

Gender Affirming Care Services

## GENDER AFFIRMING CARE APPOINTMENT INFORMATION

Questions or Concerns? Contact the GAC Support Team: 215-351-5561 / gac@ppsp.org

Information  
regarding  
your care:



**\*If you are a new patient to our Gender Affirming Care (GAC) Services, you must be scheduled off the wait list.** You can add yourself to the wait list by visiting [pptranscare.org](http://pptranscare.org) and completing the Wait List Form linked at the top of the page.

### Initial Appointment:

PPSP offers gender affirming hormone therapy using an informed consent model. At your initial visit, a health center staff member will collect your medical history and review the information for informed consent. You will then see a trained clinician with experience prescribing and monitoring hormone therapy for transgender and gender diverse patients. This appointment will last around 1.5 hours and can be done over telehealth or in-person\*. (\*Due to licensing laws, all patients outside of PA must have in-person visits. Due to prescribing laws, all patients starting testosterone must have at least one in-person visit by 12/31/24 [updated Oct. 2023].)

Although you can attend your appointment by yourself, you are more than welcome to have a support person present for portions of your visit. Please be advised that there will be parts of your appointment where we will ask your support person to leave the room. Please do not bring young children with you due to the length of the visit.

### Process for Establishing Care:

1. Follow steps detailed in the "Pre-Initial Appointment Preparation" section of this document
2. Attend your initial appointment
3. Get your labwork done at Labcorp or a health center (labs ordered at first appointment; see *Labwork* section for details)
4. Pick up your prescription
5. Schedule your next follow up appointment (due 3 months after starting medication)

### Follow Up Appointments:

**You will be responsible for tracking, scheduling, and attending your follow up appointments** (PPSP will not provide appointment reminders and follow up appointments are required for ongoing prescriptions.). These appointments are opportunities for you to check in with your clinician about progress, questions and concerns, and your treatment plan.

You will need follow up appointments at minimum **3 months, 6 months, and 1 year** after starting hormone therapy. Once your treatment is stable and consistent, you will only be required to have a yearly follow up appointment to continue care.

## Gender Affirming Care Services

### Pre-Initial Appointment Preparation:



#### Review Relevant Patient Education Materials at [PPTransCare.org](https://www.pptranscare.org):

- Effects of Testosterone/Estrogen-based Therapy
- Labwork
- GAHT Prescriptions
- Preparing for Your Injections & GAHT Injection Guide

#### Required Blood Pressure Reading:

- If in-person, your blood pressure reading will occur at your appointment.
- If over telehealth, you may self-report a blood pressure reading taken within 90 days of your appointment or your clinician will order one with your labwork.

#### Selecting a Pharmacy:

- You will be responsible for choosing a pharmacy that can fill your medication(s). You may wish to confirm this with your pharmacy before your script is sent.
- Selecting a pharmacy that is not able to fill your prescriptions for your medication (and injection supplies if applicable) will likely cause delays in accessing your supplies.

#### Connecting for Telehealth:

**IMPORTANT:** You will connect to your appointment by video within your [PPSP MyChart account](#). You *must* register for MyChart *prior* to your telehealth appointment.

- You can connect to your appointment on a smartphone using the free MyChart app, or on a computer using an internet browser.
- Make sure you can attend your appointment in a quiet and private environment with secure access to the internet.
- Log into your MyChart account
- Click on **Visits** in the toolbar located at the top of the page
- Locate your scheduled telehealth visit
- Click **Start eCheck-In** and complete questionnaires. (Can be done up to 7 days prior to appointment.)
- Click **Join video visit** to join your telehealth appointment. (Link is active 15 minutes prior to appointment time.)

#### Payment for Your Visit:

Have Your Insurance Card:

- It is essential you provide up-to-date insurance information for both medical and pharmacy coverage, particularly if you intend on using insurance to pick up your medication at your pharmacy. If your insurance information is not up to date, you may experience delays in receiving your medication. It is your responsibility to

## Gender Affirming Care Services

provide updated insurance information every time there is a change in your coverage.

- For a list of insurance carriers we currently accept please see the [Insurance and Payment Information](#) section of our website.
- While we are able to accept Pennsylvania Medicaid for GAC services, we are not able to accept out-of-state Medicaid for the cost of your appointment.

Provide a Photo ID:

- If you are using insurance, you must provide a valid photo ID for identity verification.
- If you are not using insurance, you must provide proof of date of birth. This can be a photo ID or other documentation with your legal name and date of birth.
- You can send us images of your documentation via email/MyChart or provide them at your in-person appointment.

Have a Card for Payment:

- You are responsible for paying any out-of-pocket expenses (copay, visit cost, medication cost) at the time of your visit. Payment can be made with a credit/debit card in-person or over the phone.

Out-of-Pocket Expenses:

- You will be fee-assessed and charged on a sliding scale for any out-of-pocket costs (visit fees range from \$0-214 and lab fees range from \$0-193).
- You can access pharmacy coupons at [GoodRx.com](#) for paying for medications.

**If you are late to the appointment, we reserve the right to reschedule. Give yourself plenty of time to get to the health center or connect to your telehealth appointment.**

To cancel or reschedule your initial appointment or if you have any questions or support needs, please contact the **GAC Support Team at (215) 351-5561 / [gac@ppsp.org](mailto:gac@ppsp.org)**.

To cancel or reschedule your follow up appointments you may call the health center where you are scheduled (contact info at [pptranscare.org](#)), the GAC Support Team, or cancel your appointment online. Please do so as soon as possible to free up appointments for other patients.

**It is important to follow these instructions to make sure you are able to be seen for your appointment.**

Please be  
on time!