



## PA-19 DETERMINING NEED FOR SERVICES: *Client Eligibility and Priority for Services*

### POLICY:

Title X providers must determine the need for services for all clients at EACH visit. Any client receiving services related to preventing or achieving pregnancy, or a service that protects reproductive health, is considered a Title X client. Priority for services is to persons from low income families. Services should be provided regardless of the clients' ability to pay, current residency status, and without subjecting the individual to coercion regarding receipt of services or method of contraception. No client shall need a referral from a physician in order to receive services.

### DEFINITION OF SERVICES:

According to the QFP, health services are divided into three main categories (See QFP p5):

1. **Family planning services** that include:
  - a) Contraceptive services for clients who want to prevent pregnancy and/or space births
  - b) Achieving pregnancy
  - c) Basic infertility services
  - d) Pregnancy testing and counseling and other preconception health services (e.g. screening for obesity, smoking, and mental health)
    - a) STI/HIV testing (and other preconception health services). These are considered family planning services because they improve women's and men's health and can influence a person's ability to conceive or to have a healthy birth outcome.
2. **Related preventative health services** that include services considered beneficial to reproductive health, are closely linked to family planning services, and are appropriate to deliver in the context of a family planning visit but do not contribute directly to achieving or preventing a pregnancy (e.g. cervical or breast cancer screening).
3. **Other preventative health services** that include preventive health services for women and men not included above (e.g. screening for lipid disorder, colorectal cancer or osteoporosis). Although important in the context of primary care, these have no direct link to family planning services.
  - a) Example: A client may present for preventative services or management of a chronic condition. If the client is assessed for contraceptive needs during this visit, then he/she qualifies as a Title X client. See "Title X Visit components" for specific qualifications.

### PROCEDURE:

Title X providers should use the following questions to determine what family planning services are most appropriate for a given visit. The provider should avoid making assumptions based on personal characteristics. Identifying the need for contraceptive services at each visit is important.

1. What is the client's reason for the visit?
2. Does the client have another source of primary care?
3. What is the client's reproductive life plan?
4. Does the client need preconception health services?
5. Does the client need STI services?



6. What other related preventive health services does the client need?

Consider the individual client's needs when determining what services to offer at any given visit. In some cases, the provider will deliver the initial screening service, but refer to another provider for further diagnosis or follow-up care (See policy MSA-10 & 11). Title X providers should not assume the reason of visit for any client. Professional recommendations for addressing the needs of diverse populations (e.g. LGBT persons, adolescents, or persons with disabilities) should be integrated into procedures as appropriate (See policy PA-15). Refer to *Clinical Pathway of Family Planning Services for Women and Men of Reproductive Age* on page 6 of the QFP.

**Title X Visit Components:**

1. A reproductive life plan must be assessed at each visit.
2. A sexual health assessment must be conducted during visits related to contraceptive services, achieving pregnancy, preconception health, basic infertility services and STI services.
3. A comprehensive health history, appropriate for the visit, must be obtained and reviewed.
4. If the client desires pregnancy testing: provide testing and appropriate counseling.
5. If the client desires a pregnancy, provide services appropriate to help her achieve pregnancy.
6. Preconception health services are intended to promote the health of women and men of reproductive age, before conception, with the goal of improving pregnancy-related outcomes and should be included in all visits for clients of reproductive age.
7. The need for STI/HIV services should be considered at each visit.
8. The clients need for related services (breast/cervical cancer screenings, immunizations) must be assessed at each visit. It is the responsibility of the provider to determine the individual client's need for specific medical services at each visit.
9. Counseling and provision of services must be client centered.
10. Re-visits should be scheduled as appropriate to optimize contraception, and/or to follow-up on identified problems.
11. The above must be documented in the client's medical record.
12. There shall be no imposition of any residency requirements or referrals for services by a physician, for any client eligible for Title X services.
13. No person will be denied services due to inability to pay.