

## NM Department of Health Family Planning Program (FPP) Title X Annual Protocol Update

December 9, 2024

#### **Disclosures**



- NMDOH Family Planning Program staff
  - None

## Objectives



- By the end of the presentation, participants will be able to:
  - Recognize the major changes in the 2024 FPP Protocol update.
  - Navigate the 2024 U.S. Medical Eligibility Criteria (US MEC) and Selected Practice Recommendations (US SPR) in clinical practice.
  - Apply evidence-based strategies for pain management during IUD insertion based on the latest SPR guidelines.
  - Understand and integrate thee revised clinical recommendations for several different conditions: Postpartum; Systems Lupus Erythematous; Post-abortion; Sickle Cell Disease; Additional concerns with increased risk of Thrombosis
  - Know how to submit timely and accurate Monthly Fee Collection reports.
  - Understand Title X clinics' fee collection as part of financial accountability of the Title X expectations.
  - Have an opportunity to ask questions or get clarification on the presentation contents.





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# OPA Title X and Family Planning Program Updates

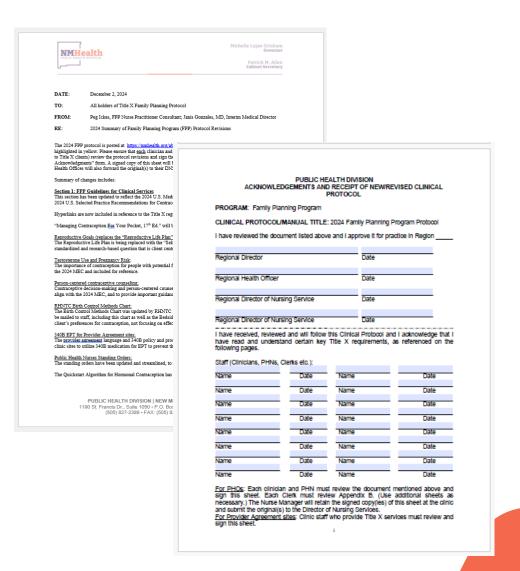


- Results of 2023 Federal Program Review
  - Third-party billing of insurance policies and procedures
  - Suppression of confidential EOBs
  - Insured clients receiving Title X services (and site billing HMO)
  - Expanded definition of "family planning user" to include all sexual/reproductive health services, not only FP.
    - Integrated visits in PHOs FP and STD services can be provided in the same visit.
- Year 4/5 Non-Compete Continuation
- Client Demographics 2023
  - 13,999 clients
    - 67% female
    - 15% 19yo and younger
    - 96% at or below 100 % FPL
    - 54% un- or under-insured; 31% on Medicaid
    - Female top 3 most popular methods: OCP (18%), Depo (14%), Implant 7%).
    - 88% of clients seen at PHOs
  - 220 clients were served through telehealth services
    - 54 clients completed a client satisfaction survey, and all respondents agreed that they would use telehealth again for their family planning needs.

#### 2024 Protocol Updates



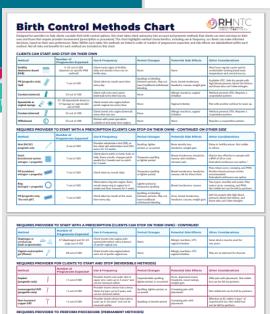
- The 2024 FPP protocol is posted at https://nmhealth.org/about/phd/fhb/fpp/pvdr
- Changes or new material are highlighted in yellow.
- Please ensure that each staff that provide services to Title X clients review the protocol revisions and signs the "Protocol Approval Signature Pages and Acknowledgments" form. (Clerks must review Appendix B – Fee Collection Protocol and sign).
- A signed copy of this sheet will be maintained at the clinic.
- A summary letter outlines the changes.



#### 2024 Protocol: Policies and Procedures Updates L



WHAT'S IMPORTANT TO ME ABO



- Links to Title X regulations/etc. throughout policies and procedures.
- Reference books: Managing Contraception For Your Pocket, 17<sup>th</sup> Ed. released December 2024- to be mailed to clinic sites. Please return acknowledgement of receipt to FPP.
- Beyond the Pill- Birth Control: What's Important to You? Flip book- English/Spanish contraceptive counseling tool for staff- to be mailed to clinics. <u>Educational Materials</u> <u>Beyond the Pill (ucsf.edu)</u>
- RHNTC 9/24 updated Birth Control Methods Chart- to be mailed to clinics for client contraceptive counseling <u>Birth Control</u> <u>Methods Chart (rhntc.org)</u>





- QFP originally written in 2014, updated on November 19, 2024.
  - <u>Providing Quality Family Planning Services in the United States: Recommendations of the U.S. Office of Population Affairs (QFP)</u>
  - Quality Family Planning (QFP) Guide
- RHNTC (Reproductive Health National Training Center) provides updated information:
  - QFPguide.org
  - QFP At A Glance
  - And more trainings are being developed over the next few months.

These changes have been integrated into the 2024 FPP Protocol. An additional training on RH ECHO will focus on the QFP 2.0 updates in 2025.

#### Assessing Need for Family Planning Services

NMHealth

- The Reproductive Life Plan approach.
  - Focused on plans around pregnancy
  - Did not resonate with clients who are uncertain if they would like pregnancy or not
  - Not aligned with how clients want to be asked about their reproductive needs
  - Did not identify the client's reproductive health preferences, values, needs
  - RLP does not always reflect the ways people develop and modify their reproductive goals over time.
- Assessment of Reproductive Needs should be person-centered, and equity informed.

Providers should assess the client's RLP by asking the client questions such as:

- Would you like to become pregnant in the next year?
- Do you have any children now?
- Do you want to have (more) children?
- . How many (more) children would you like to have and when?

#### SINC



- Self-Identified Need for Contraception
- Part of FPAR 2.0 required data, included in UDS for FQHCs, and listed as performance measure in Medicare/Medicaid bulletin
- Research based, person-centered
- Can be integrated into EHRs
- RH ECHO 9/23/24 recording: Also, at <u>iecho</u>

"We ask everyone about their reproductive health needs.

Do you want to talk about contraception or pregnancy prevention during your visit today?"

#### If yes:

Document and provide contraceptive counseling.

#### If no:

 Clarification prompt: "There are a lot of reasons why a person wouldn't want to talk about this, and you don't have to share anything you don't want to.

Do any of these apply to you? (document all that apply)

- · I'm here for something else
- . The question does not apply to me / I prefer not to answer
- I am already using contraception (and what type)
- . I am unsure or don't want to use contraception
- I am hoping to become pregnant in the near future

#### **Contraceptive Counseling**

- Tiered Effectiveness counseling does not necessarily benefit the client
- Contraceptive services should be accessible, non-coercive, and provided in an equitable manner
- Should use a person-centered framework, supportive the client's values, goals and reproductive autonomy
- Recognize that many factors influence client's decision-making about contraception
- For example: "Do you have a sense of what is important to you about your method?"
- Tools such as the: Beyond the Pill- Birth Control: What's Important to You? Flip book; and RHNTC Birth Control Methods Chart, can be used to guide counseling



- CDC acknowledges the paramount importance of personal autonomy in contraceptive decision-making.
- Persons should have equitable access to the full range of contraceptive methods.
- Contraceptive services should be offered in a noncoercive manner that honors a person's values, goals, and reproductive autonomy.
- Shared decision-making and person-centered approaches recognize the expertise of both the health care provider and the person.
- A person-centered approach to contraceptive decision-making
- prioritizes a person's preferences and reproductive autonomy rather than a singular focus on pregnancy prevention,
- respects the person as the main decision-maker in contraceptive decisions, and
- includes respecting the decision not to use contraception or to discontinue contraceptive method use.
- U.S. MEC and U.S. SPR recommendations can be used by health care providers to support persons in contraceptive decision-making.
- U.S. MEC and U.S. SPR recommendations can be used by health care providers to remove unnecessary medical barriers to accessing and using contraception.

Abbreviations: U.S. MEC = U.S. Medical Eligibility Criteria for Contraceptive Use; U.S. SPR = U.S. Selected Practice Recommendations for Contraceptive Use.

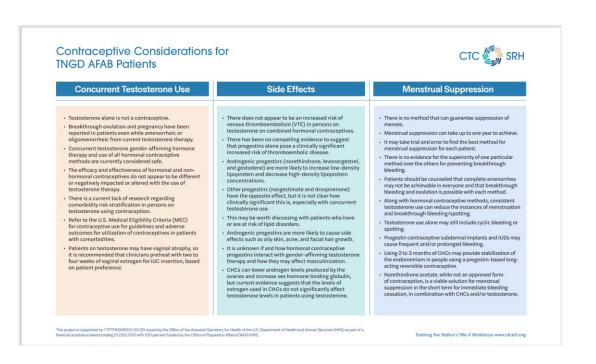
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#### Testosterone Use and Pregnancy Risk



- It is important to counsel clients that testosterone use might not prevent pregnancy among transgender, gender diverse, and nonbinary persons with a uterus who are using testosterone. Testosterone is teratogenic, and testosterone therapy has not been studies as contraception. Offer contraceptive counseling and services to those who are at risk for and do not desire pregnancy (U.S. MEC, 2024).
- American Society for Emergency Contraception: <u>Emergency Contraception for Transgender and Nonbinary Patients</u>
- Birth Control across the Gender Spectrum: Reproductive Health Access Project
- CTC SRH Contraceptive Considerations for TNGD AFAB Patients 2024







- Changes were made to allow Title X clinics (PA sites) to utilize 340B medication for EPT (expedited partner therapy) to prevent the reinfection of the Title X 340B eligible client.
- This includes medications listed on the provider agreement formulary, for utilization as outlined in the provider agreement contracts and FPP protocol.





#### Pharmacy: All sites

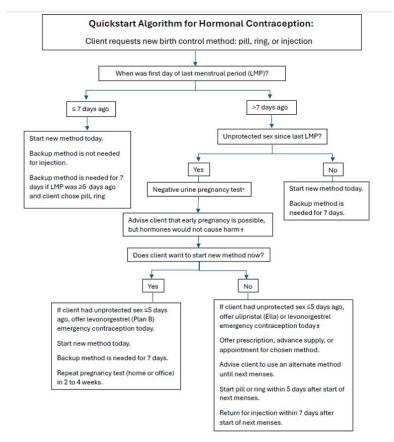
- NMDOH Pharmacy informed us that Paragard IUD redid their inserter for easier insertion. The previous version is still available and will be for several months before we switch to the products with the new inserter.
- The new inserter appears to be very similar in many ways to the LNG IUD systems we have used.
- Resources to help with the upcoming transition:
  - Clinician training is available: <a href="https://hcp.paragard.com/placement-removal/">https://hcp.paragard.com/placement-removal/</a>
  - Demo units are being ordered and will be shipped to clinicians at the PHOs, and to each Provider Agreement clinic site.
  - If additional training is needed, we will have contacts available.







- Were updated and streamlined, for better utilization.
- Include an updated Quickstart Algorithm
- For Quickstart of Combined Contraceptive methods- "below age 40" was removed.
- Chronic Kidney Disease was added (per 2024 MEC)
- Limitations to number of times client can use ECP (before visit with clinician must occur) was updated



- \* -- If pregnancy test is positive, provide Title X options counseling.
- † --The Centers for Disease Control and Prevention advises that the benefits of starting contraception likely exceed the risk of early pregnancy
- ±-Lewonorgestrel emergency contraception is no more effective than placebo in clients with a body mass index > 25 kg per m² Emergency contraception with ulipristal is more effective than with lewonorgestrel in people who had unprotected sex 3 to 5 days agp. Because hormones may decrease the effectiveness of ulipristal; the new method should be started no earlier than 5 days after ulipristal is taken.

Adapted from Reproductive Health Access Project. Quick start algorithm for hormonal contraception. Accessed August 9, 2024. Reproductive Health Access Project | Quick Start Algorithm - Reproductive Health Access Project (reproductive access.org)

#### **OBJECTIVES**



#### By the end of this presentation participants will be able to:

- 1. Understand the 2024 U.S. Medical Eligibility Criteria (US MEC) and Selected Practice Recommendations (US SPR) in clinical practice
- 2. Understand the 2024 US MEC and US SPR changes.
- 3. Apply evidence-based strategies for pain management during IUD insertion based on the latest SPR guidelines
- 4. Understand and integrate the revised clinical recommendations for several different conditions with respect to DMPA





None

### Slide Acknowledgements

- Michael Policar MD MPH
- Antoinette Nguyen MD
- Kate Curtis PhD

#### **CDC Contraception Guidance**



## US MEC

US Medical Eligibility Criteria for Contraceptive Use, 2024

## US SPR

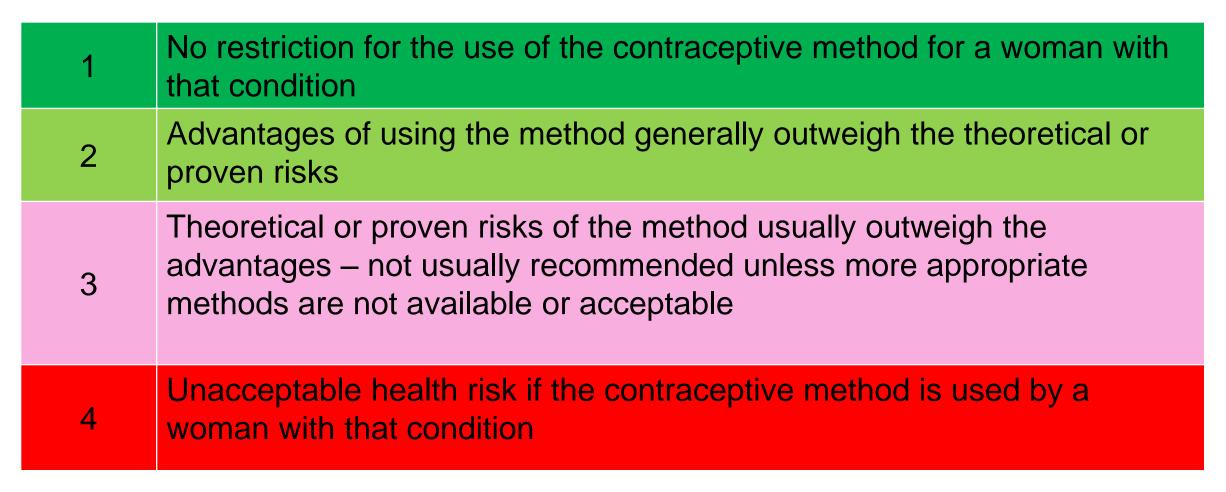
US Selected Practice Recommendations for Contraceptive Use, 2024

# U.S. Medical Eligibility Criteria for Contraceptive Use (US MEC)



- Clinical guidance for safe use of contraceptive methods by medical conditions and characteristics
- > 1800 recommendations for > 60 conditions and characteristics, e.g.
  - Is it safe to use Combined hormonal contraception after age 40?
  - Is it safe for a patient with a history of ectopic pregnancy to use Progestin-only Pills?

#### U.S. Medical Eligibility Criteria: Categories



## U.S. Medical Eligibility Criteria: Categories, MHealth

Category	Definition	Recommendation
1	No restriction for the use of the contraceptive method for a woman with that condition	Use the method
2	Advantages of using the method generally outweigh the theoretical or proven risks	May need follow-up
3	Proven risks or Theoretical or proven risks outweigh the advantages – not usually recommended unless more appropriate methods are not available or acceptable	<ul> <li>Use clinical judgement that the person can use safely</li> <li>The severity of the condition and the availability, practicality, and acceptability of alternative methods should be considered</li> </ul>
4	Unacceptable health risk if the contraceptive method is used by a woman with that condition	Do not use the method





- Clinical guidance that address provision of contraception, management of side effects, and issues related to contraceptive method use, e.g.
  - How to be reasonably certain that a person is not pregnant
  - What exams and tests are needed before starting a method
  - What follow-up is needed
  - Medications for IUD placement
  - How to manage bleeding irregularities when using hormonal contraception

#### **Tools for Providers**



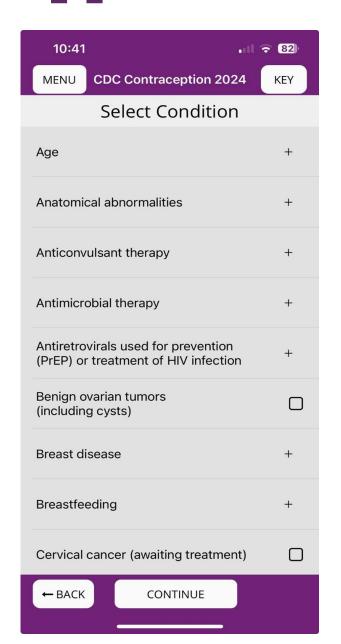
1. US MEC/SPR App

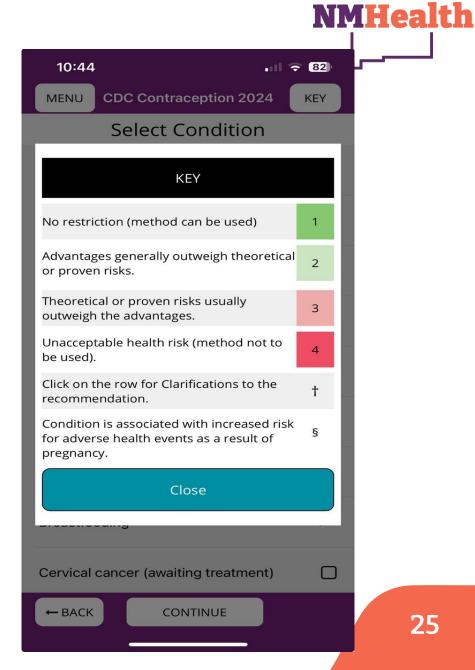
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1. US MEC Summary Table and US SPR Quick Reference Charts

### US MEC/SPR App



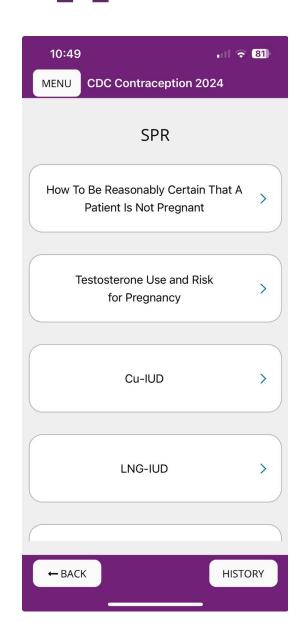


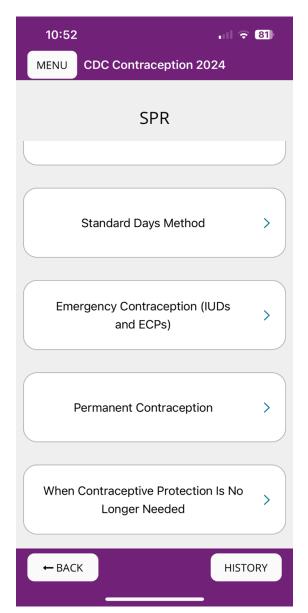


### US MEC/SPR App









#### **Online Access**



https://www.cdc.gov/contraception/hcp/contraceptive-guidance/



U.S. Medical Eligibility Criteria for Contraceptive Use, 2024 (MEC)

#### AT A GLANCE

The 2024 U.S. Medical Eligibility Criteria for Contraceptive Use (U.S. MEC) comprises recommendations for the use of specific contraceptive methods by persons who have certain characteristics or medical conditions.

U.S. Selected Practice Recommendations for Contraceptive Use, 2024 (U.S. SPR)

#### AT A GLANCE

The 2024 U.S. Selected Practice Recommendations for Contraceptive Use (U.S. SPR) addresses a selected group of common, yet sometimes complex, issues regarding initiation and use of specific contraceptive methods.



#### RELATED PAGES

CDC Contraceptive Guidance for

Health Care Providers

U.S. SPR

Quality Family Planning (QFP)

Provider Tools

VIEW ALL Contraception

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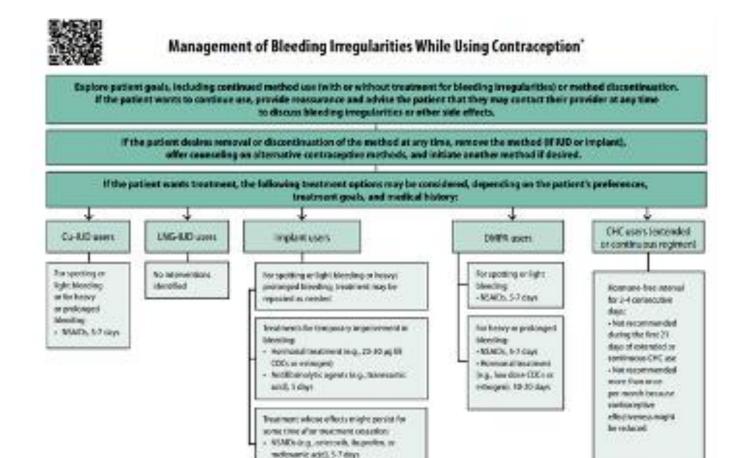
#### US MEC Summary Table/ SPR Quick Reference Charts



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#### US MEC Summary Table/ SPR Quick Reference Charts





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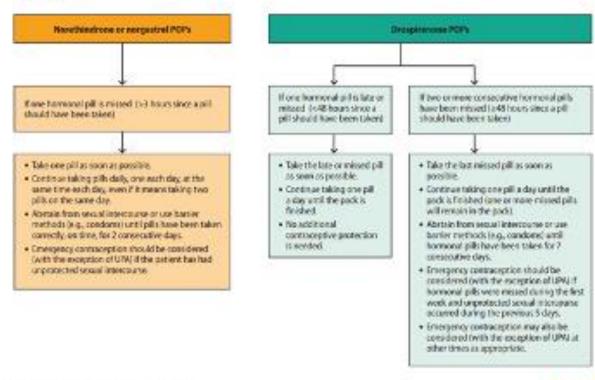


#### US MEC Summary Table/ SPR Quick Reference Charts





#### Recommended Actions After Late or Missed Progestin-only Pills





#### **US MEC: 2024 Notable Updates**



- 1. Addition of Chronic Kidney Disease
- 2. Revisions to recommendations for persons with certain medical conditions or characteristics
- 3. Inclusion of New Contraceptive Methods
  - New doses or formulations of COCs, patches and rings
  - Progesterone Only Pills and LNG IUDs
  - Vaginal pH modulator

CONDITION	2016	2024
Postpartum (Breastfeeding women) 30-42 days postpartum i. With other risk factors for VTE (e.g., age ≥35 years, previous VTE, thrombophilia, immobility, transfusion at delivery, peripartum cardiomyopathy, BMI ≥30 kg/m2, postpartum hemorrhage, postcesarean delivery, preeclampsia, or smoking)	1	2*

<sup>\*</sup>Indicates a condition for which the classification changed for one or more contraceptive methods or for which the condition description underwent a substantive modification.

CONDITION	2016	2024
Postpartum (nonbreastfeeding women) a. <21 days postpartum	1	2
b. 21–42 days postpartum i. With other risk factors for VTE (e.g., age ≥35 years, previous VTE, thrombophilia, immobility, transfusion at delivery, peripartum cardiomyopathy, BMI ≥30 kg/m2, postpartum hemorrhage, postcesarean delivery, preeclampsia, or smoking)	1	2*
ii. Without other risk factors for VTE	1	1

<sup>\*</sup>For persons with other risk factors for VTE, these risk factors might increase the

CONDITION	2016	2024
Peripartum Cardiomyopathy a. Normal or mildly impaired cardiac function (New York Heart Association Functional Class I or II: patients with no limitation of activities or patients with slight, mild limitation of activity)		
i. < 6 months	1	2
ii. ≥6 months	1	2

Limited indirect evidence from noncomparative studies of women with cardiac disease demonstrated few cases of hypertension, thromboembolism, and heart failure in women with cardiac disease using POPs and DMPA. Use of DMPA, which has been associated with a higher risk for venous thrombosis compared with nonuse might further elevate risk for thrombosis among persons with peripartum cardiomyopathy.

CONDITION	2016	2024
Peripartum Cardiomyopathy b. Moderately or severely impaired cardiac function (New York Heart Association Functional Class III or IV: marked limitation of activity or should be at complete rest)	2	3

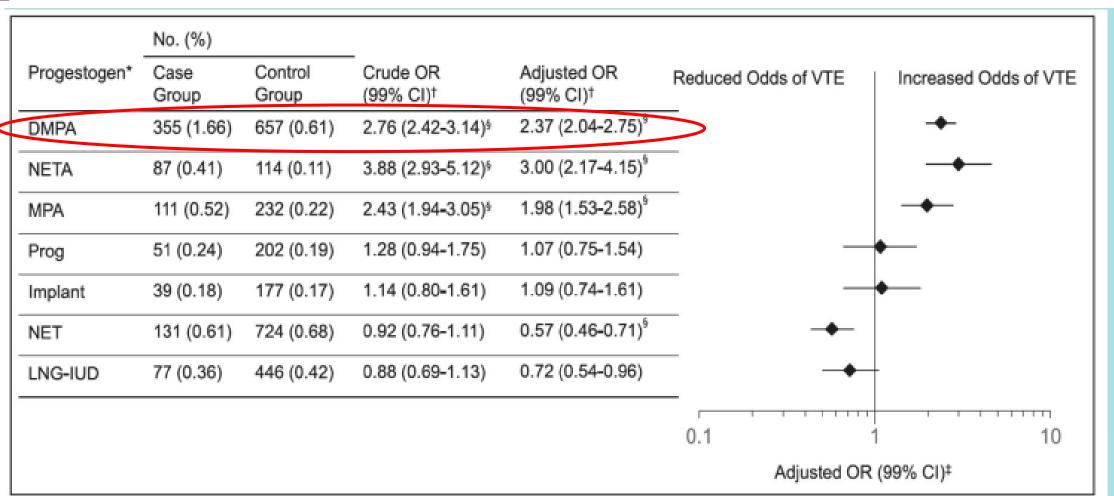
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CONDITION	2016	2024
Superficial venous thrombosis (acute or history)	1	2
Valvular heart disease a. Uncomplicated	1	1
b. Complicated (pulmonary hypertension, risk for atrial fibrillation, or history of subacute bacterial endocarditis)	1	2

Use of DMPA, which has been associated with a higher risk for venous thrombosis compared with nonuse, might further elevate risk for thrombosis among persons with acute history of superficial venous thrombosis or complicated valvular heart disease.

## Risk of VTE with Progestin-only Contraceptive Use Among the General Population





## US MEC Updated Recommendations DMPA L\_\_\_\_

#### Changes that reflect more concern about safety

- Postpartum (nonbreastfeeding)
  - a. <21 days postpartum
  - b. 21-42 days postpartum, with other risk factors for VTE
- Postpartum (Breastfeeding)
  - a. 30-42 days, with other risk factors for VTE
- Superficial venous thrombosis (acute or history)
- Valvular heart disease
- Peripartum cardiomyopathy, normal or mildly impaired cardiac function

## US MEC Updated Recommendations DMPA L\_\_\_\_

#### Changes that reflect more concern about safety



#### Conditions with increased risk of VTE (DMPA)

- H/O DVT/PE on AC (prophylactic dose), higher risk for recurrent VTE
- H/O DVT/PE not on AC, higher risk for recurrent VTE
- Thrombophilia
- Sickle cell disease (MEC <sup>2</sup>/<sub>3</sub>)
- Peripartum cardiomyopathy, moderately or severely impaired cardiac function

## US MEC Updated Recommendations DMPA L\_\_\_\_

Changes that reflect concern about reducing treatment effectiveness

1

2

#### Conditions with decreased effectiveness

 Postabortion, 1st trimester medication abortion with mifepristone at time of abortion initiation (DMPA)

## US MEC: Updated recommendations POC and thrombosis



#### Changes that reflect less concern about safety

3/4 → 1/2

• SLE, positive or unknown antibodies (LNG-IUD, implant, POP)

Decompensated cirrhosis (LNG-IUD, implant, POP)

2 → 1

Major surgery with prolonged immobilization (LNG-IUD, implant, POP)



## US SPR: 2024 Notable Updates

- 1. Updated recommendations for provision of medications for IUD placement.
- 2. Updated recommendations for bleeding irregularities during implant use
- 3. New recommendations for testosterone use and risk of pregnancy
- 4. New recommendations for self-administration of injectable contraception



# Updated recommendations for provision of medications for IUD placement.

## **Predictors of Pain**



POTENTIAL INCREASE IN PAIN WITH IUD INSERTION		
Physical Factors	Psychological & Sociocultural Factors	
Nulliparity, low parity	Anticipated Pain	
>13 mo between last birth and placement	History of sexual trauma	
Dysmenorrhea	Previous negative reaction to vaginal exam	
Not breastfeeding at time of placement	Previous placement reported as painful	
Multiple Cesarean Deliveries	Presence of Mood Disorders	
Shorter uterine length		
Age - adolescence		

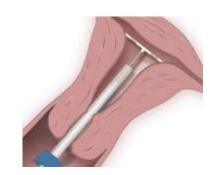
## Pain Management for IUD Insertions L\_

- 1. Counsel all patients:
  - Pain during placement and afterwards
  - Pain management options
- 1. Elicit and address patient concerns
- 2. Establish stopping rules

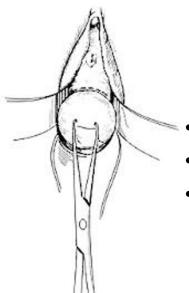
### What hurts?







- Dry
- Water
- Gel
- 13 ± 34 mm 22 ± 19 mm p < 0.01
- 14 ± 16 mm



- •Nothing ~ 42 mm
- •Topical 37 ± 23 mm
- •Intracervical 12 ± 17 mm injection

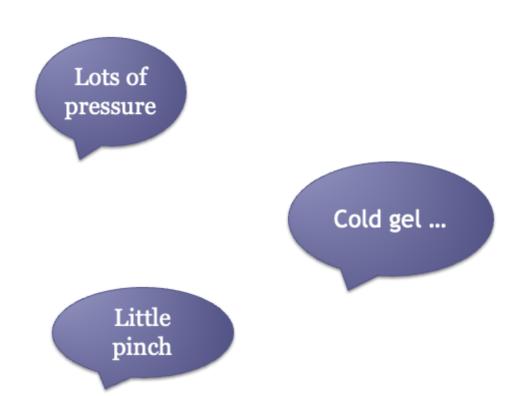


p < 0.001

### Words hurt!











- 14 Randomized controlled trials
  - 400 mcg 11 trials
  - < 400 mcg 3 trials</li>
- Variable route of administration (vaginal, buccal, SL, & oral)
- Timing of administration 1-8 hours before IUD placement





#### Misoprostol **DOES NOT**

- Reduce patient pain
- Reduce adverse events
- Reduce the need for adjunctive measures
- Improve provider ease of placement
- Improve placement success
- Increase patient satisfaction with procedure





#### Misoprostol **DOES INCREASE**

- Patient pain
- Pre-placement abdominal pain or cramping
- Diarrhea





In persons with recent failed IUD placement:

- 200 mcg vaginal 10 hours before and 200 mcg vaginal 4 hours before placement
- Might result in higher placement.





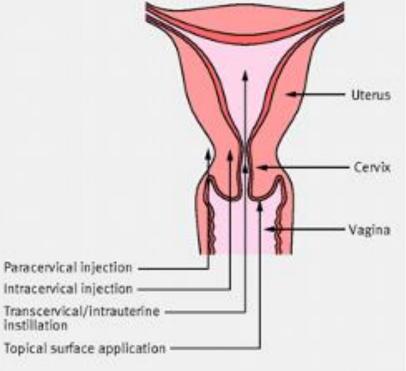
- Evidence for lidocaine as a PCB (6 RCTs)
  - 4 trials 1% lidocaine (10-20 mL)
  - 2 trials 2% lidocaine (10-12mL)
  - Timing before to 5 min
  - All trials 2-point injections
  - 2 trials tenaculum site injection

### Paracervical Block for IUD Insertion



Mody: A 20-mL buffered 1% lidocaine paracervical block decreases pain with IUD placement, uterine sounding, and 5 minutes after placement. Although paracervical block administration can be painful, perception of pain for overall IUD placement procedure is lower compared with no block.

de Oliveira: Lidocaine intracervical block was found to be more effective than naproxen in reducing placement pain.



De Nadai: A 3.6-mL 2% lidocaine intracervical block decreased pain at tenaculum placement and IUD placement among nulligravidas. It also provided a better overall experience during the procedure

Akers: A 10-mL 1% lidocaine paracervical nerve block reduces pain during IUD insertion in adolescents and young women compared with a sham block with pressure on the vaginal epithelium.

### Paracervical Block for IUD Insertion



- 1. Evidence suggests that Lidocaine as a PCB **might** reduce patient pain
  - Reduction in pain at Tenaculum site, during or after IUD placement (3 trials)
    - 1% lidocaine just before to 3 minutes before
    - 2% lidocaine at least 5 minutes before
  - 3 trials did not suggest a reduction in patient pain
- 2. Evidence suggests that Lidocaine as a PCB **DOES NOT** 
  - Reduce adverse events
  - Need for adjunctive measures
  - Increase side-effects (tinnitus, vomiting or dizziness)
  - Improve placement success
  - Improve patient satisfaction

### Lidocaine as Topical Gel, Cream, or Spray



#### **Evidence from 13 randomized control trials (RCTs)**

- Varying doses and formulations of topical lidocaine
  - 2% lidocaine [intracervical, cervical, or vaginal] gel (5 RCTs)
  - 10% lidocaine intracervical spray (1 RCT)
  - 10% lidocaine intracervical cream (1 RCT)
  - 10% lidocaine cervical spray (3 RCTs)
  - Lidocaine-prilocaine cervical cream (3 RCTs)
  - 2% lidocaine cervical gel plus oral diclofenac (1 RCT)
- Administration by provider, 1-7 minutes before IUD placement (11 RCTs)
- Self-administration by patient, at least 15 minutes before IUD placement (2 RCTs)

### Lidocaine as Topical Gel, Cream, or Spray



- Patient pain: Might reduce patient pain
  - Meta-analysis of 4 RCTs: Reduction during tenaculum placement
  - 2 RCTs found reduction at either tenaculum placement, during IUD placement, or before clinic discharge
  - 7 RCTs suggest no reduction
- Provider ease of placement: No evidence
- No difference: treatment vs. placebo
  - Need for adjunctive measures
  - Placement success
  - Side effects
  - Adverse events
  - Patient satisfaction

### **Additional IUD Pain Control Interventions**



#### No positive effect or information too limited

- Nonsteroidal anti-inflammatory drugs (NSAIDs)
- Lidocaine intracervical block
- Intrauterine instillation
- Smooth muscle relaxants

## Medications for IUD Placement - Misoprostol



#### **Take Home**

- Misoprostol is NOT recommended for routine use for IUD placement
  - Misoprostol might be useful in selected circumstances
- Lidocaine (cervical block or topical) for IUD placement might be useful for reducing patient pain

## US SPR 2024: Tests Needed Before IUD Placement



- Bimanual exam and cervical inspection are necessary
- People with purulent cervicitis or current GC or CT should not undergo IUD placement: US MEC 4
- People with vaginitis (trichomoniasis, bacterial vaginosis): US
   MEC 2
- Other factors related to STIs: US MEC 2
  - Clarification: If a person with risk factors for STIs has not been screened for GC and CT, perform at the time of insertion

### US SPR 2024: Other IUD Recommendations

NMHealth

- Prophylactic antibiotics not recommended at IUD placement
- Routine follow-up after IUD insertion
  - No routine follow-up visit is required
- Advise a client to return at any time
  - To discuss bleeding, side effects, or other problems
  - If she wants to change the method
  - When it is time to remove or replace the IUD



## Appendix B:

Title X Service Sites Financial Policies and Procedures





 The Federal Title X expectation is for clinics to assess fees for services rendered to clients with family income above 100% Federal Poverty Level (FPL). Both family size and family income are used to determine the client's percent pay rate on the clinic's sliding fee scale. Family income should be assessed before determining whether sliding fees are charged.



#### Fee Collection

- Sliding Fee Scale
  - Must slide from 0% to 250% of the current Federal Poverty Levels (FPL)
    - FQHCs slide up to 200% but Title X clients must have slide up to 250%
- Income Worksheet
  - Income worksheet must be completed annually or whenever the client has a change in income or family size. Whenever a new income worksheet is obtained the previous income worksheet must be expired, and the new income worksheet will be valid for one year.
  - Both family size and gross annual (monthly, weekly, etc) family income are used to determine the percentage of actual costs that a client will be assessed utilizing the FPL.
  - Must clearly state what the client's percent-pay is.



Place patient label her	e
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ANNUAL INCOME WORKSHEET Please write down any money you AND anybody else in your family or household received. Check the appropriate box for how often the amount is received (e.g., weekly, monthly, annually, etc.). Salaries, wages, tips - (include Weekly □ Bi-Weekly □ Monthly □ Annually □ seasonal and part-time work/labor) Unemployment compensation Weekly □ Bi-Weekly □ Monthly □ Annually □ Weekly □ Bi-Weekly □ Monthly □ Annually □ Social Security, Social Security Disability Income (SSDI) - (does NOT include Supplemental Security Retirement, pension, investment Weekly □ Bi-Weekly □ Monthly □ Annually □ Alimony - (does NOT include Weekly □ Bi-Weekly □ Monthly □ Annually □ child support) Other Weekly □ Bi-Weekly □ Monthly □ Annually □ Number of people in the household that are supported by this income: # I have told the truth about ALL sources of my family's income. To the best of my knowledge, I have not given false information nor withheld information. Client's Printed Name: Client Signature: Date: STAFF USE ONLY Income information collected by self-declaration unless indicated below: Income verified by: Check stub ☐ Letter from employer ☐ Bank Statement ☐ Other Weekly Total \$ MULTIPLY BY 52 = Annual Total \$ Bi-Weekly Total \$\_\_\_\_MULTIPLY BY 26 = Annual Total \$\_\_\_\_ Monthly Total \$ MULTIPLY BY 12 = Annual Total \$ Annual Total \$\_\_\_\_MULTIPLY BY 1 = Annual Total \$\_\_\_\_ Client is at % Pay Grand Annual Total \$ I have seen this document and witnessed the client's signature. STAFF SIGNATURE & TITLE: Date:







- Confidential Teen Clients- For unemancipated minors who receive confidential services, charge for services (percent pay) must be determined based on the income of the minor only (and family/household size of "1").
- Confidential Adult Clients For adults who receive confidential services, charge for services (percent pay) must be determined based on the income of the confidential adult <u>only</u> and the reported family size.
- If a confidential teen or adult is insured, all precautions should be used to guarantee that the client's confidentiality is not breached.
- Clients who are at or below the FPL can not be charged for FP services(including non-PHO clinic that have flat fees in place.)
- Proof of Income can be requested but not be required to qualify for discounted FP services. A
  verbal declaration of income is acceptable, and the client is charged based on what
  he/she/they have declared.



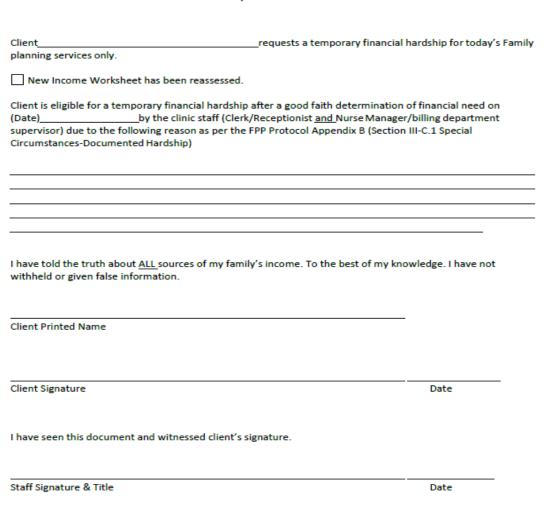
### Hardships

- Occasionally, the client may experience problems beyond their control which constitutes a temporary financial hardship.
  - Examples of hardship situations are illness in the family, fire/flood/natural disaster, theft, being underinsured, job loss, etc.
- After a good faith determination of financial need by the Clerk/Receptionist and Nurse Manager/billing department supervisor, a Title X clinic may waive fees for the visit date stated in the Hardship Declaration Form.



Pt.name		
MRN		
DOB		
	Affiv Lahol	

#### Family Planning/Title X Hardship Declaration form







### Steps to Document Hardship

- 1. Hardship declaration form is filled out by staff and signed and dated by the client.
- 2. Since hardship may result in a change of the client's family income, a new income worksheet is completed by the client and there us thorough review of the income worksheet by the Clerk/ receptionist and nurse manager/ billing department supervisor.
- 3. Only the charge for services and supplies provided on that day will be assessed and waived.
- 4. All subsequent visits should revert back to the most current regular income worksheet unless a new one is needed.
- 5. A client is able to document hardship as many times as necessary.
- 6. A client requesting sterilization does not constitute a hardship.
- 7. For PHOs, percent-pay clients should be prepared to pay for their procedure when they come in to Pick up their approved paperwork.



## Charges

• Clients will be informed of any charges for any Title X services provided. Title X clinics will apply fees according to the sliding fee scale and a statement/receipt will be provided to the client.



## Billing and Collections (PHOs)

- For insured clients, Title X clinics must make reasonable efforts to collect charges by billing third party payor and/or outstanding balances without jeopardizing client confidentiality. Clinic staff must inform the client of any potential for disclosure of their confidential health information to policyholders where the policyholder is someone other than the client.
- Reminder that Family Planning clients may not be denied services based on their ability to pay.



**PA Sites** 



- For a Provider Agreement (PA), non-PHO clinic, this means that:
  - FP Services provided to insured clients should be billed for the third-party reimbursement instead of using Title X contraceptives, supplies, or lab tests.
  - The exception is when the client requests confidential Title X services; in which case the PA clinic can dispense Title X contraceptives/supplies and utilize Title X lab tests according to the contract. In doing so, the PA clinic cannot bill the third-party payor for all services provided that the client deemed confidential.
  - Reasonable efforts should be made to collect outstanding balances on FP accounts without jeopardizing confidentiality.
  - Contracted Providers should follow their aging balance policy with a reminder that Family Planning clients must not be sent to collections nor denied services based on their ability to pay.



## Monthly Reports (PHOs)

- Monthly reports are submitted to the Family Planning Program and Administrative Services
   Division by the 5<sup>th</sup> of the month via email.
  - E-mail Monthly Reports:
    - FP: DOH-FPP\_Monthly\_Financial\_Reports@doh.nm.gov
    - ASD: <u>Lewanda.platero@doh.nm.gov</u>
- Monthly report must include all percent-pay clients seen in the clinic who have a current or past balance for the month whether a payment was made or not.
- If there are no fees collected for the entire month, please note "No fees collected" on the Monthly Payment Ledger form with a reminder to include all percent—pay clients.
- Medicaid clients and clients who are "0 pay" without a previous balance should not be listed.
   Please fill in all the information requested on this form
- Each PHO Monthly Report packet should include:
  - Family Planning Payment Ledger
  - Fee Deposit Register
  - Proof of Deposit
- For more information or training, contact Tracy, tracy.romero@doh.nm.gov



## Fee Collection Quarterly Incentive

The Family Planning Program is offering a new quarterly incentive for the Public Health Office that collects the most Family Planning Fees.

• The way this incentive will work is: The Public Health Office that collects the most Family Planning fees per capita in a quarterly period (every 3 months) wins a \$100.00 Staples shopping spree for your office.



## Questions?





## Thank you!

- We would like to thank all staff who provide these important services, for the work that you do.
- FPP would also like to extend an additional thank you to our Protocol Reviewers, who provide their expertise and input to improve the Protocol each year.
- If you are interested in becoming a Protocol Reviewer, please contact Family Planning Program at: <u>DOH-FPP-</u> Clinical@doh.nm.gov

#### Reproductive Health ECHO

#### in Partnership with New Mexico Department of Health

#### Please join us for:

- Bi-weekly ECHO sessions on Reproductive Health related topics
- Ongoing Family Planning Protocol in-service trainings
- Patient case presentations to learn as a community
- Opportunities to earn free CMEs, CNEs, CEUs, etc. when you join our ECHO sessions



#### RH ECHO Resources:

Curriculum Schedule

#### Register Here

For help registering in iEcho, please contact the RH ECHO Support Team via email.

#### When:

2<sup>nd</sup> and 4<sup>th</sup> Mondays of the Month 12 to 1 p.m. MT

#### Where:

Via Zoom in iECHO

#### Who:

Anyone interested in Reproductive Health

#### Email:

ReproductiveHealthECHO@salud.unm.edu









