

## 7.3D Z-CAN PATIENT Q&A

### END OF Z-CAN FREQUENTLY ASKED QUESTIONS FOR PATIENTS

#### General Questions

##### Why is the Z-CAN program ending?

The Zika Contraception Access Network (Z-CAN) program was designed to be a short-term emergency response to the Zika outbreak in Puerto Rico. Z-CAN established a network of over 150 physicians at clinics across Puerto Rico trained to provide the full range of FDA-approved contraceptive methods at no cost to women who choose to delay or avoid pregnancy during the Zika virus outbreak.

The CDC Foundation secured donations of funding and contraceptive products from a number of philanthropic and corporate partners to support Z-CAN. The plan was to implement the Z-CAN program throughout the emergency response and as long as sufficient funding was available to run the program. Based on the government of Puerto Rico ending its emergency response in June 2017 and a lack of additional funding, the CDC Foundation is announcing that the Z-CAN program will no longer offer contraceptive products beginning on September 16, 2017. As of August 11, 2017, Z-CAN has delivered services to more than 21,000 women.

##### Will there be another program to replace Z-CAN?

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 transition to a sustainable contraception access program led within the territory. All Z-CAN providers are Puerto Rican-based physicians and will continue to practice at their respective clinics and may be contacted to discuss contraceptive options and services they may have available at their respective clinics, and any associated costs.

##### What will happen to my Z-CAN medical record after the program ends?

The Z-CAN clinic where you received your Z-CAN contraceptive services and method will keep the information related to your Z-CAN services in your patient medical record. If you require this information, please request it from your Z-CAN provider. Please keep your Z-CAN ID number for future reference, if needed.

##### Who should I contact about Z-CAN after the program ends?

Z-CAN will maintain its Puerto Rico office until December 31, 2017. Contact the office by phone or text at XXX-XXX-XXXX, or by email. At a later date, we will be providing more information on the Ante La Duda Pregunta website on how to send inquiries after December 31, 2017.

#### Access to Services

##### Can I get contraception services before the program ends?

Any woman can get contraception counseling and free methods at a Z-CAN clinic until September 16, 2017, based on the availability of appointments and contraceptive methods. Find a Z-CAN clinic on the ALDP website and make an appointment as soon as you can. You can find information on the full-range of contraceptive methods on the ALDP website before you go to your appointment. Call the Z-CAN clinic you want to visit before you go to make sure they have the method you think might work for you. During your appointment, the Z-CAN specialist will help you find a method that is right for you. If they do not have the method of your choice in stock, they can try to help you find it at another Z-CAN clinic.

If you are a current Z-CAN patient, you can reach out to your Z-CAN clinic to request free refills for your method, up to 12 months' worth for pills, patches, or rings before the program ends, provided your ZCAN provider has your contraceptive method of choice available in stock. If you are due for a shot/injection,

you should make an appointment. You can also change your contraceptive method if you prefer, provided supplies are available.

Z-CAN providers cannot provide you with refills for free after the program ends. After September 16, 2017, you will need to find a provider who can continue to offer your contraceptive method, likely for a fee. Therefore you may want to ask your Z-CAN provider if he or she will continue this service in their office after Z-CAN, and if there is a fee.

Women seeking assistance for IUD or implant removals may return to their Z-CAN provider for removal. Women may go to the provider where they received their service or another Z-CAN provider. Be sure to have your Z-CAN ID number when you make an appointment so the clinic you are visiting can find your information.

### What should I do if the provider I contacted is not taking any more Z-CAN patients?

You can see any Z-CAN provider up to September 16, 2017. Look for another Z-CAN clinic on the ALDP website and call them for an appointment as soon as you can.

### What can I do up to September 16, 2017?

Before September 16, 2017, you can get the following contraceptive services at any Z-CAN clinic at no cost, based on available provider appointments and contraceptive products:

- Start a contraceptive method
- Refill of pills, patches, or rings (up to 12-month supply, if available)
- Get another shot/injection, if you are due for one
- Change contraceptive methods to one you prefer
- Routine removal of IUDs and implants

Through December 31, 2017, you may call the Z-CAN Hotline at XXX-XXX-XXXX or email to report a problem with a provider, such as being charged for methods and services, or to ask questions about the program. At a later date, we will be providing more information on the Ante La Duda Pregunta website on how to send inquiries after December 31, 2017.

### What should I do if my method is the injection (also known as the shot)?

Injections last 3 months. If your injection expires soon, schedule another injection with any Z-CAN provider before September 16, 2017. After September 16, 2017, you will need to find a provider who can continue to give injections, likely for a fee.

### What can I do after September 16, 2017?

After September 16, 2017, you can get these services at any Z-CAN clinic (do not forget to tell them your Z-CAN ID number):

- Removal of IUDs and implants

After Z-CAN, if Z-CAN patients have health-related questions, they should contact their provider. If they have programmatic questions, they can send in questions via a Facebook message on the Ante La Duda Pregunta page or an email or call the Z-CAN line at XXX-XXX-XXXX. Also, you can call the Z-CAN Hotline at XXX-XXX-XXXX until December 31, 2017, to report a problem with a provider or to ask questions about the program. At a later date, we will be providing more information on the Ante La Duda Pregunta website on how to send inquiries after December 31, 2017.

### [How can I access contraceptive services after Z-CAN is over?](#)

We will do everything we can to process reimbursements in a timely manner. All reimbursements will be for new contraceptive services or refills on methods once you have run out, contact your Z-CAN provider; however, as Z-CAN has ended, there may be a fee for services and products. You can also contact your provider before Z-CAN or a community health clinic in your area. Please see the map of clinic locations and the clinic directory to find a clinic near you.

After Z-CAN, women seeking assistance for IUD or implant removals can return to their Z-CAN provider. Women may go to the provider where they received their service or another Z-CAN provider. Be sure to have your Z-CAN ID number when you make an appointment so the clinic you are visiting can find your information.

After Z-CAN, if Z-CAN patients have health-related questions, they should contact their former Z-CAN provider. If they have programmatic questions, they can send in questions in a Facebook message on the Ante La Duda Pregunta page or an email or call the Z-CAN line at XXX-XXX-XXXX until December 31, 2017. At a later date, we will be providing more information on the Ante La Duda Pregunta website on how to send inquiries after December 31, 2017.

All Z-CAN providers have been trained in providing contraceptive counseling and services. You can contact a former Z-CAN provider to ask if the clinic is continuing to provide contraceptive counseling and services, and at what, if any, fee. Other clinics on the island also may provide contraceptive counseling and services. The range of contraceptive methods available after Z-CAN may vary and may not include the full range of methods. The Puerto Rico Department of Health may also have additional information.

## **Removal**

### [Should I get my IUD or implant removed before the Z-CAN program ends?](#)

This is your choice. If you are happy with your IUD or implant and would like to continue using it, then you may choose to keep it in place. Remember, you can ask any Z-CAN provider to remove it any time in the future if you want, even after the program ends. Be sure to hold on to your Z-CAN ID number—this will make it easier for the former Z-CAN provider to identify you as a Z-CAN patient.

### [What if my provider is not available when I want my method removed?](#)

If your original Z-CAN provider is not available (for example, has retired or moved away), you can contact any other former Z-CAN provider who was part of the network and they will remove your method. Please bring your Z-CAN ID so that the former Z-CAN provider can identify you as a Z-CAN patient. Find a list of clinics on the ALDP website.

## **Refills**

### [Can I get refills for my method before September 16, 2017?](#)

If you are a current Z-CAN patient, you can reach out to your Z-CAN clinic to request free refills for your method, up to 12 months' worth for pills, patches, or rings before the program ends, provided your Z-CAN provider has your contraceptive method of choice available in stock. If you are due for a shot/injection, you should make an appointment. You can also change your contraceptive method if you prefer, provided supplies are available.

### [Can I get refills for my method after September 16, 2017?](#)

Z-CAN providers are not obligated to give you refills for free after the program ends. After September 16, 2017, you may need to find a provider who can continue to offer your contraceptive method, likely for a fee. Ask your Z-CAN provider if he or she will continue this service in their office after Z-CAN.

## **Survey**

### If the Z-CAN program ended, why am I being requested to complete a satisfaction survey?

Although the Z-CAN program will end on September 16, 2017, women who have agreed to participate in the satisfaction survey and evaluation program will continue to receive texts, emails and/or calls inviting them to participate in online surveys at 6, 12 and 18 months. These surveys are part of the program evaluation process and the opinions of the participants are of great importance to continue to improve services and access to contraceptives to Puerto Rican women. The complement of these surveys can take up to 10 minutes and your participation is completely voluntary. Responses will not be linked to any other information that can identify the person completing the survey. Upon completing the survey you will receive a gift card valued at \$5, similar to previous occasions.

For additional information on the evaluation survey, you can contact [contact information].