

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

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.



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.