

We provide services to people of all genders and sexual identities.

Our gender affirming hormone therapy services include:

- **Feminizing Hormone Therapy**, including estrogen and spironolactone
- **Masculinizing Hormone Therapy**, including testosterone.

We may be able to start or continue hormone therapy and provide referrals for gender affirming therapy, surgeries and community resources if needed. If you are on hormone therapy, you can utilize the health center for ongoing care and monitoring.

In order to receive gender affirming hormone therapy services at PP Keystone, you must be 18 or older and be able to provide consent. Most people are able to get a hormone prescription at the end of your first visit with us.

Initial Appointment:

- **Scheduling:** Schedule your appointment at a time when you don't have any other obligations such as work, childcare, or social events. You will connect with us via secure video chat using your smartphone, laptop, or tablet. We recommend that you be at home or at another safe, private place. You can schedule an appointment online or by calling us at 1-800-230-PLAN (7526).
- **New patient initial visit:** At your initial visit you will meet with a Patient Navigator or Medical Care Assistant who will collect your medical information and guide you through the informed consent process. You will then see a trained clinician with experience prescribing and monitoring hormone therapy for trans and gender diverse patients. This appointment will take place via a secure online video platform.
- **Support persons:** 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.

- **Patient Navigators:** After your first visit, you will have the option to schedule a follow-up visit with our Patient Navigators, who can assist you in other aspects of your transition plan. Please call 267-668-3570 or email navigators@ppkeystone.org.

Process for Establishing Care

1. Follow steps detailed in the "Initial Appointment" section of this document
2. Attend initial appointment
3. Get your ordered lab work done at LabCorp or a health center (see "Obtaining Labs at LabCorp" document for details)
4. Schedule an appointment to review lab results if instructed by healthcare provider
5. Pick up your prescription
6. Schedule your next follow-up appointment

Appointments/Labs

- **New patient follow-up schedule:** If you're starting gender affirming hormone therapy, you'll have an initial appointment with baseline lab work (blood draw). Then we'll need to see you for **3-month, 6-month, and 12-month** follow-up appointments with lab work to see how things are going, check in with you about the changes you are experiencing, and possibly check that hormone levels are in a therapeutic range for your desired effects. We may make dosage adjustments based on your feedback and lab results. **It is your responsibility to schedule these appointments.**
- **When to get labs:** If you are already taking hormones, either from us or another provider, the timing of your lab appointment is important, so the provider has a sense of your average blood levels.
- **For people taking oral estradiol:** please get labs at least a few hours after you take your medication.
- **For people using injectable hormone:** we want labs halfway between your shots. For weekly injections, this means 3-4 days after your shot.

- **Established patients:** If your levels are stable and you're happy with your protocol, after your 12-month visit, we'll want to see you once yearly for a follow-up appointment and labs, unless you'd like to come in sooner.
- **Dosage/medication changes:** If you want to change your dosage, or switch to a different medication, you'll likely need a visit and labs first. At this visit, the provider will educate you about the medication and how to take it. Three (3) months after changes to your medication, we'll often need another visit and a set of labs to see how it's going.

Insurance

- **Referrals to be our patient:** Planned Parenthood contracts with many, but not all, insurance plans. You will have to check with your individual plan to see if you need a referral. If you have a PPO plan (preferred provider organization) you can typically choose to go wherever you wish without a referral, as long as we take your insurance. For some commercial HMO plans, you'll need a referral from your primary care provider (this is the main clinician who you're assigned to, or your home clinic). This is called a referral authorization, and is processed using your insurance company's website. Your clinician's office will need some basic information about the type of care you're getting, which clinic, and for how long. Sometimes they'll want us to send them a referral request letter first - if so, please get their fax number. The referral usually lasts for 1 year.
- **Coverage:** We will check for insurance coverage (that the plan is active and required co-pay amounts) before or at the start of your visit. If you have not met your deductible, or would have a copay for any other service, the same will apply to your gender affirming care services and prescriptions. You can ask our staff for a cost estimate before you begin your appointment. PPKeystone is not contracted with every insurance provider, we will inform you if you are not in network with us.
- **Medication authorization:** Certain medications

may require yearly authorization from your insurance. Please allow extra time for us to submit for authorization, and notify us if your pharmacy says a new authorization is needed. We will often, but not always, receive a fax from them with this information.

- **Changing medication:** Sometimes a plan will cover an alternative medication if we can show that you tried the formulary medication and had a problem with it, we may be able to get the brand medication approved for your use.

If you are uninsured:

- **Sliding scale fees:** If you are paying out-of-pocket for their services, we have a sliding scale for fees based on your income.
- **Medications:** If you do not have insurance, you can pay out of pocket for your medications at the pharmacy. We recommend that you ask your provider about prescription discount programs to reduce the cost to you. You can search by type of medication and zip code, and the programs will show you which pharmacies have the most affordable rates using their discounts. Some pharmacies will also be able to connect you with affordability programs.
- **Lab tests:** If you need lab work and do not have insurance, you can arrange to come to Planned Parenthood for your blood draw, and pay us directly, using our sliding scale. We have worked to make this service affordable.
- **Losing coverage:** If you lose insurance coverage, please let us know. We can help you find the most affordable approach to continuing your hormone therapy. We want you to have access to this medically necessary care.

Pharmacies

- **Sourcing issues:** Sometimes pharmacies can't get the medication you need, or the specific injection supplies you need to take your medication. Please make a note of the specific problem in case we need to help. Please call other pharmacies in your area and ask if they're able to get the medication/supply. It's helpful to try a different chain and/or a locally-owned

pharmacy. Ask your pharmacy to special order what you need or to check their warehouse.

In the case of injection supplies, there are alternate needle and syringe sizes that can work, but the injection needle needs to match what we prescribed, unless you are switching to a different administration route. Sometimes a medication is back-ordered, but will arrive in a week or two, and sometimes a pharmacy will never be able to source a particular medication. If you can't source the medication, we may be able to change your prescription and get a new authorization from your insurance, but this could take some time and may require a visit to teach you about the medication.

- **Changing pharmacies:** You can call us to update your pharmacy in our system. However, you are able to transfer your prescriptions yourself. Call your new pharmacy, give them your information and request that your prescriptions are transferred from your old pharmacy. The only exception is if you have a new testosterone prescription that you have never filled, or if you have run out of refills of a medication. In that case, please contact us.

Refills

- **Call ahead:** Please contact us **3-4** weeks before you run out of your last refill to give us time to communicate your request to your provider and work out any issues with the pharmacy and insurance. Please remember to schedule an appointment if you are due for one. If you are experiencing difficulties obtaining your refills, please reach out to our Patient Navigators.

Relocating

- **Remote care:** If you move within the state, we may still be able to see you remotely. We can work with you to coordinate getting labs, scheduling telehealth appointments and finding a pharmacy.

- **Transferring care:** We may be able to help you find a new provider. Planned Parenthood health centers throughout the country are working to expand access to gender affirming care. If you want your medical records sent to your new provider, you'll need to fill out a release form. It's helpful to do this before you move, but if needed we can mail you the release form.

Special issues with medications

Estradiol

If you're taking estradiol, there are some issues we'd like you to be aware of:

- **Administration method:** Oral estradiol (a tablet that you swallow) is sometimes prescribed sublingually, meaning the tablet will be placed under the tongue instead of being swallowed. There is no scientific evidence clearly supporting that the sublingual route is superior to the oral route. You can discuss which way you prefer to take it with your provider.
- **Treatment approaches:** Our patients are commonly prescribed oral or sublingual estradiol and oral spironolactone, but there may be other treatment options, depending on your goals/desires, where you are in your transition/gender affirmation process, your specific provider, your insurance plan, and regional availability. Please note that not all options that you read about online are able to be prescribed by PPKeystone providers due to lack of scientific evidence to support safe and effective treatment with certain medications. Please come to us with questions and requests.
- **Injectable estradiol:** Sometimes patients will be prescribed an injectable form of estradiol. This requires a yearly insurance authorization process, injection training, and supplies. Our patients will normally start on oral or sublingual estradiol. If you are taking injectable estradiol, you may encounter shortages. We can work with you to change to a different formulation of the injectable estradiol, and you can call other pharmacies in your area and ask if they can

source it. We ask that you do not stockpile injectable estradiol, as that makes it less possible for others to take this medication, and we can usually find a solution if there is a shortage.

- **Refill lead time:** Please contact us at least **3-4** weeks before your last refill runs out. Sometimes the pharmacy tries to fax us a refill request, and we don't receive it. If there is a delay, please notify us.
- **Prescription authorization:** Topical forms of estradiol, injectable estradiol valerate and micronized progesterone often require yearly authorization from your insurance, and some plans won't cover progesterone.
- **Labels:** If your prescription directions read differently than what you discussed with your provider, please take the medication the way your provider explained it to you. For example, your dosage may have changed. You can always contact us about this, or with any questions. The label may have your legal name on it, so that insurance will cover it. We can help with a legal name change process if desired.

Testosterone

If you're taking testosterone, there are some issues we'd like you to be aware of, to reduce confusion and frustration with the process:

- **Controlled substance:** Testosterone is a DEA schedule III-controlled substance. This authorization is usually renewed once yearly. We are only able to write the prescription for 180 days of refills, and some insurance plans will only pay for one month of medication at a time.
- **Administration route:** The pharmacist may have questions about how the medication is administered. Many of our patients take the testosterone through subcutaneous injection (under the skin,) but the testosterone is labelled for intramuscular injection (into the muscle). SubQ is a safe and common off-label administration method. You can let the pharmacist know that the subQ route was not a mistake.

- **Refill lead time:** When you have no refills left on file, and about **3-4** weeks of medication remaining, please contact us to request a new prescription.

Sometimes the pharmacy tries to fax us a refill request, and we don't receive it. In that case you can contact us.

- **Prescription authorization:** When you first start testosterone, it may take us some time to get the medication covered by your insurance. Once a year, we will need additional time after you request your refill to get the testosterone covered by your insurance again.
- **Reactions:** If you have a bothersome reaction to testosterone, please let us know. We can problem-solve with you. In some cases, you would switch to a different formulation. It is common to get a bit of itching at the injection site, or some soreness and mild swelling at the site for a few days. It is rare, but possible, to have a true allergy to the oil in which the testosterone is suspended. Of course, if you are concerned that you're having an anaphylactic reaction (swelling, difficulty breathing, sometimes nausea/vomiting), please call 911.
- **Labels:** If your prescription directions read differently than what you discussed with your provider, please take the medication the way your provider explained it to you. For example, your dosage may have changed. You can always call and check in with us about this, or with any questions. The label may have your legal name on it, so that insurance will cover it. We can help with a legal name change process if desired.
- **Needle phobia:** If you have a needle phobia, or any other issue, that is preventing you from administering your shots, please let us know. Sometimes it will get easier with practice. However, we can work with you to find something that works for you, like topical testosterone. Some insurance plans are more likely to cover different formulations if you've tried the standard approach first.

Other Services

We are happy to help you with other aspects of gender care and gender affirmation if you are interested. Our Patient Navigators are happy to work with you via email, telephone, or video chat. Reach out to navigators@ppkeystone.org or call 267-668-3570.

- **Name/gender marker change letters:** We recommend the [National Center for Transgender Equality Self Help Guide](#) to changing legal identity documents. We can provide a letter for updating your gender marker for various agencies.
- **Referrals for surgery:** If you're interested in a referral for a particular surgery, we can help you with a list of recommended surgeons and a letter for proof of hormone compliancy. You will likely need to get a referral to the surgeon from your primary care provider. We can help you navigate those processes. Depending on any surgeries/procedures, you might need a letter(s) from a therapist and/or clinician. The credential requirements may vary from insurance company to surgeon. You may need an additional insurance referral through your primary care provider to be seen for a consultation.
- **Therapists:** We maintain lists of gender affirming therapists for a variety of insurance plans and sliding- scale payment options. Whether or not you want to talk with a therapist about gender issues, patients often prefer to see someone trans-affirming for their mental and emotional healthcare. We can work with you to help you find a therapist you connect with.
- **Information on hair removal:** We may be able to help you find an affirming and accessible hair-removal location or talk to you about avenues for hair removal.
- **Fertility resources:** Fertility preservation is not usually covered by insurance at this time, but we can discuss fertility with you and share options for fertility preservation.
- **Vocal coaching:** This is not covered by insurance at this time, but we may be able to provide you with contact information for gender

affirming vocal coaching. There is also a [voice coaching app](#) available for download.

- **Community resources:** We can help connect you with community-based resources, including support groups, food pantries, LGBTQ+ shelters, crisis lines, micro-grants, and the nearest LGBTQ+ centers and trans-specific events. Just let us know what type of support and community-building you're looking for, and we'll try our best to connect you. Feel free to share community resources with us if you feel comfortable.
- **Support for your loved ones:** If your loved ones need education about trans issues, support in their learning process, or to build community, we can connect them with support circles and educational resources, and can answer questions (with respect for your privacy) if they come with you to a visit. Your loved ones can also [learn more here](#).

Feedback/concerns

- **Anonymous feedback:** We want to make your healthcare experience the best it can be, and your feedback is critical in making that happen. If you would like to provide completely anonymous feedback, you're welcome to participate in our Press Ganey survey. You'll receive a link through text or email after your visit. You can respond to as many or as few of the questions as you want, and there is a free-text space if you wish to leave more personalized feedback. We appreciate and make changes based on the feedback provided through the surveys. It's also helpful to know what we're doing well, so we can keep it up.
- **Direct feedback:** If you have a negative experience, or would like us to know something that would help us offer better care, please reach out however you feel most comfortable. You can call the Call Center and ask to provide feedback, or ask to talk to a manager at the health center where you were seen. You can also send an email to servicefeedback@ppkeystone.org. It's very important to us that you receive respectful and well-informed care, and your feedback helps us focus on areas of growth. We can work with you to find solutions, and remove barriers to access.