

## PHP Care Complete FIDA-IDD Plan | 2018 Provider and Pharmacy Directory

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- ❖ PHP Care Complete FIDA-IDD Plan is a managed care plan that contracts with Medicare and the New York State Department of Health (Medicaid) to provide benefits to Participants through the Fully Integrated Duals Advantage for individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Demonstration.
- ❖ The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- ❖ Benefits may change on January 1 of each year.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), support providers (such as Adult Day Health and Home Health providers), providers of disability services, and Office for People With Developmental Disabilities (OPWDD) waiver service providers that you may see as a PHP Care Complete FIDA-IDD Plan Participant. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of PHP Care Complete FIDA-IDD Plan’s network providers for Bronx, Kings/Brooklyn, Nassau, New York, Queens, Richmond/Staten Island, Rockland, Suffolk, and Westchester.
- ❖ If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-855-747-5483 and 711 for TTY users from 8AM to 8PM, seven days a week. The call is free.
- ❖ Si usted habla español, se encuentran disponibles para usted servicios sin cargo de asistencia con el idioma. Llame al 1-855-747-5483 y al 711 para los usuarios de TTY de 8:00 a. m. a 8:00 p. m., los siete días de la semana. La llamada es gratuita.
- ❖ Если Вы говорите на русском языке, Вам доступна бесплатная языковая поддержка. Звоните по телефону 1-855-747-5483 и 711 для пользователей линии TTY/TDD с 08:00 до 20:00, без выходных. Звонок бесплатный.
- ❖ 如果您說中文，您可以獲得免費的語言協助服務。請致電 1-855-747-5483，TTY 使用者請致電 711，服務時間為每週七天，上午 8 時至晚上 8 時。本電話為免付費電話。
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call 1-855-747-5483 and 711 for TTY users from 8AM to 8PM, seven days a week. The call is free.

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**If you have questions**, please call PHP Care Complete FIDA-IDD Plan at 1-855-747-5483 and 711 for TTY users, 8AM to 8PM, seven days a week. The call is free. **For more information**, visit [www.phpcares.org](http://www.phpcares.org).



- ❖ If you would like to make or change a standing request to receive future materials or mailings in a preferred language and/or format, call PHP Care Complete FIDA-IDD Plan Participant Services. The number is 1-855-747-5483 and 711 for TTY users during the hours of 8AM to 8PM, seven days a week. The call is free.
- ❖ The State of New York has created a participant ombudsman program called the Independent Consumer Advocacy Network (ICAN) to provide Participants free, confidential assistance on any services offered by PHP Care Complete FIDA-IDD Plan. ICAN may be reached toll-free at 1-844-614-8800 (TTY users call 711, then follow the prompts to dial 844-614-8800) or online at [icannys.org](http://icannys.org).

The list is up-to-date as of **<date of publication>**, but you need to know that:

- Some PHP Care Complete FIDA-IDD Plan network providers may have been added or removed from our network after this Directory was published.
  - Some PHP Care Complete FIDA-IDD Plan providers in our network may no longer be accepting new Participants. If you are having trouble finding a provider who will accept new Participants, call Participant Services at 1-855-747-5483 and 711 for TTY users from 8AM to 8PM, seven days a week and we will help you.
- To get the most up-to-date information about PHP Care Complete FIDA-IDD Plan's network providers in your area, visit [www.phpcares.org](http://www.phpcares.org) or call Participant Services at 1-855-747-5483, 8AM to 8PM, seven days a week. The call is free. TTY/TDD: 711.

Doctors, other health care professionals, and other service providers in PHP Care Complete FIDA-IDD Plan's network are listed on pages **<page numbers>**. Pharmacies in our network are listed on pages **<page numbers>**.



## Providers

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### Getting started in PHP Care Complete FIDA-IDD Plan

This section explains key terms you'll see in our Provider and Pharmacy Directory.

- **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports, supplies, prescription drugs, equipment, day treatment, residential habilitation, and other services.
  - The term *providers* also includes facilities such as hospitals, OPWDD certified outpatient clinics, intermediate care facilities (ICFs), and other places that provide medical services, medical equipment, and long-term services and supports.
  - Providers that are a part of our plan's network are called **network providers**.
- **Network providers** are the providers that have contracted with us to provide services to Participants in our plan. The providers in our network may only bill us for care they give you. When you see a network provider, you usually pay nothing for covered services.
  - If you are eligible to get services from Indian health providers, you may see these providers even if they are out of our plan's network.
- A **Primary Care Provider** (PCP) is a Physician or Nurse Practitioner who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will participate on your Interdisciplinary Team and help in planning your care and ensuring that you get necessary services.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
  - **Oncologists** care for patients with cancer.
  - **Cardiologists** care for patients with heart conditions.
  - **Orthopedists** care for patients with certain bone, joint, or muscle conditions.
- **Waiver Service Providers** provide certain services to Participants who are enrolled in the OPWDD Home and Community Based Services (HCBS) waiver. Here are a few examples:
  - Assistive Technology/Adaptive Technology
  - Residential Habilitation

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- Pre-Vocational Services
- You also have access to a **Care Manager** and **Interdisciplinary Team (IDT)** that you help choose.
  - A **Care Manager** works closely with you and your Interdisciplinary Team to develop a Life Plan that helps you manage your medical, developmental, habilitation, behavioral health, long-term services and supports, and social and functional needs.
  - Your **Interdisciplinary Team (IDT)** helps to coordinate your care. This means that they make sure your providers know about care you get, medicines you take, tests and labs are done once and the results are shared with the appropriate providers. You and your IDT will develop your Life Plan, which will list all of your needs and services, personal choices, set goals to address those needs, services, and personal choices, and determine ways to monitor them. Your IDT will be in contact with you as often as needed. Your IDT includes:
    - You and your caregiver/guardian or designee(s);
    - Your Care Manager;
    - Your primary providers of Developmental Disability services, who have knowledge of your desired outcomes and service needs;
    - Additional individuals, including:
      - Your Primary Care Provider (PCP), including a physician, nurse practitioner, physician assistant, or specialist who has agreed to serve as your PCP, or a designee from your PCP's practice who has clinical experience (such as a registered nurse, nurse practitioner, or physician assistant) and knowledge of your needs;
      - Your Behavioral Health (BH) Professional, if you have one, or a designee from your BH Professional's office (or practice) who has clinical experience and who has knowledge of your needs;
      - Your home care aide(s), or a designee with clinical experience from the home care agency who has knowledge of your needs, if you are getting home care and approve the home care aide/designee's participation on the IDT;
      - Other providers either as you or your caregiver/guardian or designee asked for, or as recommended by the IDT members as necessary for care planning and approved by you or your designee.

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## Choosing a Primary Care Provider (PCP)

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You can get services from any provider who is in our network and accepting new Participants.

First, you will need to choose a Primary Care Provider.

To choose a PCP, go to the list of providers on page <page number> and choose a provider:

- that you use now, **or**
- who has been recommended by someone you trust, **or**
- whose offices are easy for you to get to.

→ To get the most up-to-date information about PHP Care Complete FIDA-IDD Plan's network providers in your area, visit [www.phpcares.org](http://www.phpcares.org) or call Participant Services at 1-855-747-5483, 8AM to 8PM, seven days a week. [TTY/TDD: 711.] The call is free.

→ If you want help in choosing a PCP, please call Participant Services at 1-855-747-5483, 8AM to 8PM, seven days a week. The call is free. [TTY/TDD: 711.] Or, visit [www.phpcares.org](http://www.phpcares.org).

→ If you have questions about whether any service or care that you want or need is covered, talk to your Care Manager and Interdisciplinary Team or call Participant Services and ask **before** you get the service or care.

## Getting long-term services and supports

As a PHP Care Complete FIDA-IDD Plan Participant, you may be able to get long-term services and supports (LTSS), such as adult day health care, which includes care and services provided in a residential health care facility or approved extension site under the medical direction of a physician to a person who is functionally impaired, not homebound, and who requires certain preventive, diagnostic, therapeutic, rehabilitative or palliative items or services, and personal care services, which are services provided to assist individuals in activities of daily living. Long-term services and supports are help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in an intermediate care facility or hospital. A full list of covered LTSS is available in Chapter 4 of your Participant Handbook.

When you enroll in our plan, your Care Manager will assess your medical, behavioral health, long-term services and supports (LTSS), and social needs. This will help your IDT to develop a Life Plan that specifically addresses your health care needs. Your IDT will continually monitor your health care needs. As your needs change, your Care Manager will work with you to update your Life Plan.

## Identifying Providers in PHP Care Complete FIDA-IDD Plan's Network

**If you have questions**, please call PHP Care Complete FIDA-IDD Plan at 1-855-747-5483 and 711 for TTY users, 8AM to 8PM, seven days a week. The call is free. **For more information**, visit [www.phpcares.org](http://www.phpcares.org).



You must get all of your covered services from providers within our network. If you go to providers who are not in PHP Care Complete FIDA-IDD Plan's network (without prior authorization or approval from your IDT), you will have to pay the bill.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan for other non-emergency services if PHP Care Complete FIDA-IDD Plan gives you permission first.

→ You may change providers within the network at any time. If you have been going to one network provider, you do not have to keep going to that same provider.

→ PHP Care Complete FIDA-IDD Plan works with all the providers in our network to accommodate the needs of people with intellectual and developmental disabilities. As applicable, the list of network providers in this Directory includes information about the accommodations they provide. If you need to see a provider and are not sure if they offer the accommodations you need, PHP Care Complete FIDA-IDD Plan can help you. Talk to your Interdisciplinary Team and Care Manager for assistance.

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## Finding PHP Care Complete FIDA-IDD Plan providers in your area

### List of network providers

This Directory of PHP Care Complete FIDA-IDD Plan's network providers contains:

- **Health care professionals and support providers** including primary care providers, specialists, developmental disability providers, behavioral health providers, adult day services, day treatment, OPWDD certified outpatient clinics, consumer-directed personal assistance services, home health agencies, non-emergency transportation, personal care services, personal emergency response services, private duty nursing, radiology providers, vision providers, dental providers;
- **Facilities** including hospitals, nursing facilities, intermediate care facilities, mental health facilities; and
- **HCBS Waiver** including adaptive technology, community habilitation, day habilitation, intensive behavioral services, pathways to employment, pre-vocational services, residential habilitation, respite, fiscal intermediary, support brokerage, supported employment, community transition services, live-in caregiver services, individual goods and services and environmental modification services.

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## The “ADA+” Symbol

If a provider has this symbol – **ADA+** – next to its name, it means that the provider meets the ADA Accessibility standards. This means that the provider meets all of the following 25 requirements, except for any that would not apply to that type of provider.

These are the requirements providers have met if they have an “ADA+” symbol next to their names:

1. The office has at least one wheelchair-accessible path from an entrance to an exam room.
2. Exam tables and all equipment are accessible to people with disabilities.
3. Where parking is provided, spaces are reserved for people with disabilities. There are also pedestrian ramps at sidewalks and drop-off zones.
4. Where parking is provided, there is an adequate number of accessible parking spaces (8 feet wide for a car and 5 foot access aisle).
5. For a provider with a disability-accessible parking space, there is a stable, firm, and slip resistant path from the disability-accessible parking space to the facility entrance. The path does not require the use of stairs. Except for curb cuts, the path is at least 36 inches wide.
6. There is a method for people using wheelchairs or that require other mobility assistance to enter as freely as everyone else. That route of travel is safe and accessible for everyone, including people with disabilities.
7. The main exterior entrance door used by people with mobility disabilities to access public spaces meets accessibility standards. This includes a clear opening, low doorstep, and accessible door handle.
8. There are ramps for wheelchair access. The slopes of the ramp are accessible for wheelchair access, the railings are sturdy and high enough for wheelchair access, the width between railings is wide enough to accommodate a wheelchair, and the ramps are nonslip and free from any obstruction (cracks).
9. Where there are stairs at the main entrance, there is also a ramp or lift, or is there an alternative accessible entrance.
10. Any inaccessible entrances have signs indicating the location of the nearest accessible entrance.
11. The accessible entrance can be used independently and without assistance.
12. Doormats are half inch high or less with beveled or secured edges.

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13. Waiting rooms and exam rooms are accessible to people with disabilities.
14. The interior layout of the building allows people with disabilities to get materials and services without assistance.
15. The interior doors comply with the criteria listed above for the exterior door.
16. The accessible routes to all public spaces in the facility are 31 inches wide.
17. In public areas where services are provided, there is a 5 foot circle or a T-shaped space for a person using a wheelchair to reverse direction.
18. All buttons or other controls in the hallway are no higher than 42 inches.
19. All elevators in the facility have raised and braille lettering on signs next to the door and on the controls inside the cab. The elevators also have call buttons in the hallway that are not higher than 42 inches.
20. Sign language interpreters and other auxiliary aids and services are provided when needed.
21. The public lavatory is wheelchair-accessible.
22. The public restroom's exterior door and interior stall doors comply with the standards listed above for exterior doors.
23. There is at least one wheelchair accessible stall in the public restroom that has an area of at least 5 feet by 5 feet, clear of the door swing. Or, there is at least one stall that provides greater access than a typical stall (either 36 by 69 inches, or 48 by 69 inches).
24. In the accessible stall of the public restroom there are grab bars behind and on the side wall nearest the toilet.
25. There is one lavatory in the public restroom that meets accessibility standards, such as an accessible toilet, faucets, and soap dispensers.





## Pharmacies

This part of the Directory provides a list of pharmacies in PHP Care Complete FIDA-IDD Plan's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a Participant of the plan.

We also list pharmacies that are in our network but are outside our 9-county service area in which you live. You may also fill your prescriptions at these pharmacies. Please contact PHP Care Complete FIDA-IDD Plan at 1-855-747-5483 and 711 for TTY users, 8AM to 8PM, seven days a week, for additional information.

→ PHP Care Complete FIDA-IDD Plan Participants must use network pharmacies to get prescription drugs.

- You must use network pharmacies except in emergency or urgent care situations. If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service. Read the PHP Care Complete FIDA-IDD Plan Participant Handbook for more information.

→ Some network pharmacies may not be listed in this Directory.

- Some network pharmacies may have been added or removed from our plan after this Directory was published.

For up-to-date information about PHP Care Complete FIDA-IDD Plan network pharmacies in your area, please visit our web site at [www.phpcares.org](http://www.phpcares.org) or call Participant Services at 1-855-747-5483, 8AM to 8PM, seven days a week. The call is free. [TTY/TDD: 711.]

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the Participant Handbook and PHP Care Complete FIDA-IDD Plan's *List of Covered Drugs*. You can find our list of covered drugs on our website, [www.phpcares.org](http://www.phpcares.org), or by calling our Participant Call Center at 1-855-747-5483 and 711 for TTY users, 8AM to 8PM, seven days a week.

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## Identifying pharmacies in our network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Home infusion pharmacies
- Long-term care (LTC) pharmacies

→ You are not required to continue going to the same pharmacy to fill your prescriptions.

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## PHP Care Complete FIDA-IDD Plan's Network Pharmacies

### The “ADA+” Symbol

If a pharmacy has this symbol – **ADA+** – next to its name, it means that the pharmacy meets the ADA Accessibility standards. This means that the pharmacy meets all 25 requirements that are listed on page vii, except for any requirements that would not apply to pharmacies. For example, a pharmacy would not have an exam room, so the requirements about an exam room do not apply to a pharmacy.

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## Long-Term Care Pharmacies

Residents of a long-term care facility, such as an intermediate care facility or nursing facility, may access their prescription drugs covered under PHP Care Complete FIDA-IDD Plan through the facility's pharmacy or another network pharmacy. To learn more about drug coverage in special cases, see Chapter 5 of the *Participant Handbook*.



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