

7.3C Z-CAN PROVIDER Q&A

END OF Z-CAN FAQs FOR PROVIDERS

General Questions

What does it mean that the Z-CAN project is ending September 23, 2017?

After September 23, 2017, you will no longer be able to use the free contraceptive methods provided through the Z-CAN program; if you received reimbursement for contraceptive services through the ZCAN project, this will also end.

That does not mean you have to stop offering contraceptive services for women who want to prevent or delay pregnancy. You are now a champion in your community for contraception access and have the expertise to provide contraceptive services. We encourage you to continue offering client-centered contraceptive counseling and provide contraceptive methods that are available to you.

Is the end date of Z-CAN extended due to Hurricane Irma?

Due to Hurricane Irma affecting the business hours of clinics, the CDC Foundation has decided to extend the end date of Z-CAN from September 16, 2017 to September 23, 2017. We will reimburse any Z-CAN services you provided up to that date. We encourage you to reschedule any Z-CAN appointments that were missed or cancelled while your clinics were closed due to Hurricane Irma. We know this hurricane affected many families and communities, and the safety of Puerto Ricans is our number one priority.

How long will the Z-CAN office in Puerto Rico be open?

The Z-CAN office in Puerto Rico will continue to be open through December 31, 2017, and staff are available to answer questions or address any issues until then. After December 31, 2017, contact the CDC Foundation if you have any questions or concerns.

What am I required to do after the project ends September 23, 2017?

You must continue to remove IUDs or implants of any Z-CAN patient who needs or wants a removal, in accordance with your Subcontractor Agreement with the CDC Foundation. All clinics must submit any final forms by October 31, 2017. If your clinic receives reimbursement from Z-CAN, you must submit forms for any services you provide up to September 23, 2017. Patient forms are also used for inventory tracking purposes, so all forms must be submitted, even if a reimbursement is not due.

Is there a program that will carry on after the Z-CAN project ends?

CDC and the CDC Foundation have worked closely with the Puerto Rico Department of Health and the Centers for Medicare and Medicaid Services to share lessons learned to help the program we established transition to a sustainable contraception access program led within the territory. However, at this time we are not aware of any plans by these two entities to offer a contraceptive access program like Z-CAN.

Will I receive a certificate that documents I was a Z-CAN provider?

Yes, you will receive a certificate of Z-CAN participation after the project ends. We appreciate everything you have done to support access to contraception for women in Puerto Rico. Because of your participation as of August 11, 2017, the Z-CAN project served more than 21,000 women.

Can I still use participation in Z-CAN as my Quality Assurance (QA) project (part IV) for my 2017 American Board of Obstetrics and Gynecology (ABOG) maintenance of certification?

Yes, you can use your Z-CAN participation for the Part IV of the 2017 ABOG maintenance of certification through December 15, 2017.

Methods

Can I order more contraceptive methods before the project ends?

Unfortunately, no. You will no longer be able to order any more contraceptive methods; however, any contraceptive product order that was submitted by August 5, 2017, will be filled and delivered as usual.

What do I do if I run out of a method before the project ends?

Continue to provide client-centered contraceptive counseling to women. If a woman chooses a method that you no longer have in stock, the first choice is to try to find a Z-CAN provider who has this method available and assist the patient in scheduling an appointment with that provider. Alternative options are to educate the patient about other methods you have available and help her determine if she would prefer using another method or see a provider who has the method of her choice.

What do I do with leftover contraceptive methods?

Any remaining contraceptive methods provided to you through Z-CAN that you have after the project ends on September 23, 2017, must be returned to the Z-CAN project and cannot be used after September 23, 2017. The CDC Foundation has included a **Product Return Form** with the letter sent to you on August 18, 2017. Any unused contraceptive product must be accounted for on the **Product Return Form** and sent by October 31, 2017. This form will initiate the process to pick up the unused product from your clinic and have it returned to the Z-CAN product distribution warehouse.

Can I provide a woman who is using pills, the ring, or the patch with more than 6 months of take-home contraception?

Yes. You can prescribe and provide women who are using these short-acting methods up to 12 months of a method, and we encourage you to provide them with at least enough to last 6 months.

Implant and IUD Removals

Am I required to remove implants or IUDs after the project ends?

Yes. As per the amended agreements dated April 2017, "the Provider will agree to provide contraception insertion and/or removal services to any Z-CAN patient in your geographic area of practice."

What do I do if I cannot remove a LARC (IUD or implant) or there are complications?

If you encounter a complication that you are unable to manage, contact the Medical Director who will help guide management until December 31, 2017. We will provide additional information on who to contact after December 31, 2017, in the upcoming weeks. If there is an adverse event associated with the removal, please follow the guidance below in Adverse Events.

Adverse Events

What do I do about a severe adverse event?

Before December 31, 2017: Within 24 hours of awareness of a Severe Adverse Event, contact the Medical Director. We will provide additional information on who to contact after December 31, 2017, in the upcoming weeks.

What is a severe adverse event?

- IUD perforation
- Hospitalization related to Z-CAN provided contraception
- Pelvic inflammatory disease (PID) among women with a Z-CAN IUD in place
- Venous thromboembolism (deep vein thrombosis, pulmonary embolism)
- Ectopic pregnancy

Billing and Paperwork

When will I receive my final reimbursement?

We will do everything we can to process reimbursements in a timely manner. All reimbursements will be sent no later than December 31, 2017.

When is the last day I can submit Z-CAN forms for reimbursement?

All forms are due no later than October 31, 2017.

Can I bill insurance for removal of IUDs or implants after the project ends?

Yes, you may bill insurance for removal of the IUD or implant after the project ends on September 23, 2017.

Waiver Letter

Does my Botiquin waiver allow me to store any pharmaceutical product in my office after the project ends?

No. The Botiquin Waiver was only in effect during the Z-CAN project.

Records and Resources

What do I do with patient-specific Z-CAN medical records?

We recommend that you keep patient-specific Z-CAN medical records as part of your clinic's usual protocol for medical records.

What do I do with Form B after the project ends?

We recommend you continue to maintain the Master Z-CAN Patient ID List (Form B) as you would keep other patient tracking records. Another Z-CAN provider may contact you to verify that a patient you have seen was a Z-CAN participant.

What do I do with my inventory tracking?

We recommend that you keep the Inventory Tracking Sheets (Forms I-R).

What do I do with promotional products?

Any remaining communication materials for Z-CAN should not be used after September 23, 2017. In addition, you should no longer promote the current availability of Z-CAN services on your website, social media or advertisements.

What do I do with the educational tools or other supplies?

You may keep and use as you wish anything provided to you through the Z-CAN project other than contraceptive products.

Do I need to submit any paperwork after the project ends?

All Z-CAN forms for the patients you see through September 23, 2017, need to be submitted according to standard Z-CAN policies and must be submitted no later than October 31, 2017. You do not need to submit any other new paperwork after the project ends. **You may be contacted by the Z-CAN program staff in Puerto Rico after October 31, 2017, to provide clarifications, if necessary, to forms that have already been submitted.**