

## Health Access Programs (HAP) Cards

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

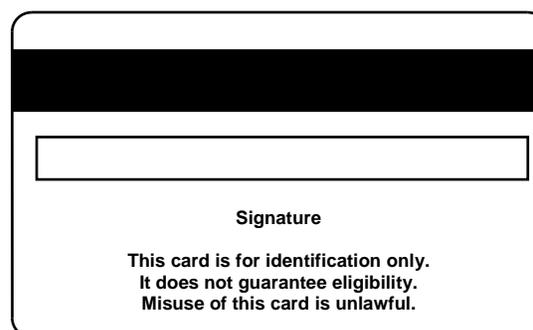
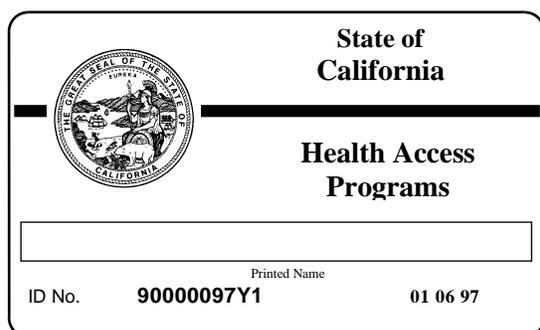
### HAP ID Number

The teal blue HAP card is preprinted with an ID number that does not become activated until the provider links with the California Medicaid Management Information System (MMIS) Fiscal Intermediary (FI) through the Automated Eligibility Verification System (AEVS) or the internet. The provider's claim, as well as claims from any other providers, including other rendering providers, pharmacies or laboratories, will be denied if the HAP card is not activated. Each Family Planning, Access, Care and Treatment (Family PACT) client should have only one HAP ID number.

A supply of pre-numbered, sequential HAP cards are issued to providers after their enrollment in the Family PACT Program. These cards are used to activate clients upon certification of enrollment into the Family PACT Program. Family PACT tracks sequential cards by activation and date of service. HAP cards must not be used by any other site than the assigned site in which the cards were distributed. Any sharing of HAP cards may result in the denial of additional cards.

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

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



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### Client Without HAP Cards

If the client presents without a HAP card, but is known to have had one, attempt to contact the previous Family PACT provider for the HAP card number and fill out a HAP replacement card with the client's name and existing HAP number. Do not issue another pre-numbered HAP card. The re-certifying provider may do an "Inquiry" transaction with the HAP number to verify the name and other client information submitted at the last certification. Refer to "Replacement Card" on this page.

### Replacement Card

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

The following is an example of a replacement HAP card.

The image shows a replacement HAP card for the State of California. It features the state seal on the left and the text "State of California" and "Health Access Programs" on the right. There are two blank lines for the client's name, with "Printed Name" centered below them. At the bottom, it says "(Existing ID No.)" followed by the number "01 06 97".

The image shows the signature area of the replacement HAP card. It has a large blank rectangular box for a signature. Below the box, the text reads "Signature" and "This card is for identification only. It does not guarantee eligibility. Misuse of this card is unlawful."

### Additional HAP Cards

The Office of Family Planning (OFP) reviews all requests for additional HAP cards, and the number of additional cards approved will be on a case-by-case basis. Additional HAP cards may be requested by calling the Telephone Service Center (TSC) at 1-800-541-5555.

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HAP Card Distribution	All new providers are issued 200 pre-numbered, sequential HAP cards and 50 blank replacement cards. HAP cards shall be distributed only to provider locations enrolled in the Family PACT Program.
HAP Card Tracking	Providers are required to keep a record of HAP cards. Providers must maintain a record of the original HAP card number issued to each client.
Lost or Stolen Card	Providers are responsible for the safekeeping of HAP cards and must store them securely. OFP tracks sequential cards by activation and date of service. Cards issued and activated are traced and will determine the ability of a provider to receive additional cards when requested. Cards that are lost by the provider may lead to a denial of additional cards. Lost or stolen HAP cards must be reported immediately to the TSC at 1-800-541-5555.
Unused HAP Cards	Providers are responsible to ensure unused HAP cards are returned to the FI at the time of voluntary or involuntary disenrollment from Family PACT. Unused HAP cards must be packaged with a cover letter, including the provider number or National Provider Identifier (NPI) used to order the cards, and returned by UPS or a similar service to the FI at:  California MMIS Fiscal Intermediary Attn: Print and Distribution Center 830 Stillwater Road West Sacramento, CA 95605

**HAP Client Eligibility System**

Providers use the HAP onsite client enrollment system for certifying clients as eligible and for activating the client's HAP card. The HAP system also allows providers to inquire, update, recertify, and deactivate client eligibility. The information obtained from the *Health Access Programs Family PACT Program Client Eligibility Certification (CEC)* form (DHCS 4461) is stored in the HAP Client Eligibility System as a result of the activation process. Providers are able to use telephone AEVS or the internet to activate, inquire, update, recertify and deactivate clients

**HAP Card Activation**

To obtain reimbursement for Family PACT services, the Family PACT provider (or his/her designee) must issue and activate a HAP card at the time a client is enrolled. Activation must be on the date of service for new clients. Providers who neglect to activate a card upon certification of a client are responsible for covered services rendered. Pharmacy, laboratory or clinical providers to whom the client is referred will not be able to receive reimbursement until the HAP card is activated. Clients must not be charged for Family PACT services after certification is complete.

**Provider Service Site**

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

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## Eligibility Transactions

There are two types of eligibility transaction methods to activate a HAP card: AEVS or the Medi-Cal website at [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov).

The following eligibility transactions may be performed:

- Activate
- Inquire
- Update
- Recertify
- Deactivate

## Automated Eligibility Verification System (AEVS)

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

Internet

Through a personal computer with internet access and a web browser (for example, Google Chrome, Firefox or Internet Explorer), the provider has the same transaction options as AEVS. However, using the internet allows data entry at a much faster speed. Providers must complete a *Medi-Cal Point of Service (POS) Network/Internet Agreement* before initiating internet transactions. Refer to the Medi-Cal website at [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov) and click the “Forms” link.

Internet Transaction Instructions

An NPI and password (Provider Identification Number [PIN]) are required to perform Family PACT transactions. To perform an internet eligibility transaction, go to the “Transaction Login” web page on the Medi-Cal website at [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov). When a provider first logs in, they will see the Registration Screen. Enter the provider email address here. If there is no provider email address, leave the email address field blank. Enter a user ID and password and click the “Submit” button to log in, then click the “Perform Family PACT Transactions” link.

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

The Family PACT website will allow providers to select from the following transactions on the menu:

- Activate
- Recertify
- Deactivate
- Update
- Inquire

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## HAP Card Data

Click the appropriate selection. Enter the 10-digit HAP ID number of the new HAP card, the card issue date printed on the HAP card in MM/DD/YYYY format and the date of birth. HAP cards shall not be reissued to another client. A provider issuing a deactivated or previously issued HAP card to another client will be disenrolled from the program.

Click “Submit Request” to continue. The browser will lead to a new web page that will allow entry of the appropriate data for the chosen transaction.

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

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

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#### Activate Card

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

**Note:** These instructions are guidelines to the internet. Questions concerning the use of the Family PACT web page on the Medi-Cal website can be directed to the TSC at 1-800-541-5555.

#### Confirming Eligibility

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

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**HAP Card Deactivation**

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

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

**Deactivation For Pregnancy**

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

**Deactivation After Sterilization Services**

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