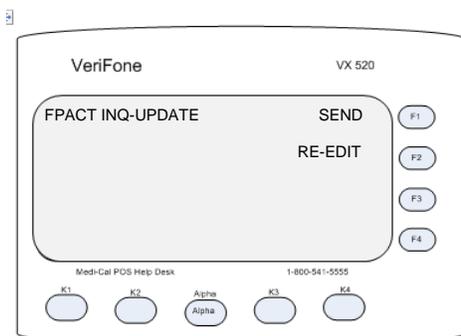
29. Deactivation Reason

The POS device will display the deactivation reason screen. No data entry is required or accepted. Press <ENTER> or <K2> (NEXT) to continue.



30. Last Update Date

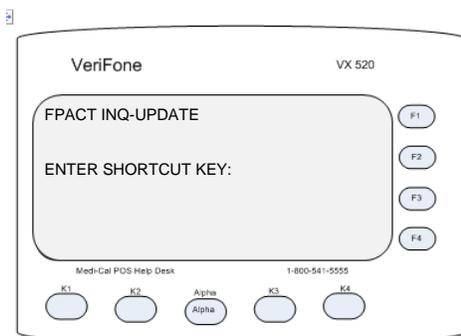
The POS device will display the client's last update date in read-only mode. You cannot change this data. Press <ENTER> to continue.



31. Send/Re-Edit Screen

After all Inquiry-Update screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your FPACT Inquiry-Update transaction. Continue at step 33.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 32.

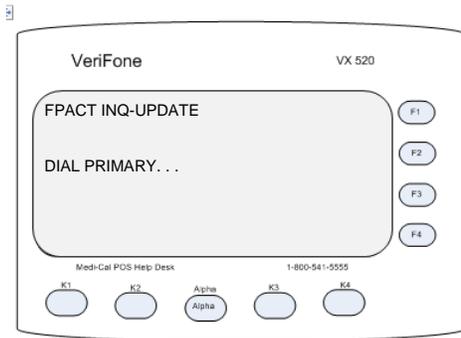


32. Shortcut Key

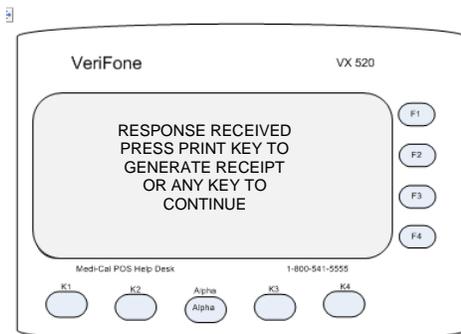
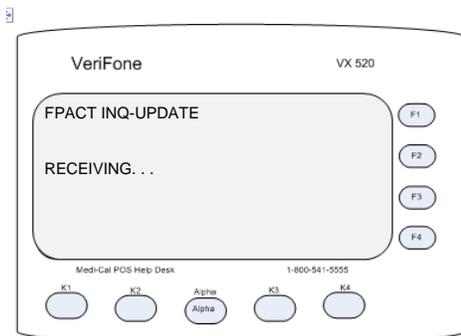
If you pressed <F2> (RE-EDIT) in step 31, the POS device will return you to the Shortcut Key screen. You can scroll through the screens of your Inquiry-Update transaction by pressing the <K2> (NEXT) and <K1> (PREV) keys.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <K2> (NEXT) or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.



33. Several screens display, including the screens at left, while the transaction is processing.

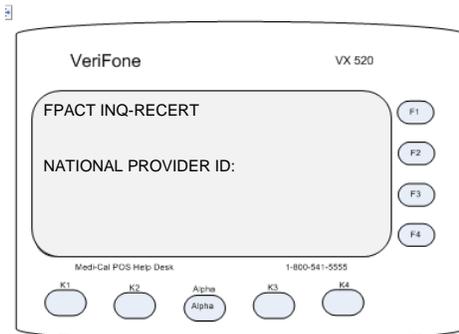


34. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <K3> (PRINT) on the keypad or <PrtSc> on the keyboard.

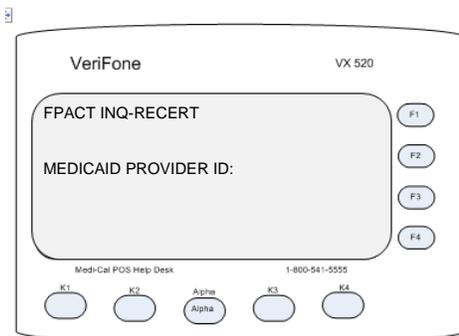
Family PACT Inquiry-Recertification Transaction

The Inquiry-Recertification transaction allows providers to update the certification date and other client information. This transaction begins with a Family PACT Inquiry transaction. Once the Inquiry transaction reveals that the client requires recertification, and you choose to recertify the client, the following screens display.



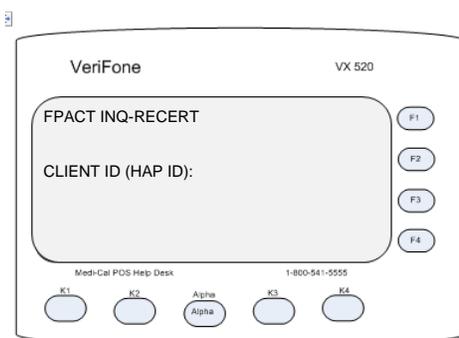
1. National Provider ID (required)

If you chose to recertify a client after performing an FPACT Inquiry transaction, the POS device will initiate an Inquiry-Recertify transaction by displaying your NPI or Medicaid Provider ID in read-only mode. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



1.1 Medicaid Provider ID

If you chose to recertify a client after performing an FPACT Inquiry transaction, the POS device will initiate an Inquiry-Recertify transaction by displaying your NPI or Medicaid Provider ID in read-only mode. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



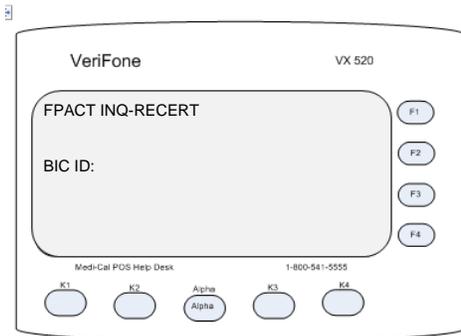
2. Client ID (HAP ID) (required)

The POS device will prompt you to enter the Client ID. If the screen already displays the Client ID, press <ENTER> to accept the displayed value. Otherwise, type the Client ID and press <ENTER>.

If the Client ID for this step is obtained from the client's HAP card, the device will prompt you to also enter the client's BIC ID. Entering a BIC ID is optional.

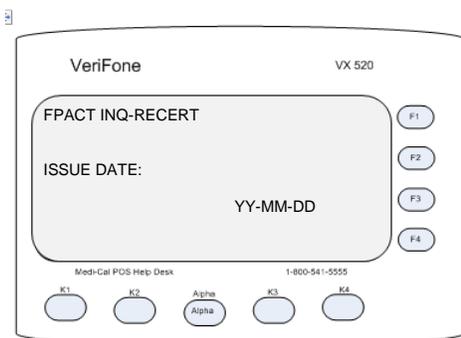
If the Client ID is obtained from the BIC, the device will skip to the Issue Date screen (step 2.2).

Note: You must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.



2.1 BIC ID

If you entered or accepted a HAP card ID in step 2, the POS device will prompt you to enter the BIC ID. If the Family PACT client has a BIC, type the BIC ID and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

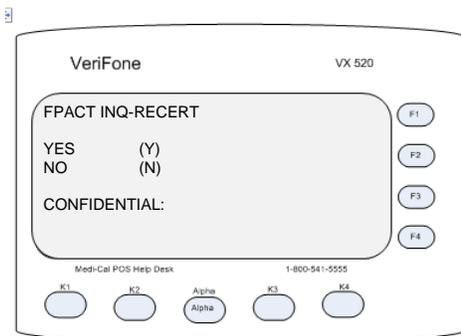


2.2 Issue Date (required if BIC ID was entered in previous step)

If you entered a HAP ID number in step 2 (Client ID) and bypassed step 2.1 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the issue date.

If you entered a HAP ID number in step 2 (Client ID) or step 2.1 (BIC ID), type the BIC issue date in the format YY-MM-DD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826." Do not include hyphens; they will appear automatically.

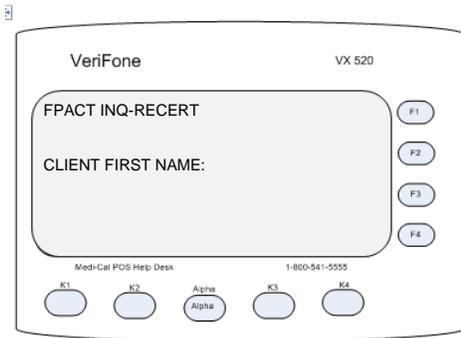
If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.



3. Confidentiality (required)

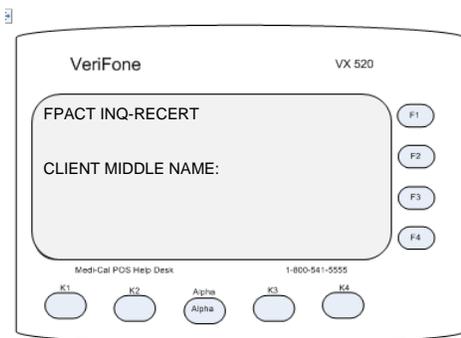
The POS device will display the confidentiality data on file for this client. Press <ENTER> to accept the displayed data, or make any corrections and press <ENTER>.

Note: Only type "Y" in this step if the client indicates on form DHCS 4461 that the family planning services must be confidential.



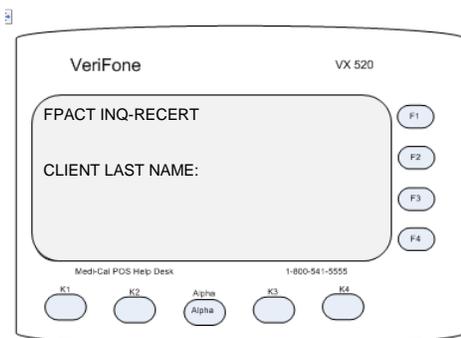
4. Client First Name (optional)

The POS device will display the first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.



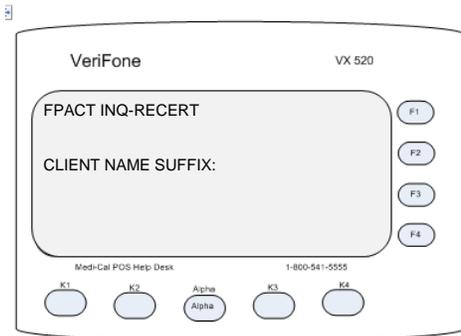
5. Client Middle Name (optional)

The POS device will display the middle name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 18 characters in this screen.



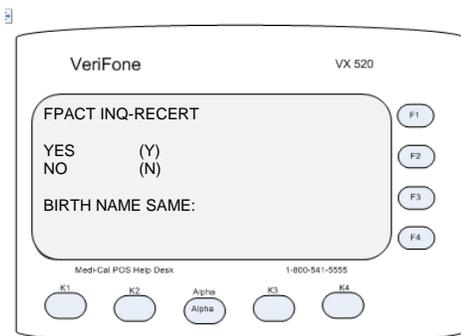
6. Client Last Name (required)

The POS device will display the last name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 33 characters in this screen.



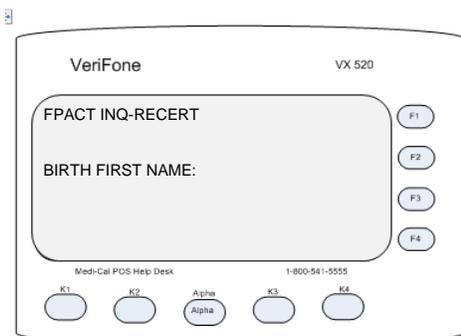
7. Client Name Suffix (optional)

The POS device will display the name suffix on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



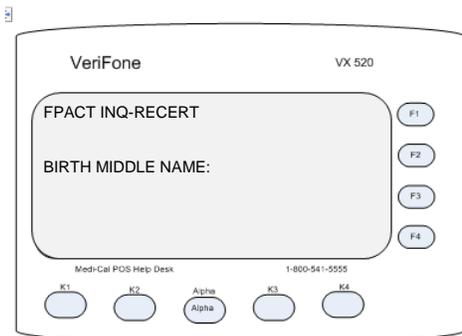
8. Birth Name Same (required)

The POS device will display the birth-name-same indicator on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. If you type or accept "Y," the device will skip to the Gender screen (step 13). If you type or accept "N," the device will display four additional screens (steps 9 – 12) regarding the client's birth name.



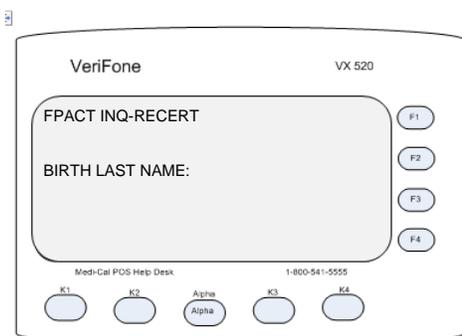
9. Birth First Name (optional)

If you typed or accepted "N" in step 8 (Birth Name Same), the POS device will display the birth first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.



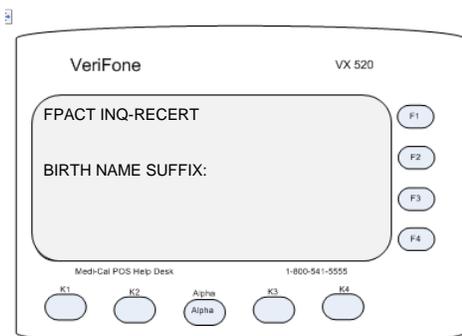
10. Birth Middle Name (optional)

If you typed or accepted “N” in step 8 (Birth Name Same), the POS device will display the birth middle name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 18 characters in this screen.



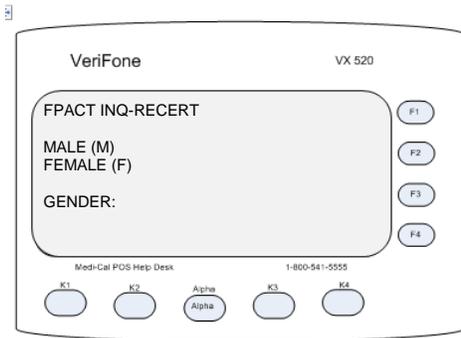
11. Birth Last Name (optional)

If you typed or accepted “N” in step 8 (Birth Name Same), the POS device will display the birth last name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 33 characters in this screen.



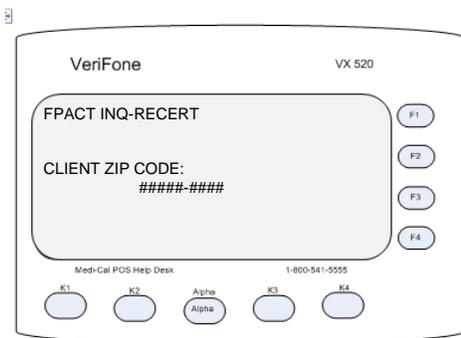
12. Birth Name Suffix (optional)

If you typed or accepted “N” in step 8 (Birth Name Same), the POS device will display the birth name suffix on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



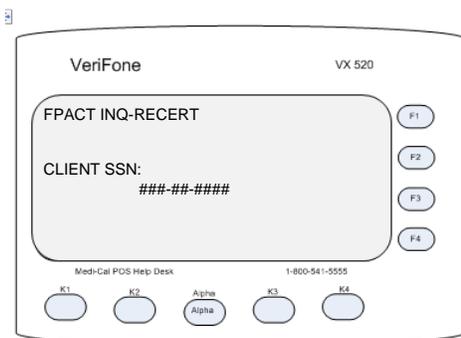
13. Gender (required)

The POS device displays the gender on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. If you type "F" (Female) in this step, the device will display an additional screen, the Number of Births screen (step 17).



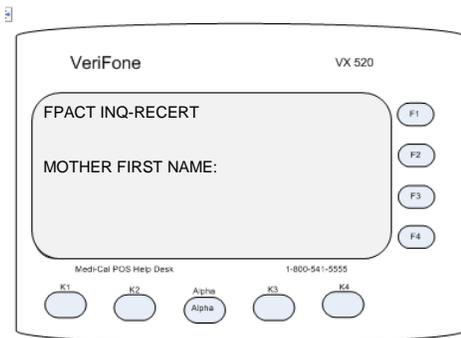
14. Client ZIP Code (required)

The POS device will display the ZIP code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter five or nine digits in this screen.



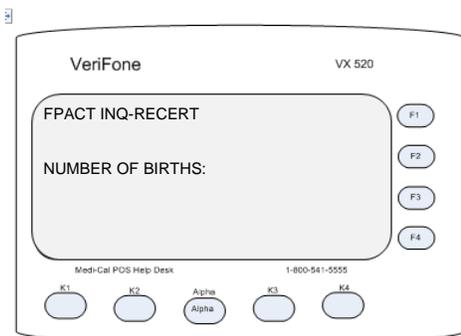
15. Client SSN (requested)

The POS device will display the Social Security Number (SSN) on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You must enter exactly nine digits in this screen.



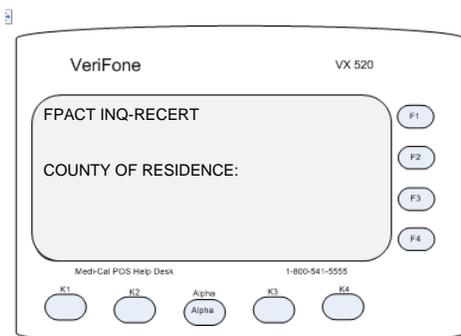
16. Mother's First Name (optional)

The POS device will display the mother's first name on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. You may enter up to 25 characters in this screen.



17. Number of Live Births (required if gender = F)

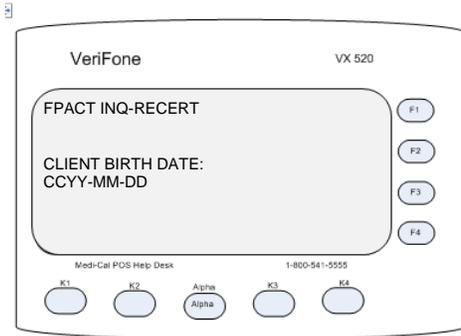
If you typed or accepted "F" in step 13 (Gender), the POS device will display the number of live births on file for this client. The user must input a number, from 0 through 99, indicating the number of births and then press <ENTER>.



18. CA County of Residence (required)

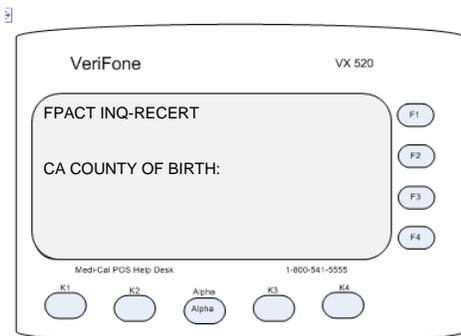
The POS device will display the county of residence on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

Note: County codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



19. Client Birth Date (required)

The POS device will display the birth date on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. The birth date must be in the format CCYY-MM-DD. Do not include hyphens; they will appear automatically.

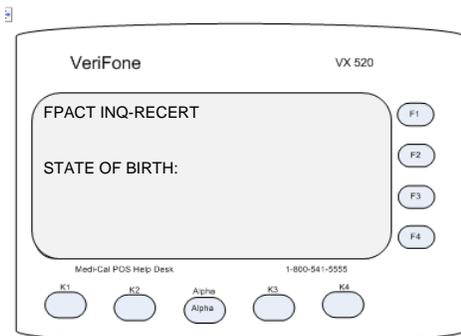


20. CA County of Birth (required)

The POS device will display the county of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

If you type "99" (which indicates "unknown"), the State of Birth screen (step 21) will be the next screen displayed. If you type any other valid county code, the Race/Ethnicity screen (step 23) will be the next screen displayed.

Note: County codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

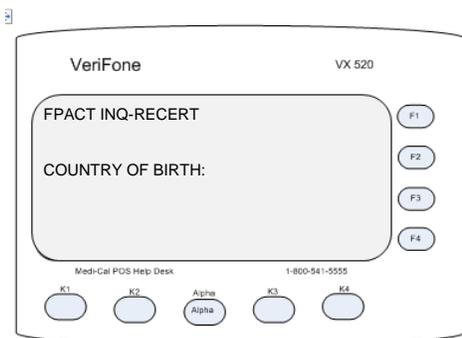


21. State of Birth (required if CA County of Birth code = 99)

If you typed "99" in step 20 (CA County of Birth), the POS device will display the state of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

If you type "99" (which indicates "unknown"), the Country of Birth screen (step 22) will be the next screen displayed. If you type any other valid state code, the Race/Ethnicity screen (step 23) will be the next screen displayed.

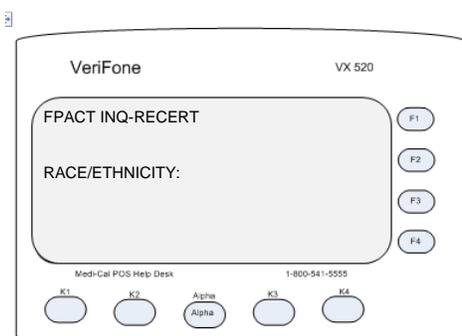
Note: State codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



22. Country of Birth (required if state of birth code = 99)

If you typed "99" in step 21 (State of Birth), the POS device will display the country of birth code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

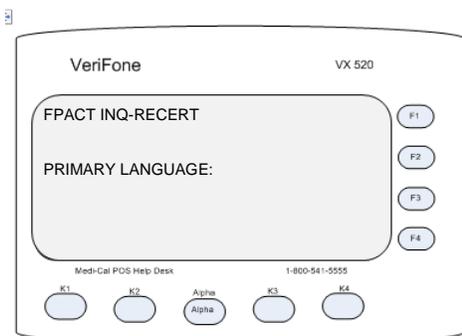
Note: Country codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



23. Race/Ethnicity (required)

The POS device will display the race/ethnicity code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

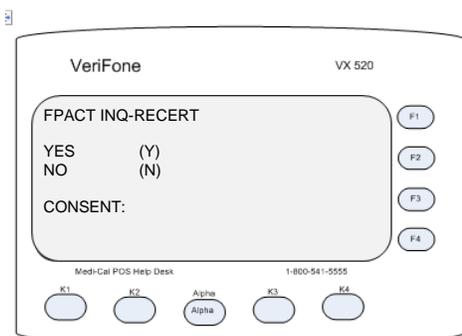
Note: Race/ethnicity codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHCS 4461).



24. Primary Language Code (required)

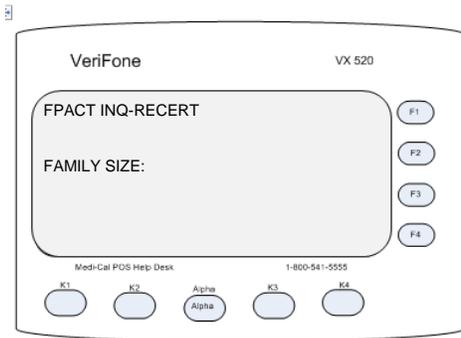
The POS device will display the primary language code on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

Note: Primary language codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHCS 4461).



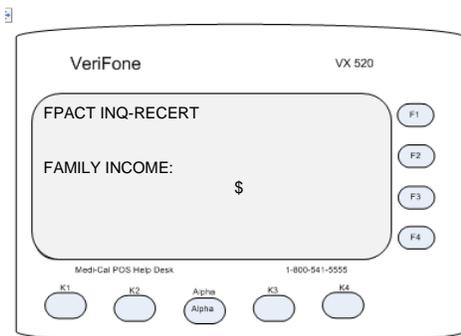
25. Consent (required)

The POS device will display the consent data on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.



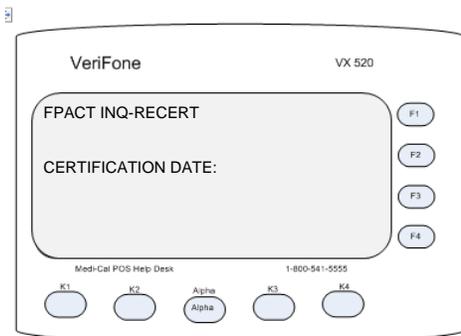
26. Family Size (required)

The POS device will display the family size on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. Family size is the total number of basic family unit members (from page 2 of form DHCS 4461).



27. Family Income (required)

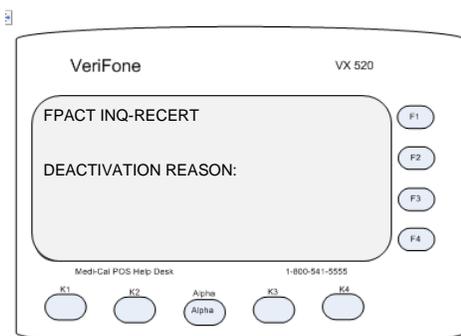
The POS device will display the family income on file for this client. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>. Use whole dollars only. The total gross monthly income is obtained from page 2 of form DHCS 4461 and may be up to five digits.



28. Certification Date (required)

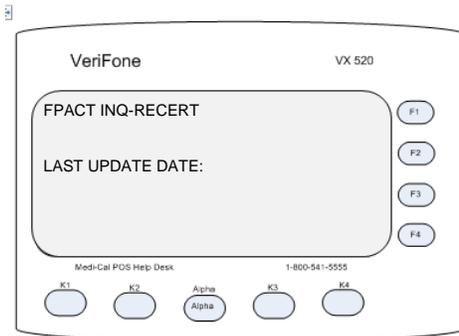
The POS device will prompt you to enter the certification date. Enter the certification date in the format CCYYMMDD.

The certification date can be up to one week after the date of service.



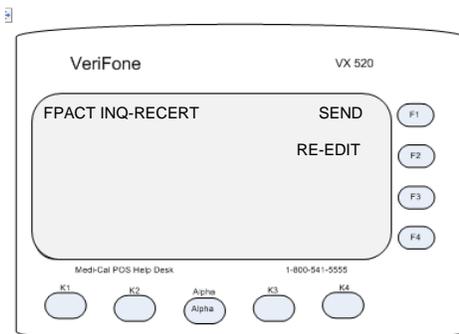
29. Deactivation Reason

The POS device will display the Deactivation Reason screen. No data entry is required or accepted. Press <ENTER> or <K2> (NEXT) to continue.



30. Last Update Date

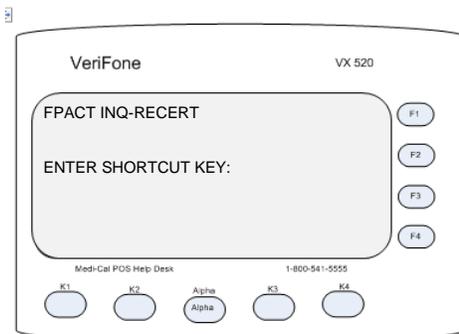
The POS device will display the client's last update date in read-only mode. You cannot change this data. Press <ENTER> to continue.



31. Send/Re-Edit Screen

After all Inquiry-Recertification screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your FPACT Inquiry-Recertification transaction. Continue at step 33.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 32.



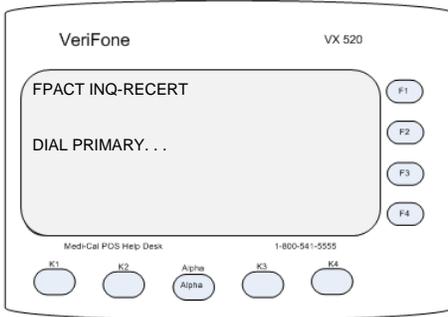
32. Shortcut Key

If you pressed <F2> (RE-EDIT) in step 31, the POS device will return you to the Shortcut Key screen. You can scroll through the screens of your Inquiry-Recertification transaction by pressing the <K2> (NEXT) and <K1> (PREV) keys.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

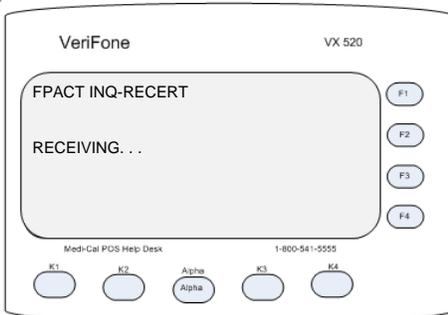
Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <K2> (NEXT) or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

U1

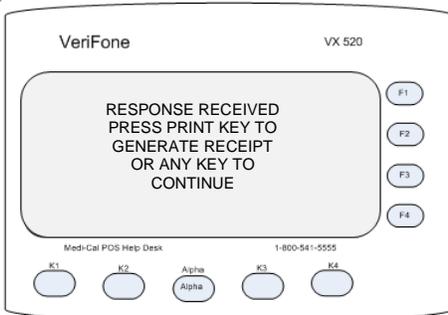


33. Several screens display, including the screens at left, while the transaction is processing.

U1



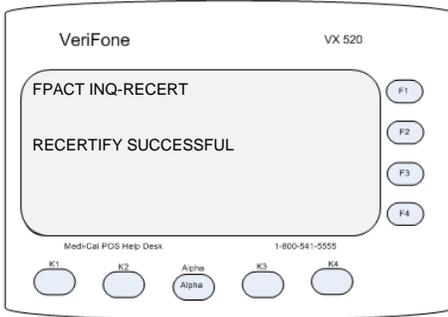
U1



34. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <K3> (PRINT) on the keypad or <PrtSc> on the keyboard.

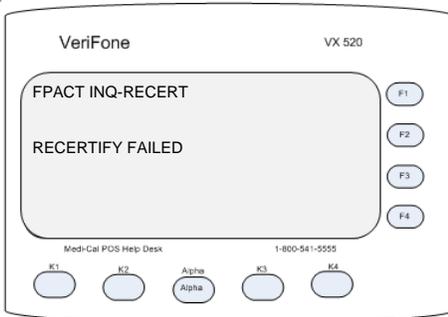
U1



35. Recertification Successful

If the Inquiry-Recertification transaction is successful, the POS device will display the message "RECERTIFY SUCCESSFUL." Press <ENTER> to view any provider mail.

U1



36. Recertification Unsuccessful

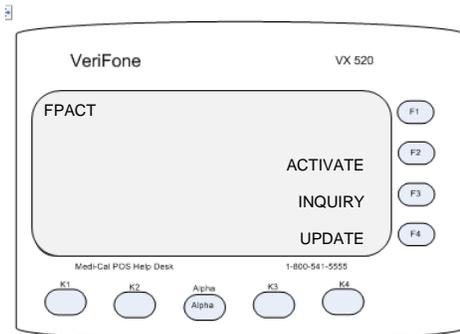
If the Inquiry-Recertification transaction is unsuccessful, the POS device will display the message "RECERTIFY FAILED."

Update Transaction

The Family PACT Update transaction allows Family PACT providers to modify Family PACT client information or recertify or deactivate a Family PACT client.

Note: To deactivate a client, providers must indicate the reason for deactivation.

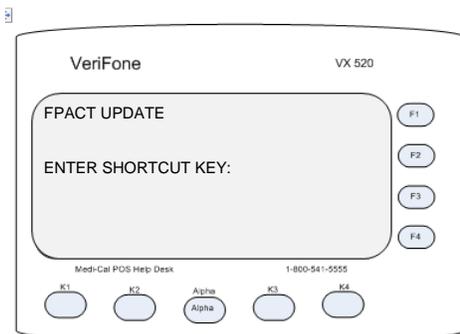
These functions are initiated through the Update option of the FPACT Menu.



1. FPACT Menu

After selecting FPACT from the Main Menu, the FPACT menu displays. Select "UPDATE" by pressing the corresponding function <F> key. In this example, press <F4>.

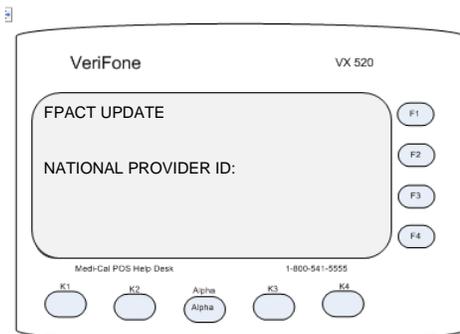
All FPACT Update transactions begin with an inquiry portion.



2. Shortcut Key (optional)

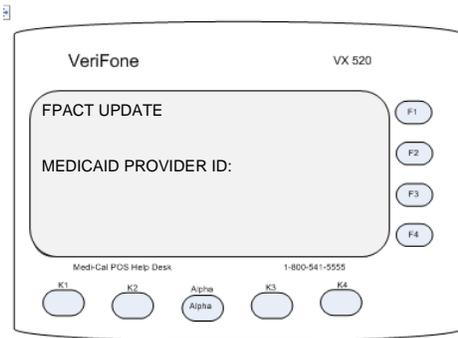
The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. If the shortcut key entered is associated with a NPI, the next screen displayed will be the National Provider ID screen. If the shortcut key entered is associated with a Medicaid Provider ID, the next screen displayed will be the Medicaid Provider ID screen. Otherwise, press <ENTER> to bypass this screen and the NPI entry screen will be displayed.

For more information about the shortcut key, refer to the *VX 520 Device System Transactions* section of this user guide.



3. National Provider ID (required)

If you entered a shortcut key associated with an NPI in the previous step, this screen will automatically display your NPI. Press <ENTER> to accept the displayed value. Or, you may type in another NPI value and press <ENTER>. Otherwise with the NPI field blank, press <ENTER> to display the Medicaid Provider ID screen.

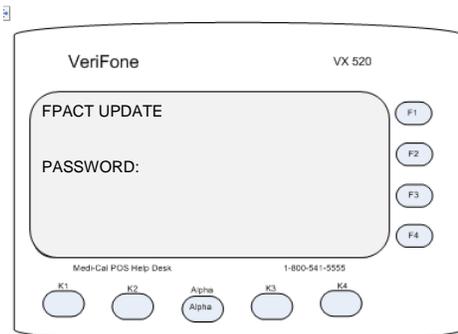


3.1 Medicaid Provider ID

If you entered a shortcut key associated with a Medicaid Provider ID in the Shortcut Key screen, this screen will automatically display your Medicaid Provider ID. Press <ENTER> to accept the displayed value, or you may type in another Medicaid Provider ID and press <ENTER>.

If the NPI screen had an empty entry, this screen must have a value before proceeding. If you would like to enter an NPI value, press the <K1> (PREV) key to go the NPI entry screen.

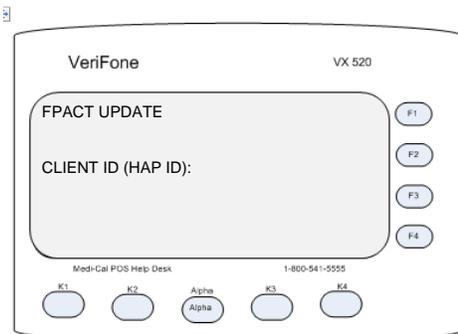
If this screen was validated and you would rather use an NPI value, leave the value in this screen as is. Press the <K1> (PREV) function key to go to the NPI entry screen. After you validate an NPI entry by pressing <ENTER>, the value in this screen will be purged.



4. Password (required)

The POS device will prompt you to enter your password, which is your Provider Identification Number (PIN). Type your PIN and press <ENTER>. For security purposes, the screen displays asterisks instead of your PIN.

Press the <K1> (PREV) key to go to the prior field entered. If valid data was entered in the Medicaid Provider ID field, pressing the <K1> (PREV) key displays the Medicaid Provider ID. If valid data was entered in the NPI field, pressing the <K1> (PREV) key displays the NPI.

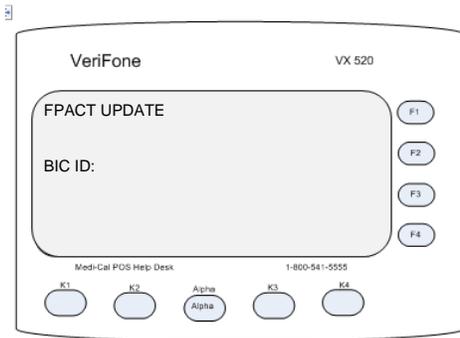


5. Client ID (HAP ID) (required)

The POS device will prompt you to enter the Client ID. If the screen already displays the Client ID, press <ENTER> to accept the displayed value. Otherwise, type the Client ID and press <ENTER>.

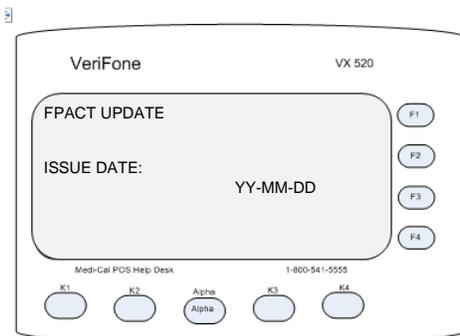
If the BIC for this step is obtained from the client's HAP card, the device will prompt you to also enter the client's BIC ID in the next step. This is optional.

Note: You must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.



6. BIC ID (optional)

If you entered or accepted a HAP card ID in step 5, the POS device will prompt you to enter the BIC ID. If the Family PACT client has a BIC, type the BIC ID and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

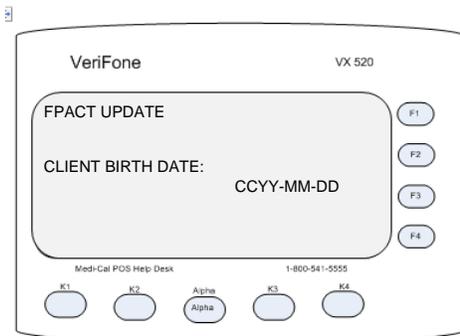


7. Issue Date (required if BIC ID number was entered in previous step)

If you entered a HAP ID number in step 5 (Client ID) and bypassed step 6 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the issue date.

If you entered a BIC ID number in step 5 (Client ID) or step 6 (BIC ID), type the BIC issue date in the format YY-MM-DD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826". Do not include hyphens; they will appear automatically.

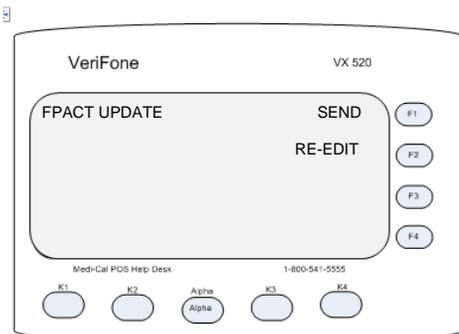
If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.



8. Client Birth Date (required)

The POS device will prompt you to enter the client's birth date. Press <ENTER> to accept the date displayed on the screen or type the birth date in the format CCYY-MM-DD and press <ENTER>. Do not include hyphens; they will appear automatically.

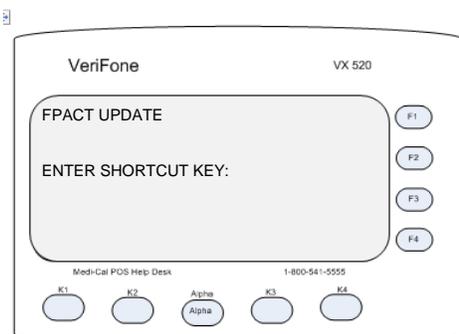
Note: The birth date must be on or before the transaction date.



9. Send/Re-Edit Screen

After all screens of the inquiry portion of the Update transaction have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your Update-Inquiry transaction. Continue at step 11.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 10.

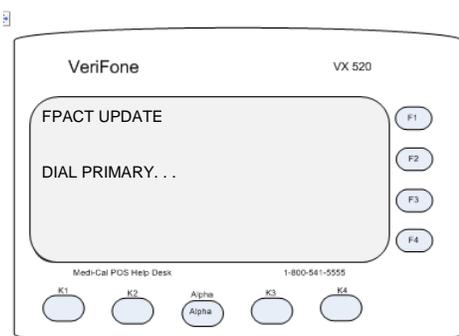


10. Shortcut Key

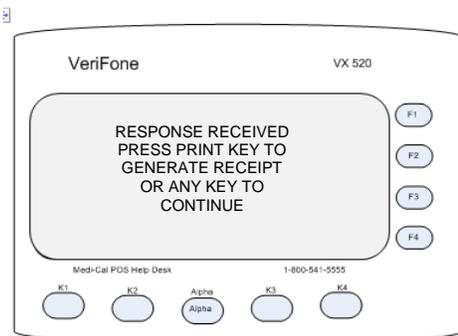
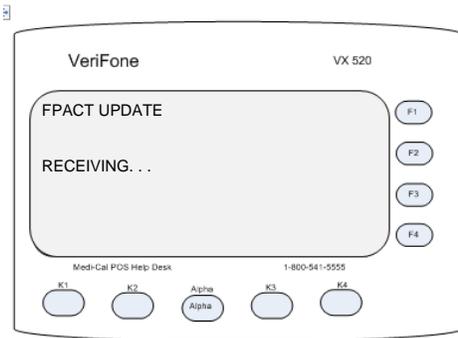
If you pressed <F2> (RE-EDIT) in step 9, the POS device will return you to the shortcut key screen. You can scroll through the screens of your Update transaction by pressing the <K2> (NEXT) and <K1> (PREV) keys.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <K2> (NEXT) or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

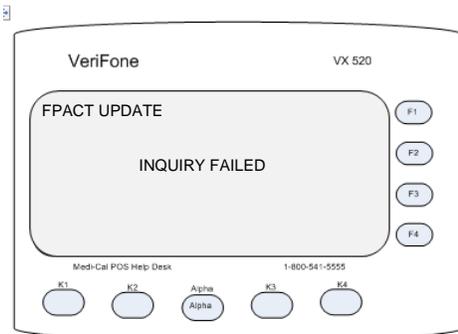


11. Several screens display, including the screens at left and the next page, while the transaction is processing.



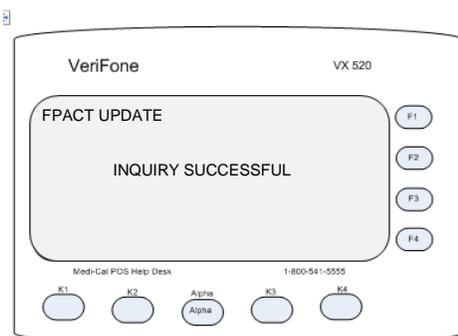
12. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <K3> (PRINT) on the keypad or <PrtSc> on the keyboard.



13. Update-Inquiry Unsuccessful

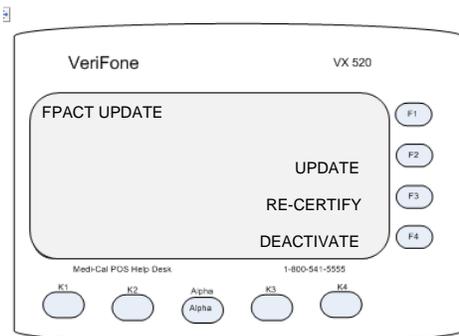
If the inquiry portion of the Update transaction is unsuccessful, the POS device will display the message "INQUIRY FAILED," followed by a free-form message. You can scroll through the message by pressing the <K2> (NEXT) or <K1> (PREV) keys. Scroll to the end of the message and press <ENTER> to return to the Send/Re-Edit screen.



14. Update-Inquiry Successful

If the inquiry portion of your Update transaction is successful, the POS device will display the message "INQUIRY SUCCESSFUL."

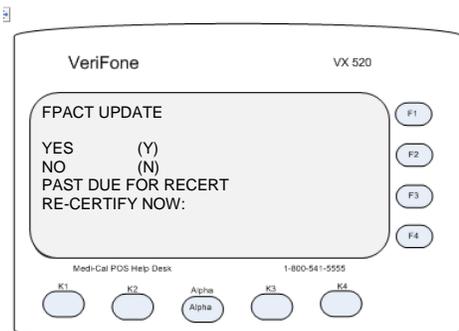
Press <K2> (NEXT) or <ENTER> to view provider mail. Press <ENTER> at the end of the provider mail to continue. The POS device will display the FPACT Update Menu screen (step 15).



15. FPACK Update Menu

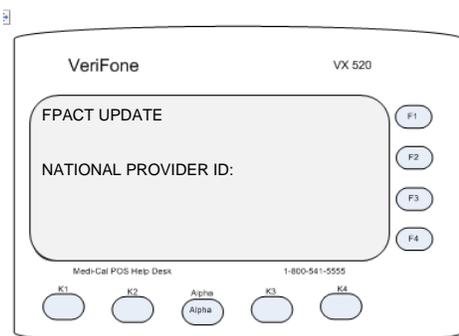
From the FPACK Update Menu screen, you can update the client's information, recertify the client or deactivate the client.

To update the client's information, select "UPDATE" by pressing the corresponding <F> key. In this example, press <F2>. If the client's data can be updated, the device will display your provider number. Proceed with the Update transaction at step 16. However, if the client requires recertification, you will not be allowed to proceed with the Update transaction. The device will instead prompt you to first recertify the client. If this occurs, type "Y" (Yes) and follow the instructions in the "Update-Recertify Transaction" section of this guide.



To recertify the client, select "RECERTIFY" on the FPACK Update Menu by pressing the corresponding <F> key. In this example, press <F3>. Proceed with the instructions in the "Update-Recertify Transaction" section of this guide.

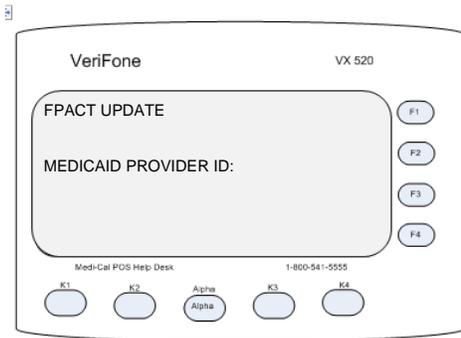
To deactivate the client, select "DEACTIVATE" on the FPACK Update Menu by pressing the corresponding <F> key. In this example, press <F4>. Proceed with the instructions in the "Update-Recertify Transaction" section of this guide.



16. National Provider ID (required)

If you choose to update client data after performing a successful FPACK Inquiry transaction, the POS device will initiate an Update transaction by displaying your NPI or Medicaid Provider ID depending on whichever was originally entered.

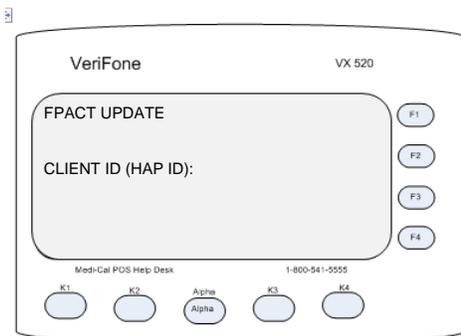
You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



16.1 Medicaid Provider ID

If you choose to update client data after performing a successful FPACT Inquiry transaction, the POS device will initiate an Update transaction by displaying your NPI or Medicaid Provider ID depending on whichever was originally entered.

You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



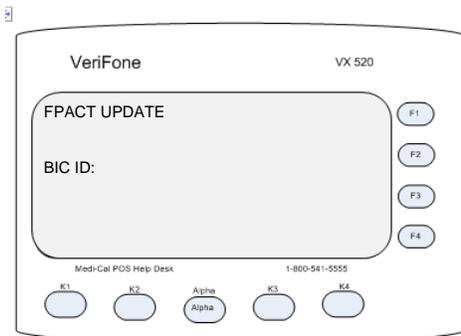
17. Client ID (HAP ID) (required)

The POS device will prompt you to enter the Client ID. If the screen already displays the Client ID, press <ENTER> to accept the displayed value. Otherwise, type the Client ID and press <ENTER>.

If the Client ID for this step is obtained from the client's HAP card, the device will prompt you to also enter the client's BIC ID. This is optional.

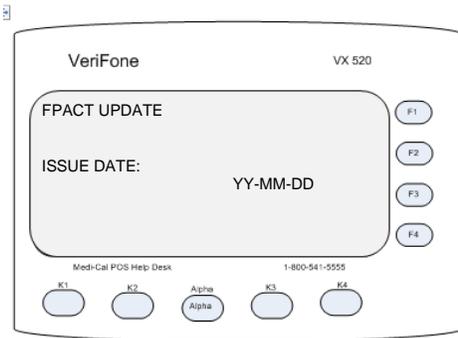
If the Client ID is obtained from the BIC, the device will skip to the Issue Date screen (step 17.2).

Note: You must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.



17.1 BIC ID

If you entered or accepted a HAP card ID in step 17, the POS device will prompt you to enter the BIC ID. If the Family PACT client has a BIC, type the BIC ID and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

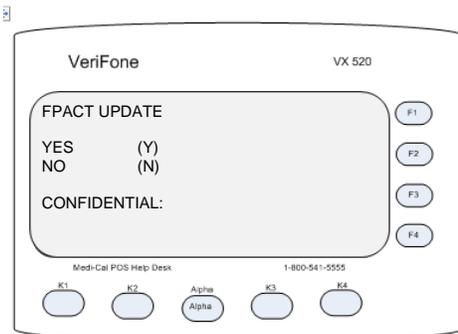


17.2 Issue Date:

If you entered a HAP ID number in step 17 (Client ID) and bypassed step 17.1 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the issue date.

If you entered a BIC ID number in step 17 (Client ID) or step 17.1 (BIC ID), type the BIC issue date in the format YY-MM-DD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826." Do not include hyphens; they will appear automatically.

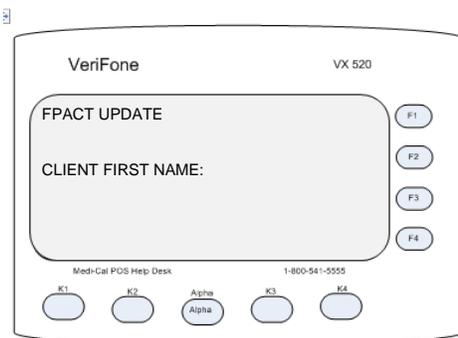
If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.



18. Confidentiality (required)

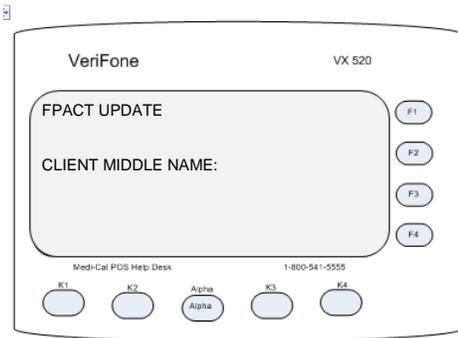
The POS device will prompt you to indicate whether the client requests confidentiality from his/her partner, spouse and/or parent. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

Note: Only type "Y" in this step if the client indicates on form DHCS 4461 that the family planning services must be confidential.



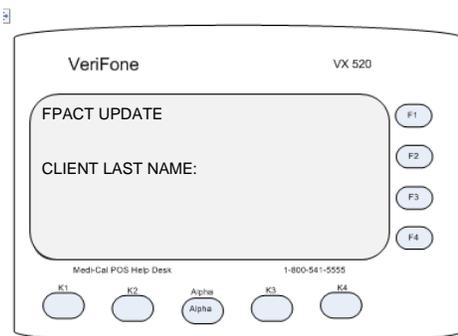
19. Client First Name (optional)

The POS device will prompt you to enter the client's first name. Type the first name and press <ENTER> or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.



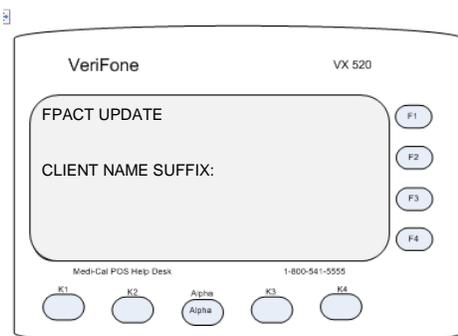
20. Client Middle Name (optional)

The POS device will prompt you to enter the client's middle name. Type the middle name and press <ENTER> or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.



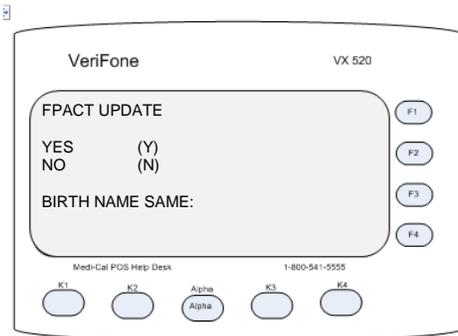
21. Client Last Name (required)

The POS device will prompt you to enter the client's last name. Type the last name and press <ENTER>. You may enter up to 33 characters in this screen.



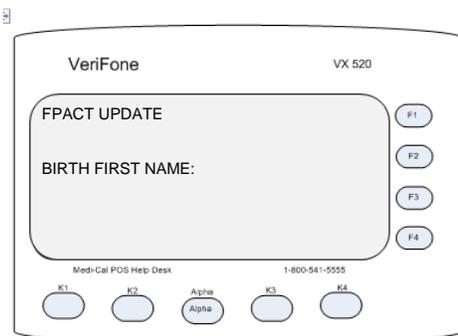
22. Client Name Suffix (optional)

The POS device will prompt you to enter the client's name suffix. Type the suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



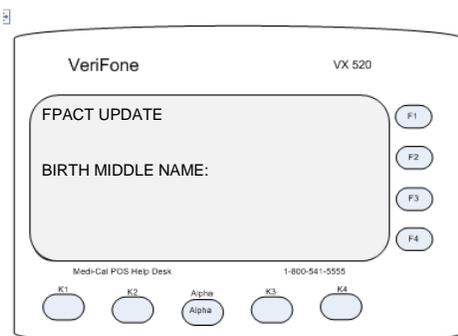
23. Birth Name Same (required)

The POS device will prompt you to indicate if the client's birth name is the same as the client's current name. Type "Y" (Yes) or "N" (No) and press <ENTER>. If you type "Y", the device will skip to the Gender screen (step 28). If you type "N", the device will display four additional screens (steps 24 – 27) for entering the client's birth name.



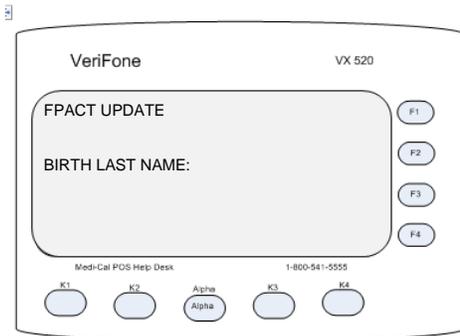
24. Birth First Name (optional)

If you entered "N" in step 23, the POS device will prompt you to enter the birth first name. Type the birth first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.



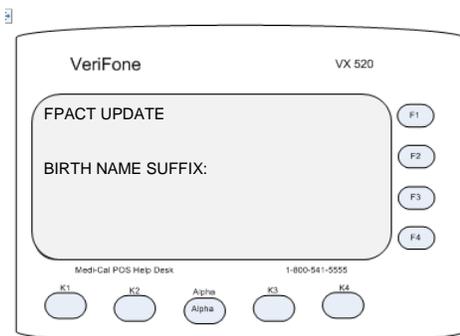
25. Birth Middle Name (optional)

If you entered "N" in step 23, the POS device will prompt you to enter the birth middle name. Type the birth middle name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.



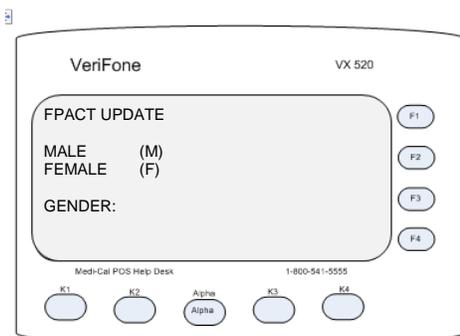
26. Birth Last Name (optional)

If you entered “N” in step 23, the POS device will prompt you to enter the birth last name. Type the birth last name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 33 characters in this screen.



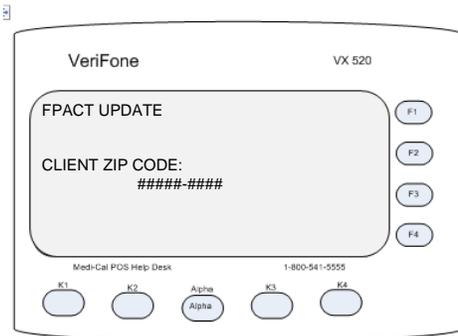
27. Birth Name Suffix (optional)

If you entered “N” in step 13, the POS device will prompt you to enter the birth name suffix. Type the birth name suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



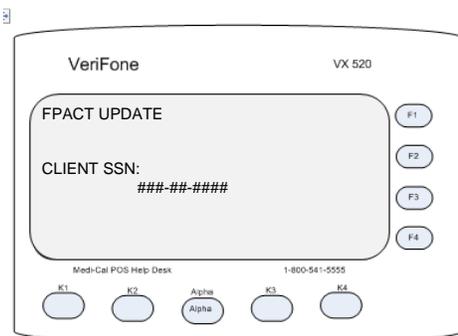
28. Gender (required)

The POS device will prompt you to enter the client’s gender. Press <ENTER> to accept the displayed value or type “M” (Male) or “F” (Female) and press <ENTER>. If you type “F” in this step, the device will display an additional screen, the Number of Births screen (step 32).



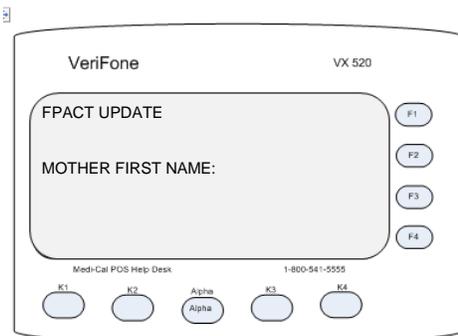
29. Client Zip Code (required)

The POS device will prompt you to enter the client's zip code. Type the client's zip code and press <ENTER>. You may enter five or nine digits in this screen.



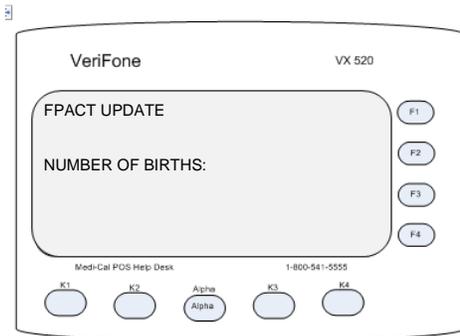
30. Client SSN (requested)

The POS device will prompt you to enter the client's Social Security Number (SSN). Type the client's SSN and press <ENTER>, or press <ENTER> to bypass this screen. You must enter exactly nine digits in this screen.



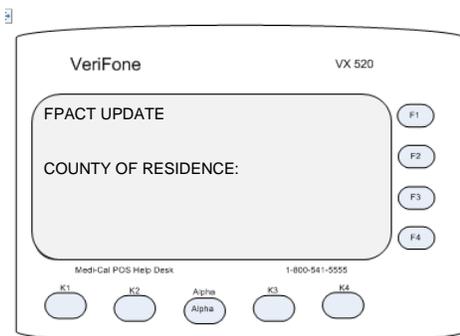
31. Mother's First Name (optional)

The POS device will prompt you to enter the mother's first name. Type the mother's first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.



32. Number of Live Births (required if gender = F)

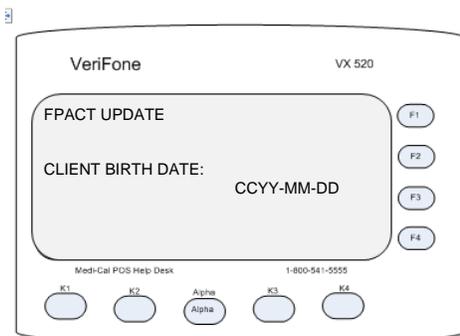
If you indicated “Female” in step 28, the POS device will prompt you for the number of live births. The user must input a number, from 0 through 99, indicating the number of live births and then press <ENTER>.



33. County of Residence (required)

The POS device will prompt you to enter the California county of residence. Type the two-digit county code (such as “34” for Sacramento county) and press <ENTER>.

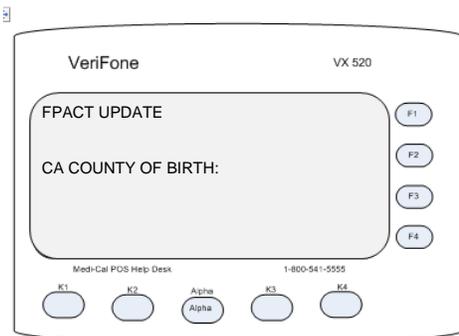
Note: County codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



34. Client Birth Date (required)

The POS device will prompt you to enter the client birth date. Press <ENTER> to accept the displayed date or type the birth date in the format CCYY-MM-DD and press <ENTER>.

For example, type “19860130” for January 30, 1986. Do not include hyphens; they will appear automatically.

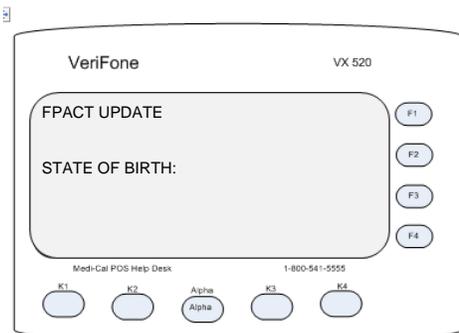


35. California County of Birth (required)

The POS device will prompt you to enter the county of birth code. Type the two-digit county code (such as “34” for Sacramento county) and press <ENTER>.

If you type “99” (which indicates “unknown”), the State of Birth screen (step 36) will be the next screen displayed. If you type any other valid county code, the Race/Ethnicity screen (step 38) will be the next screen displayed.

Note: County codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

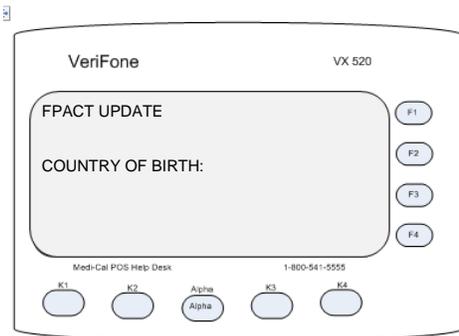


36. State of Birth (required if CA County of Birth code = 99)

If you typed “99” in step 35 (CA County of Birth), the POS device will prompt you to enter the state of birth code. Type the two-digit numeric state code (such as “12” for Idaho) and press <ENTER>.

If you type “99” (which indicates “unknown”), the Country of Birth screen (step 37) will be the next screen displayed. If you type any other valid state code, the Race/Ethnicity screen (step 38) will be the next screen displayed.

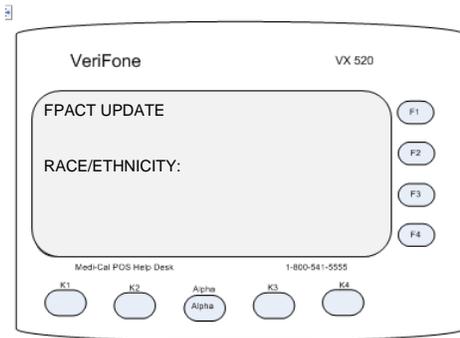
Note: State codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



37. Country of Birth (required if State of Birth code = 99)

If you typed “99” in step 36 (State of Birth), the POS device will prompt you to enter the country of birth code. Type the two-digit country code (such as “26” for South Korea) and press <ENTER>.

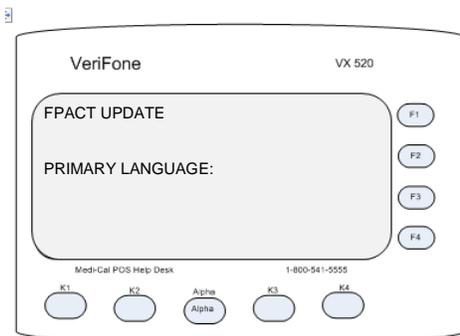
Note: Country codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



38. Race/Ethnicity (required)

The POS device will prompt you to enter a race/ethnicity code. Type the race/ethnicity code and press <ENTER>.

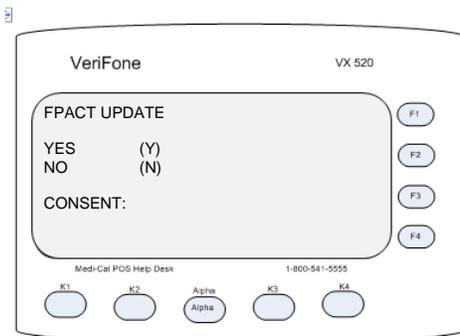
Note: Race/ethnicity codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form (DHCS 4461)*.



39. Primary Language (required)

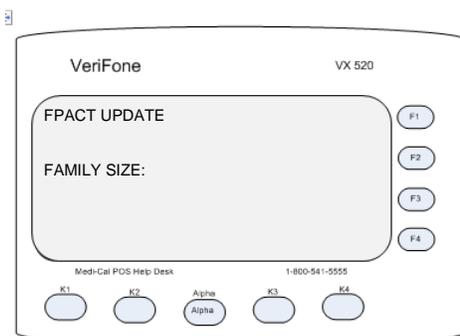
The POS device will prompt you to enter a primary language code. Type the primary language code and press <ENTER>.

Note: Primary language codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form (DHCS 4461)*.



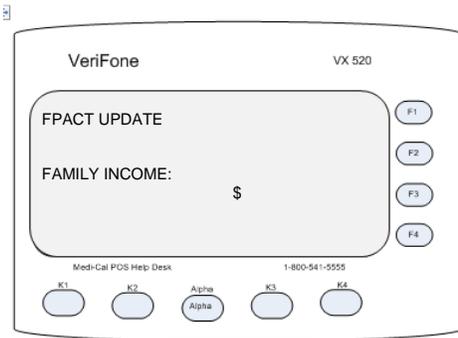
40. Consent (required)

The POS device will prompt you to indicate whether the client consented to share family planning information. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.



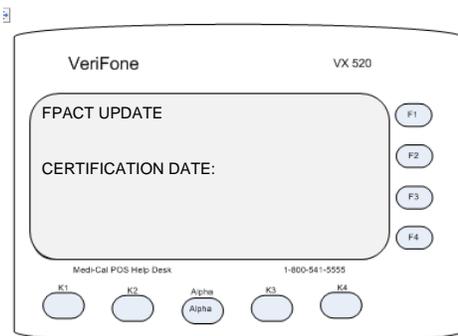
41. Family Size (required)

The POS device will prompt you to enter the family size. Type the total number of basic family unit members (from page 2 of form DHCS 4461) and press <ENTER>.



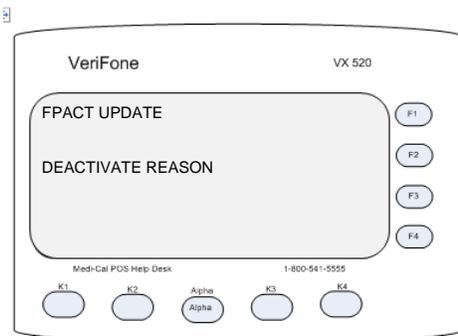
42. Family Income (required)

The POS device will prompt you to enter the family income. Enter the total gross monthly income (from page 2 of form DHCS 4461) and press <ENTER>. Use whole dollars only. The gross monthly income may be up to five digits.



43. Certification Date (required)

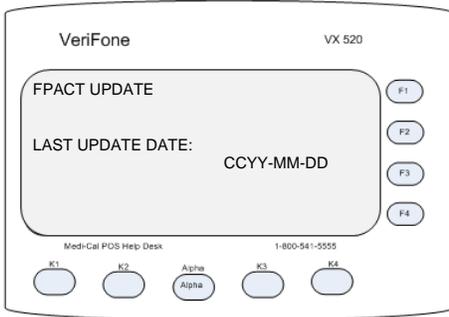
The POS device will display the client's certification date in read-only mode. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



44. Deactivate Reason

The POS device will display the Deactivate reason screen. No data entry is required or accepted. Press <ENTER> or <K2> (NEXT) to continue.

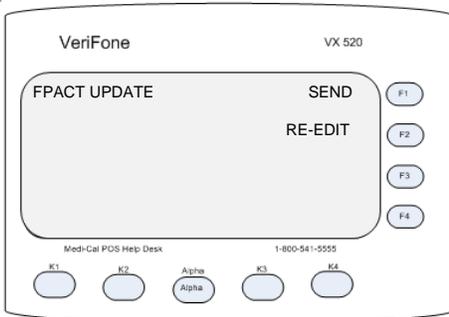
U2



45. Last Update Date

The POS device will display the client's last update date in read-only mode. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.

U2

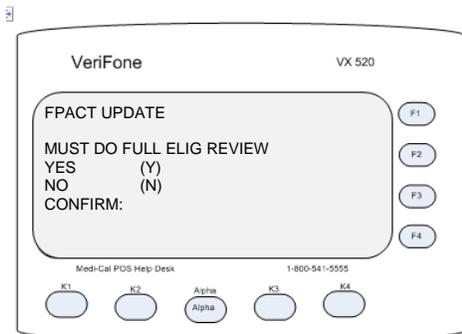


46. Send/Re-Edit Screen

After all Update transaction screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your Update transaction.
- Press <F2> (RE-EDIT) to edit your entries.

Update-Recertify Transaction

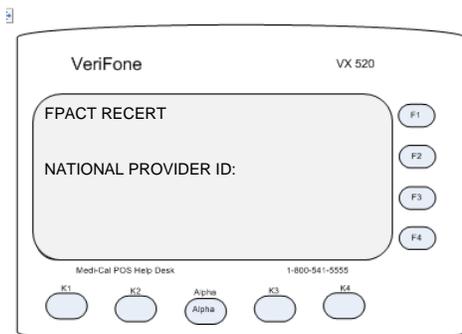


1. Full Eligibility Review

If you chose to recertify a client after performing an FPACT Update-Inquiry transaction, the POS device will initiate an Update-Recertify transaction.

The POS device will remind you that you must complete a full eligibility review. Type "Y" (Yes) and press <ENTER> to confirm and begin the Update-Recertify transaction.

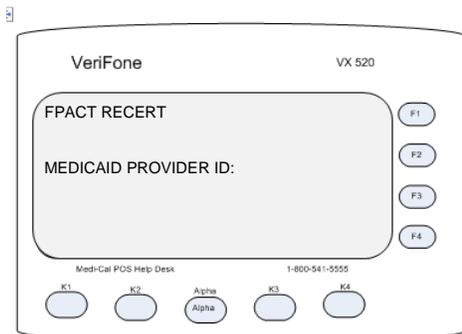
If you do not wish to complete a full eligibility review, type "N" (No) and press <ENTER>. The POS device will return you to the Provider Number screen (step 3) of the inquiry portion of the FPACT Update transaction, where you can review the client's data. You can scroll through the data by pressing the <K2> (NEXT) and <K1> (PREV) keys, but you cannot update the data or recertify the client.



2. National Provider ID (required)

If you choose to update client data after performing a successful FPACT Inquiry transaction, the POS device will initiate an Inquiry-Update transaction by displaying your NPI or Medicaid Provider ID depending on whichever was originally entered.

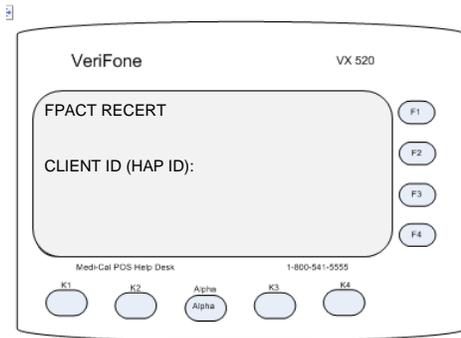
You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



2.1 Medicaid Provider ID

If you choose to update client data after performing a successful FPACT Inquiry transaction, the POS device will initiate an Inquiry-Update transaction by displaying your NPI or Medicaid Provider ID depending on whichever was originally entered.

You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



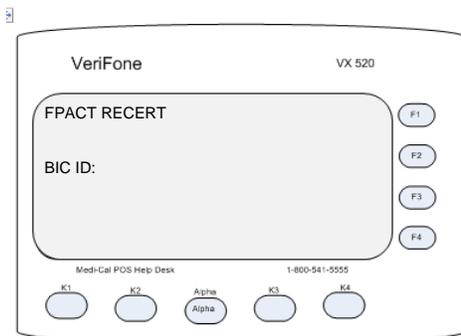
3. Client ID (HAP ID) (required)

The POS device will prompt you to enter the Client ID. If the screen already displays the Client ID, press <ENTER> to accept the displayed value. Otherwise, type the Client ID and press <ENTER>.

If the Client ID for this step is obtained from the client's HAP card, the device will prompt you to also enter the client's BIC ID. This is optional.

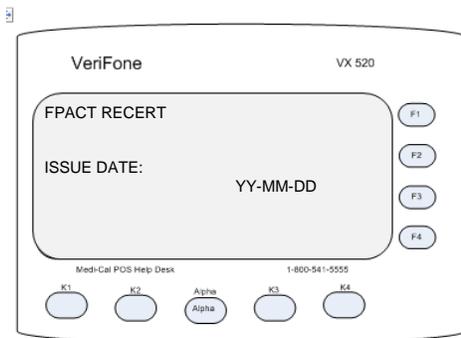
If the Client ID is obtained from the BIC, the device will skip to the Issue Date screen (step 3.2).

Note: You must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions.



3.1 BIC ID

If you entered or accepted a HAP card ID in step 3, the POS device will prompt you to enter the BIC ID. If the Family PACT client has a BIC, type the BIC ID and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

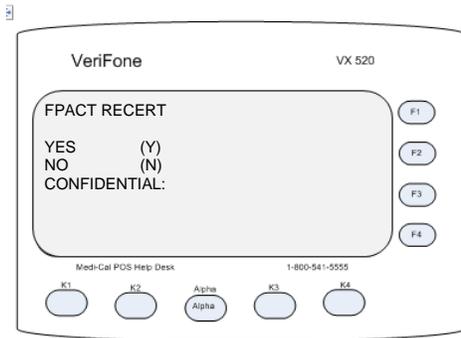


3.2 Issue Date

If you entered a HAP ID number in step 3 (Client ID) and bypassed step 3.1 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the issue date.

If you entered a BIC ID in step 3 (Client ID) or step 3.1 (BIC ID), type the BIC issue date in the format YY-MM-DD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826". Do not include hyphens; they will appear automatically.

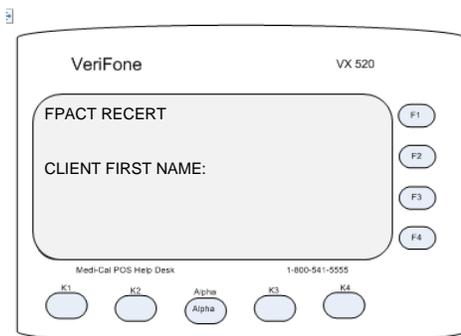
If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.



4. Confidentiality (required)

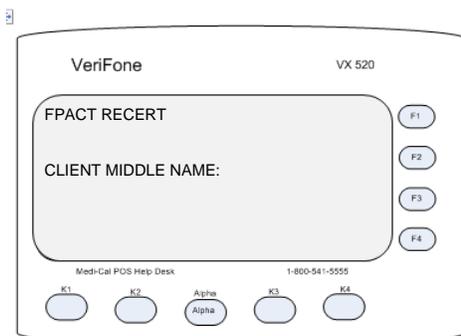
The POS device will prompt you to indicate whether the client requests confidentiality from his/her partner, spouse and/or parent. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.

Note: Only type "Y" in this step if the client indicates on form DHCS 4461 that the family planning services must be confidential.



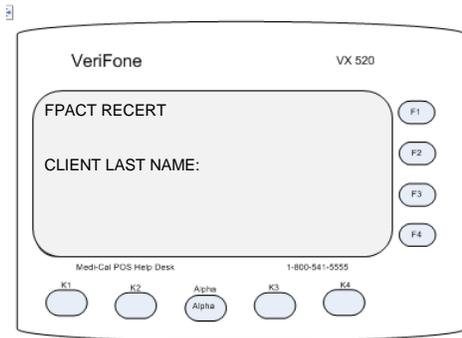
5. Client First Name (optional)

The POS device will prompt you to enter the client's first name. Type the first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.



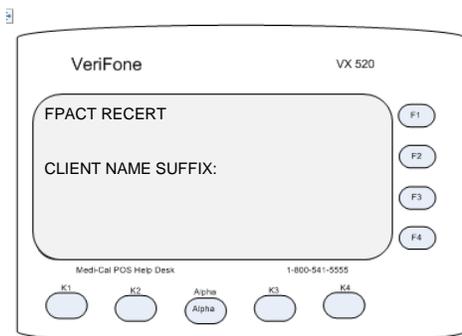
6. Client Middle Name (optional)

The POS device will prompt you to enter the client's middle name. Type the middle name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.



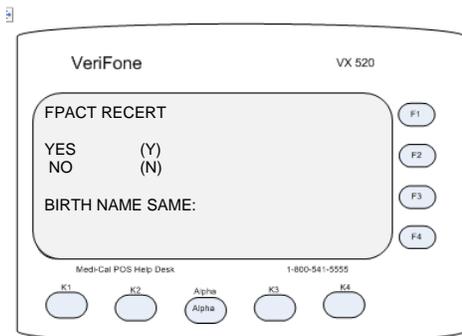
7. Client Last Name (required)

The POS device will prompt you to enter the client's last name. Type the last name and press <ENTER>. You may enter up to 33 characters in this screen.



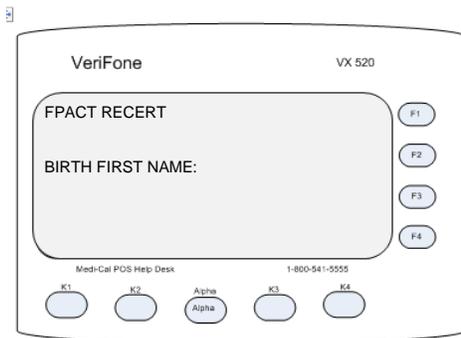
8. Client Name Suffix (optional)

The POS device will prompt you to enter the client's name suffix. Type the suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



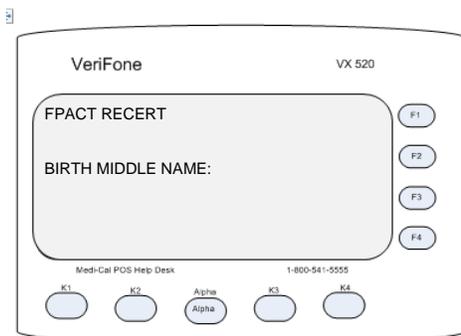
9. Birth Name Same (required)

The POS device will prompt you to indicate if the client's birth name is the same as the client's current name. Type "Y" (Yes) or "N" (No) and press <ENTER>. If you type "Y", the device will skip to the Gender screen (step 14). If you type "N", the device will display four additional screens (steps 10 – 13) for entering the client's birth name.



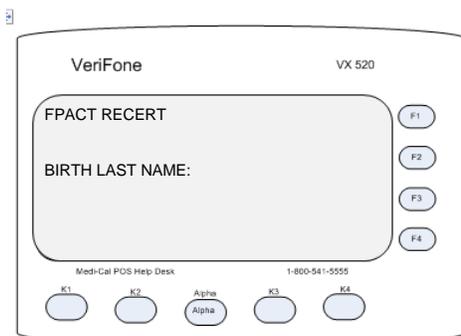
10. Birth First Name (optional)

If you entered "N" in step 9, the POS device will prompt you to enter the birth first name. Type the birth first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.



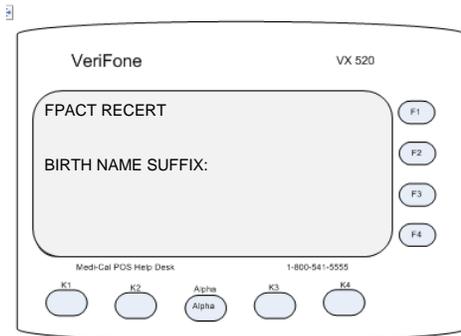
11. Birth Middle Name (optional)

If you entered "N" in step 9, the POS device will prompt you to enter the birth middle name. Type the birth middle name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 18 characters in this screen.



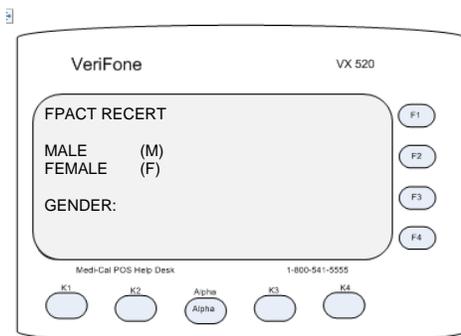
12. Birth Last Name (optional)

If you entered "N" in step 9, the POS device will prompt you to enter the birth last name. Type the birth last name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 33 characters in this screen.



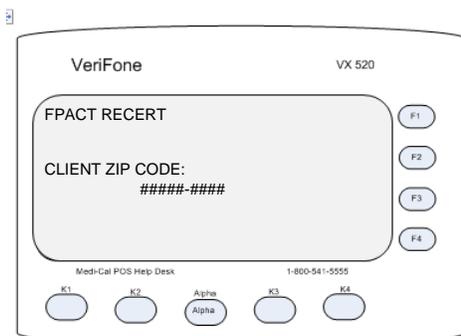
13. Birth Name Suffix (optional)

If you entered “N” in step 9, the POS device will prompt you to enter the birth name suffix. Type the birth name suffix and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to three characters in this screen. Valid entries are JR, JR., SR, SR., I, II, III, IV and V.



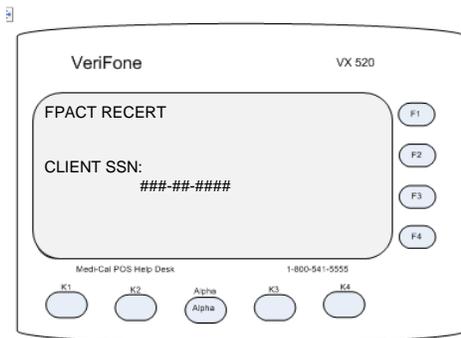
14. Gender (required)

The POS device will prompt you to enter the client’s gender. Press <ENTER> to accept the displayed value or type “M” (Male) or “F” (Female) and press <ENTER>. If you type “F” in this step, the device will display an additional screen, the Number of Births screen (step 18).



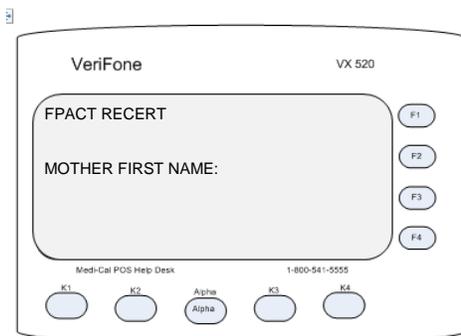
15. Client ZIP Code (required)

The POS device will prompt you to enter the client’s ZIP code. Type the client’s ZIP code and press <ENTER>. You may enter five or nine digits in this screen.



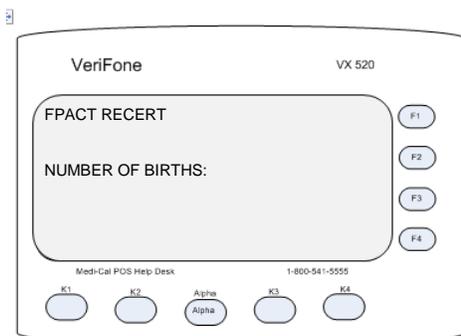
16. Client SSN (requested)

The POS device will prompt you to enter the client's Social Security Number (SSN). Type the client's SSN and press <ENTER>, or press <ENTER> to bypass this screen. You must enter exactly nine digits in this screen.



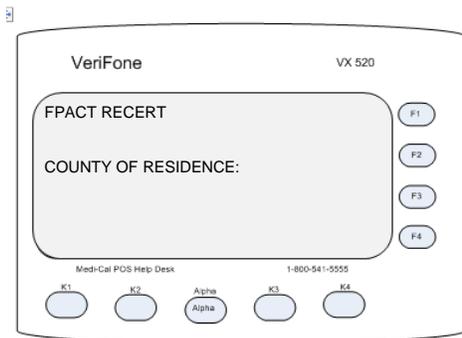
17. Mother's First Name (optional)

The POS device will prompt you to enter the mother's first name. Type the mother's first name and press <ENTER>, or press <ENTER> to bypass this screen. You may enter up to 25 characters in this screen.



18. Number of Live Births (required if gender = F)

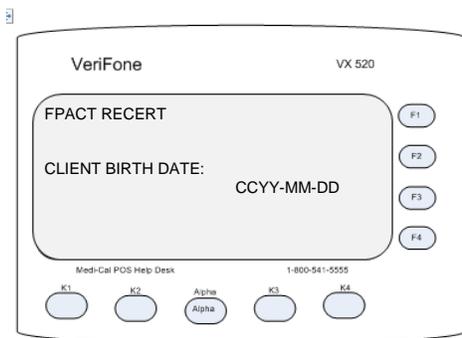
If you indicated "Female" in step 14, the POS device will prompt you for the number of live births. The user must input a number, from 0 through 99, indicating the number of live births and then press <ENTER>.



19. County of Residence (required)

The POS device will prompt you to enter the California county of residence. Type the two-digit county code (such as “34” for Sacramento county) and press <ENTER>.

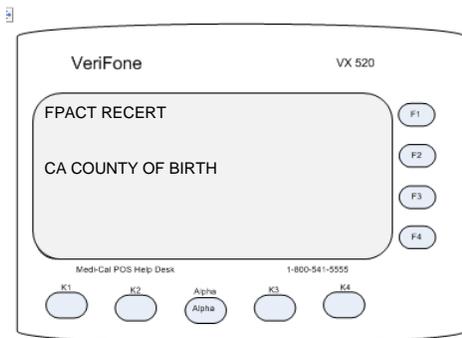
Note: County codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.



20. Client Birth Date (required)

The POS device will prompt you to enter the client birth date. Press <ENTER> to accept the displayed date or type the birth date in the format CCYY-MM-DD and press <ENTER>.

For example, type “19860130” for January 30, 1986. Do not include hyphens; they will appear automatically.

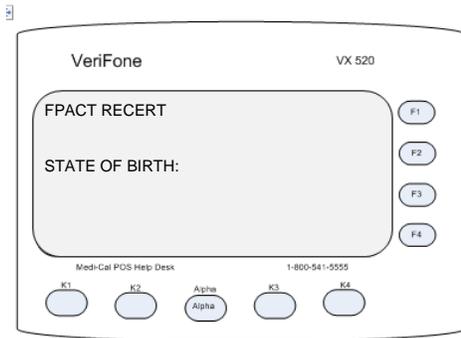


21. California County of Birth (required)

The POS device will prompt you to enter the county of birth code. Type the two-digit county code (such as “34” for Sacramento county) and press <ENTER>.

If you type “99” (which indicates “unknown”), the State of Birth screen (step 22) will be the next screen displayed. If you type any other valid county code, the Race/Ethnicity screen (step 24) will be the next screen displayed.

Note: County codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation* section of the *Family PACT Policy, Procedures and Billing Instructions* manual.

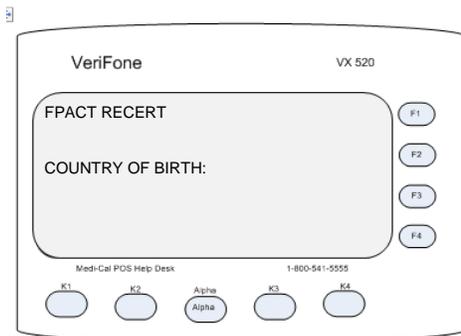


22. State of Birth (required if CA County of Birth code = 99)

If you typed "99" in step 21 (CA County of Birth), the POS device will prompt you to enter the state of birth code. Type the two-digit numeric state code (such as "12" for Idaho) and press <ENTER>.

If you type "99" (which indicates "unknown"), the Country of Birth screen (step 23) will be the next screen displayed. If you type any other valid state code, the Race/Ethnicity screen (step 24) will be the next screen displayed.

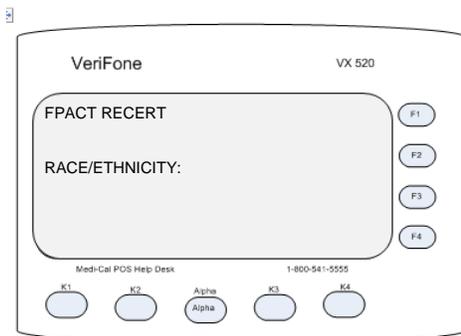
Note: State codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation section of the Family PACT Policy, Procedures and Billing Instructions manual.*



23. Country of Birth (required if State of Birth code = 99)

If you typed "99" in step 23 (State of Birth), the POS device will prompt you to enter the country of birth code. Type the two-digit country code (such as "26" for South Korea) and press <ENTER>.

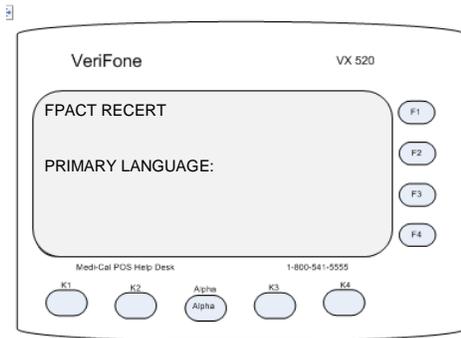
Note: Country codes are listed in the *Client Eligibility Certification (CEC) and HAP Card Activation section of the Family PACT Policy, Procedures and Billing Instructions manual.*



24. Race/Ethnicity (required)

The POS device will prompt you to enter a race/ethnicity code. Type the race/ethnicity code and press <ENTER>.

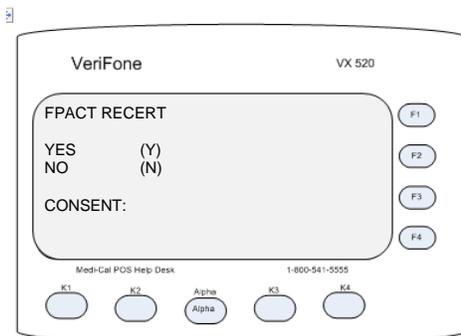
Note: Race/ethnicity codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form (DHCS 4461).*



25. Primary Language (required)

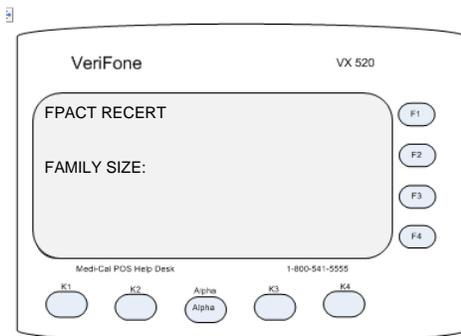
The POS device will prompt you to enter a primary language code. Type the primary language code and press <ENTER>.

Note: Primary language codes are listed on the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC) form (DHCS 4461)*.



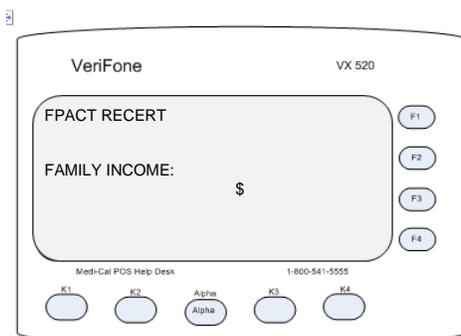
26. Consent (required)

The POS device will prompt you to indicate whether the client consented to share family planning information. Press <ENTER> to accept the displayed value, or make any corrections and press <ENTER>.



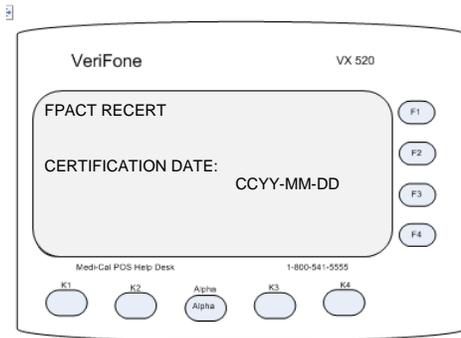
27. Family Size (required)

The POS device will prompt you to enter the family size. Type the total number of basic family unit members (from page 2 of form DHCS 4461) and press <ENTER>.



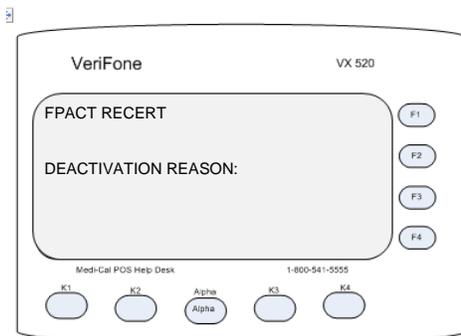
28. Family Income (required)

The POS device will prompt you to enter the family income. Enter the total gross monthly income (from page 2 of form DHCS 4461) and press <ENTER>. Use whole dollars only. The gross monthly income may be up to five digits.



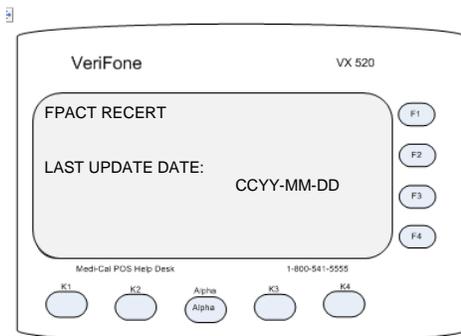
29. Certification Date (required)

The POS device will prompt you to enter the client's certification date. Type the certification date and press <ENTER>.



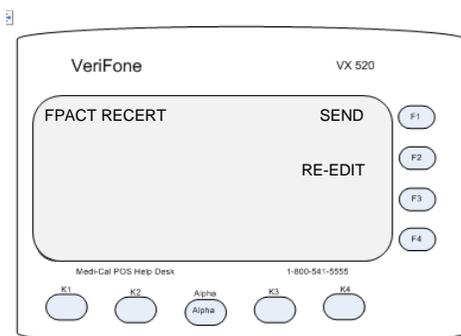
30. Deactivate Reason

The POS device will display the Deactivate Reason screen. No data entry is required or accepted. Press <ENTER> or <K2> (NEXT) to continue.



31. Last Update Date

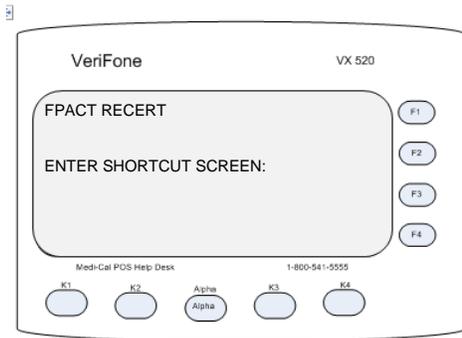
The POS device will display the client's last update date in read-only mode. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



32. Send/Re-Edit Screen

After all Update-Recertify screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your Update-Recertify transaction. Continue at step 34.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 33.

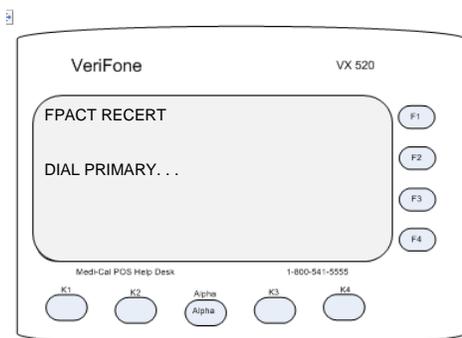


33. Re-Edit

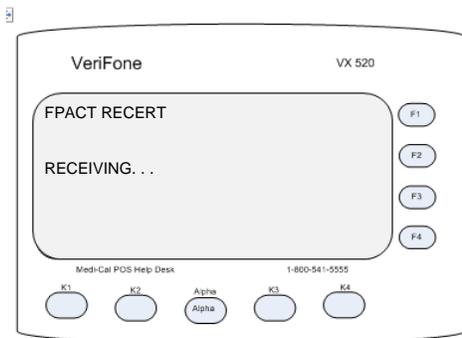
If you pressed <F2> (RE-EDIT) in step 32, the POS device will return you to the Shortcut Key screen. You can scroll through the screens of your Update-Recertify transaction by pressing the <K2> (NEXT) and <K1> (PREV) keys.

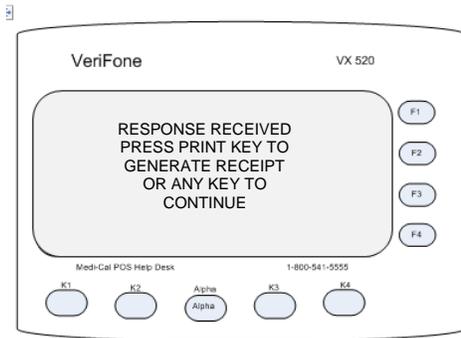
To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <K2> (NEXT) or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.



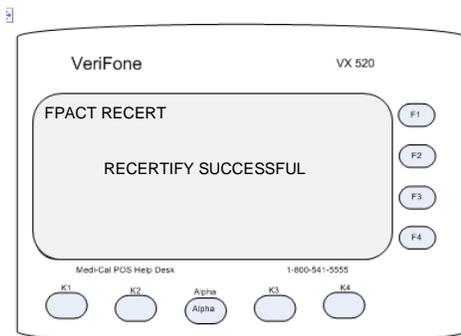
34. Several screens display, including the screens at left, while the transaction is processing.





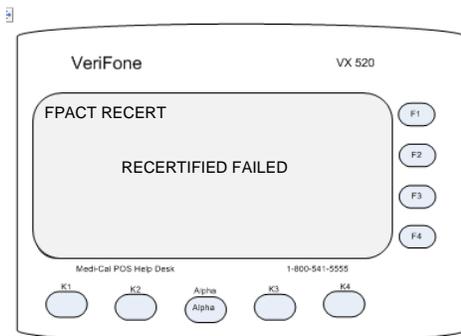
35. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <K3> (PRINT) on the keypad or <PrtSc> on the keyboard.



36. Recertification Successful

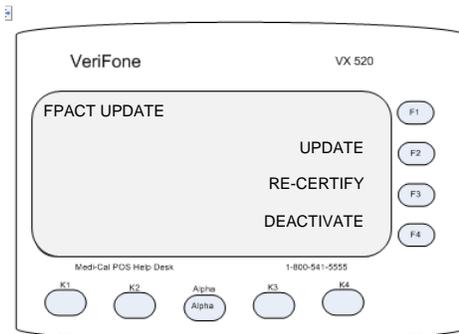
If the Update-Recertify transaction is successful, the POS device will display the message "RECERTIFY SUCCESSFUL."



37. Recertification Unsuccessful

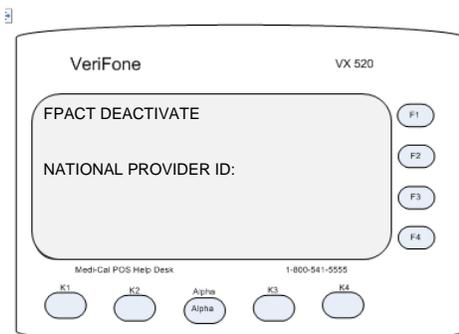
If the Update-Recertify transaction is unsuccessful, the POS device will display the message "RECERTIFIED FAILED."

Update-Deactivate Transaction



1. FPACK Update Menu

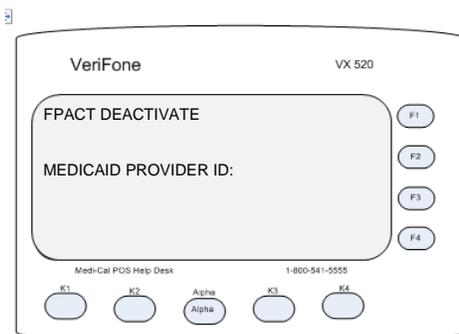
An Update-Deactivate transaction begins with an Update-Inquiry transaction. A successful Update-Inquiry transaction will take you to the FPACK Update Menu. Select “DEACTIVATE” by pressing the corresponding function <F> key. In this example, press <F4>.



2. National Provider ID (required)

If you choose to update client data after performing a successful FPACK Inquiry transaction, the POS device will initiate an Inquiry-Update transaction by displaying your NPI or Medicaid Provider ID depending on whichever was originally entered.

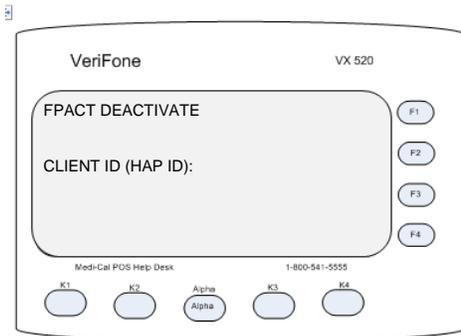
You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



2.1 Medicaid Provider ID

If you choose to update client data after performing a successful FPACK Inquiry transaction, the POS device will initiate an Inquiry-Update transaction by displaying your NPI or Medicaid Provider ID depending on whichever was originally entered.

You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



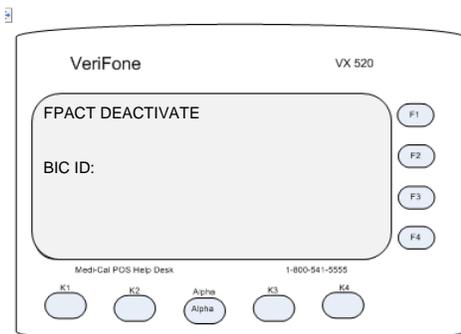
3. Client ID (HAP ID) (required)

The POS device will prompt you to enter the Client ID. If the screen already displays the Client ID, press <ENTER> to accept the displayed value. Otherwise, type the Client ID and press <ENTER>.

If the Client ID for this step is obtained from the client's HAP card, the device will prompt you to also enter the client's BIC ID. This is optional.

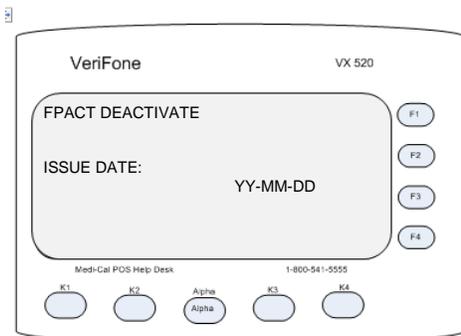
If the Client ID is obtained from the BIC, the device will skip to the Issue Date screen (step 3.2).

Note: You must swipe a HAP card or enter a HAP ID to perform a Family PACT transaction. BICs are not valid for Family PACT transactions



3.1 BIC ID

If you entered or accepted a HAP card ID in step 3, the POS device will prompt you to enter the BIC ID. If the Family PACT client has a BIC, type the BIC ID and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

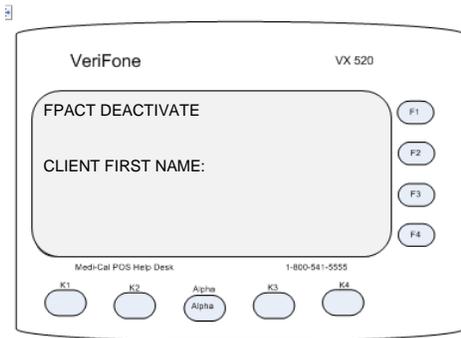


3.2 Issue Date

If you entered a HAP ID number in step 3 (Client ID) and bypassed step 3.1 (BIC ID), the device will skip this step. Otherwise, the POS device will prompt you for the issue date.

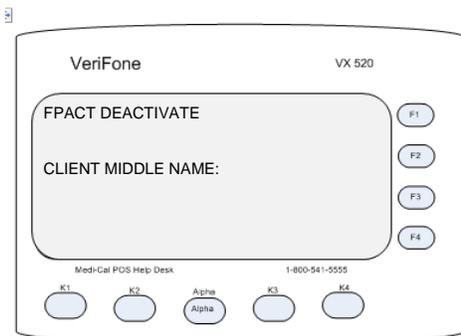
If you entered a BIC ID number in step 3 (Client ID) or step 3.1 (BIC ID), type the BIC issue date in the format YY-MM-DD and press <ENTER>. For example, if the date of issue is August 26, 2001, type "010826." Do not include hyphens; they will appear automatically.

If you swiped a BIC to begin this transaction, the screen automatically displays the BIC issue date. Press <ENTER> to accept the displayed value.



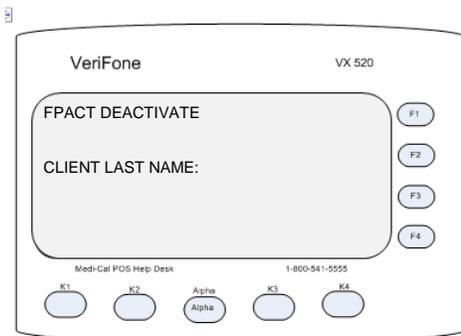
4. Client First Name (optional)

The POS device will display the client's first name in read-only mode. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



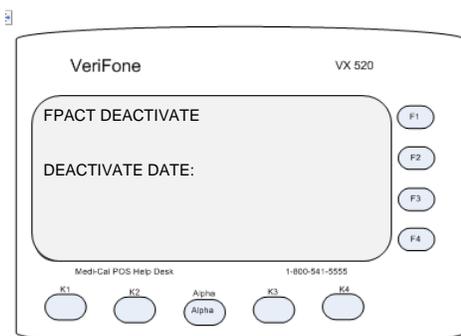
5. Client Middle Name (optional)

The POS device will display the client's middle name in read-only mode. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



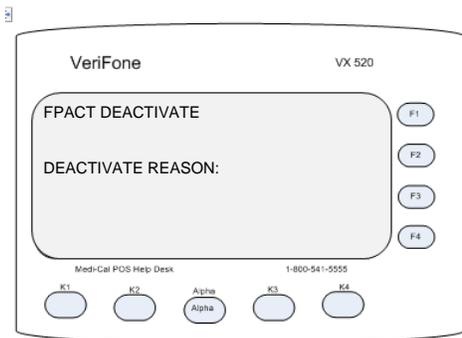
6. Client Last Name (required)

The POS device will display the client's last name in read-only mode. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



7. Deactivate Date

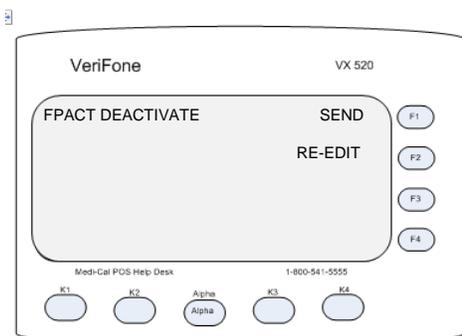
The POS device will display the current date in this screen by default unless the client is already deactivated. If the client is already deactivated, the device will display the deactivated date. You cannot change this data. Press <ENTER> or <K2> (NEXT) to continue.



8. Deactivate Reason

The POS device will prompt you to enter a deactivation reason code. Type the two-digit code and press <ENTER>.

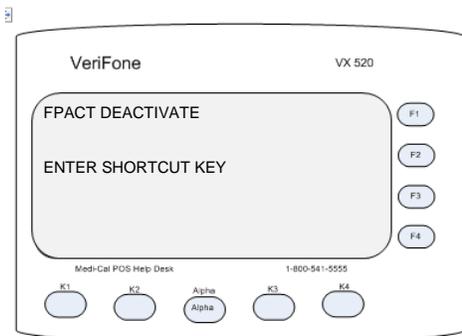
Note: Deactivation reason codes are listed on subsequent page of this section.



9. Send/Re-Edit Screen

After all update-deactivate screens have been completed, the Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your Update-Deactivate transaction. Continue at step 11.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 10.

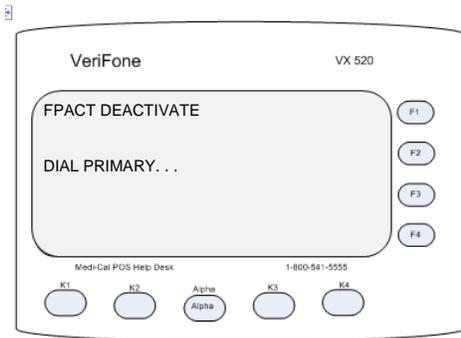


10. Re-Edit

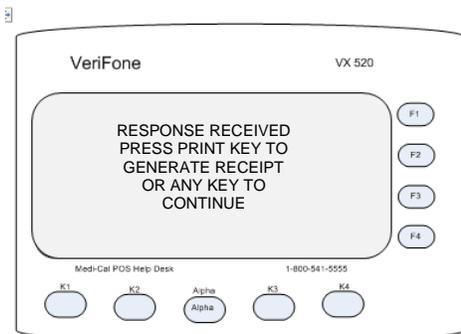
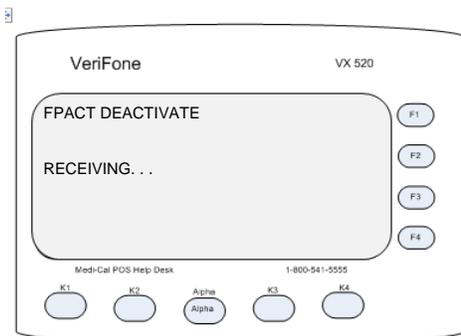
If you pressed <F2> (RE-EDIT) in step 9, the POS device will return you to the Shortcut Key screen. You can scroll through the screens of your Update-Deactivate transaction by pressing the <K2> (NEXT) and <K1> (PREV) keys.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <K2> (NEXT) or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

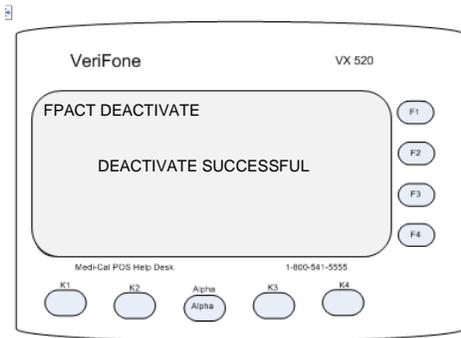


11. Several screens display, including the screens at left, while the transaction is processing.



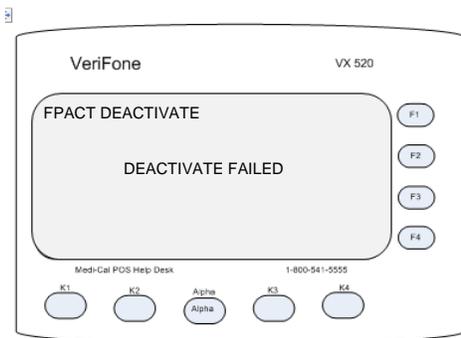
12. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <K3> (PRINT) on the keypad or <PrtSc> on the keyboard.



13. Deactivation Successful

If the Update-Deactivate transaction is successful, the POS device will display the message “DEACTIVATE SUCCESSFUL.”



14. Deactivation Unsuccessful

If the Update-Deactivate transaction is unsuccessful, the POS device will display the message “DEACTIVATE FAILED.”

Deactivation Reason Codes

<u>Code</u>	<u>Reason</u>
01	Not resident of California
02	Over 200 percent of poverty level
03	Sterilized, no longer contracepting
04	Health insurance coverage for family planning services
05	Full-scope Medi-Cal (does not have an unmet Share of Cost)
06	Permanent deactivation of HAP card (lost/stolen)
86	Office of Family Planning permanent deactivation
87	Office of Family Planning rescinded permanent deactivation

**System Messages and Troubleshooting
for Family PACT POS Device Transactions**

Message	Interpretation/Troubleshooting
(____) FIELD INVALID	You entered invalid information in the screen. Go to the screen in error and press <F1> (Help) for more information about what to enter in that screen.
BIRTH DATE MODIFIED TO MATCH HAP FILE	You entered an invalid birth date. If you attempt to verify eligibility with an invalid birth date, you will receive the message "No recorded eligibility." If you attempt to bill a claim with an invalid birth date, it will be denied. If a BIC is being used, the birth date must match the date on the face of the BIC. You may modify the birth date on the HAP file if a HAP card is being used.
CARD DEACTIVATED FOR FAMILY PACT; VERIFY ID OR RECERTIFY	You cannot activate a card that has been deactivated. You must recertify. Verify that the number you are activating is correct.
FAMILY PACT ACTIVATION SUCCESSFUL FOR 9XXXXXXXXX . LAST NAME (____). FAMILY PACT ELIGIBLE. EVC# [THIS IS FOR HAP]	HAP number was activated for Family PACT. All Family PACT services are covered.
FAMILY PACT SYSTEM UNAVAILABLE	The system is temporarily unavailable. Visit the home page of the Medi-Cal Web site at www.medi-cal.ca.gov to check for a POS system status message, or contact the Telephone Service Center (TSC) at 1-800-541-5555.
INVALID HAP; VERIFY ID OR CALL HAP HOTLINE	HAP ID number is not within the range of cards that have been printed. Verify that HAP ID is correct.
INVALID PROVIDER NUMBER	The provider number entered was not on file.
PROVIDER NOT CERTIFIED FOR SOFP	Providers must be certified as Family PACT providers and must be enrolled by the Medi-Cal Provider Enrollment Division with a Category of Service of 11.
PROVIDER NOT VALID FOR CERT DATE	You cannot activate clients before the date you were enrolled in the Family PACT program.
XXXXXXXXXX IS ALREADY FAMILY PACT ACTIVE; VERIFY ID OR CALL HAP HOTLINE	The ID was already activated. This message sometimes displays after receiving a time-out on activation and then sending the activation again. Perform an FPACT inquiry transaction to verify the information.
PAST DUE FOR RECERT – RECERT NOW? (Y/N)	The Client ID has expired for Family PACT eligibility. If you receive this message and wish to modify data, you must complete the recertification process with the client and indicate "Yes" in this prompt. If you indicate "No," you will be allowed to view the data but you will not be allowed to modify it.
SUBSCRIBER DEACTIVATED RECERTIFY NOW? (Y/N)	The client has been deactivated. You must complete the recertification process if you need to update the Family PACT information.

device system fpact
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Message	Interpretation/Troubleshooting
PERM DEACTIVATED ONLY HAP CAN UPDATE	The client has been permanently deactivated. You may view the client's Family PACT information, but you cannot update it or recertify the client. If you have questions, call the TSC at 1-800-541-5555, option 4, followed by option 2.
PLEASE CORRECT BIRTH DATE AND TRY AGAIN.	The birth date entered for an Update transaction is invalid. You can return to the Family PACT Menu and perform an Inquiry transaction to view the birth date on file. You are allowed to update the birth date for a HAP client if it is incorrect.
CARD EXPIRED FOR FAMILY PACT; VERIFY ID OR RECERTIFY.	The one-year period of eligibility has expired. Verify that the ID was entered correctly. Recertification must be performed in order to renew the client's Family PACT eligibility.
RECORD MODIFIED SINCE LAST INQUIRY. PLEASE START UPDATE OVER.	Once an Update transaction has been performed, you must return to the Family PACT Menu and choose "INQUIRY" or "UPDATE" again if you need to make additional changes. This ensures that you obtain the most current information.
RECORD MODIFIED SINCE LAST INQUIRY. PLEASE START RECERT OVER.	Once a Recertification transaction has been performed, you must return to the Family PACT Menu and choose "INQUIRY" or "UPDATE" again if you need to make more changes. This ensures that you obtain the most current information.
RECORD MODIFIED SINCE LAST INQUIRY. PLEASE START DEACT OVER.	Once a Deactivation transaction has been performed, you must return to the Family PACT Menu and choose "INQUIRY" or "UPDATE" again if you need to make more changes. This ensures that you obtain the most current information.
HAP NOT FAMILY PACT ACTIVE.	You are performing an Inquiry or Update transaction for a HAP ID that is not on file. Verify that the ID number was entered correctly.
CERTIFICATION DATE PRIOR TO DEACTIVATION DATE.	You cannot recertify a deactivated client for a date that is before the deactivation date. The certification date must be after the deactivation date.