

This document contains information on ADA+ accessibility, home infusion pharmacies, and long-term care pharmacies. To get additional information on any of these services, contact Partners Health Plan, at (855) 747-5483 or TTY/TDD: 711, 8am-8pm, 7 days a week.

## **ADA+ Accessibility**

If a pharmacy lists “handicap accessible” in the online search engine, it means that the pharmacy meets the FIDA Program accessibility standards. This means that the pharmacy meets **all** 25 requirements that are listed below, 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.

If you would like to find out more about handicap accessibility, you can contact the pharmacy listed in the online search engine or contact Partners Health Plan, at (855) 747-5483 or TTY/TDD: 711, 8am-8pm, 7 days a week.

These are the requirements pharmacies have met if they are listed as “handicap accessible” in the online search engine, as applicable:

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 are 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.
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.

### **Home infusion pharmacies**

Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.

Our home infusion pharmacies service certain counties in the plan service area. [Click here](#) to see an alphabetical list of these counties. **All home infusion services may not be covered by your plan.** Please contact Partners Health Plan, at (855) 747-5483 or TTY/TDD: 711, 8am-8pm, 7 days a week, to confirm that the service will be covered by your plan and to get more information.

### Long-term care pharmacies

Residents of a long-term care facility, such as a nursing facility, may access their prescription drugs covered under Partners Health 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.

Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.

Usually, a long-term care facility (LTC) (such as a nursing home) has its own pharmacy, or a pharmacy that supplies drugs for all of its residents. If you are a resident of a long-term care facility, you may get your prescription drugs through the facility's pharmacy as long as it is part of our network.

Check your *Provider and Pharmacy Directory* to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Partners Health Plan, at (855) 747-5483 or TTY/TDD: 711, 8am-8pm, 7 days a week.

Our long-term care pharmacies service certain counties in the plan service area. [Click here](#) to see an alphabetical list of these counties. Please contact Partners Health Plan, at (855) 747-5483 or TTY/TDD: 711, 8am-8pm, 7 days a week, to get more information regarding available long-term care pharmacy services.

### Counties that Provide Home Infusion and Long-term Care Pharmacy Services

County	State
Bronx	New York
Kings	New York
Nassau	New York
New York	New York
Queens	New York
Richmond	New York

Rockland	New York
Suffolk	New York
Westchester	New York