

## PHP Care Complete FIDA-IDD Plan | 2017 Provider and Pharmacy Directory Introduction

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- ❖ Partners Health 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, Rockland, Suffolk and Westchester.
- ❖ You can get this information for free in other formats, such as large print, braille, or audio. Call PHP Care Complete FIDA-IDD Plan, 1-855-747-5483 and 711 for TTY users during 8 AM to 8 PM, seven days a week. The call is free.
- ❖ You can get this information for free in other languages. Call PHP Care Complete FIDA-IDD Plan and 1-855-747-5483, and 711 for TTY users during 8 AM to 8 PM, seven days a week. The call is free.
- ❖ 您可以免費獲得此資訊的其他語言版本。每週七天均可致電 1-855-747-5483, TTY (聽障) 用戶請在上午 8:00 至晚上 8:00 (EST) 之間致電 711。此為免費電話。
- ❖ Ou ka jwenn enfòmasyon sa a gratis nan lòt lang. Rele nan 1-855-747-5483, moun ki sèvi ak sistèm TTY dwe rele nan 711 ant 8:00 a.m. jiska 8:00 p.m EST (Lè de lès), 7 jou pa semèn. Apèl la gratis.
- ❖ È possibile ottenere questa informazione tradotta gratuitamente in altre lingue. Telefonare al numero 1-855-747-5483 e per la modalità TTY per i non udenti o chi ha difficoltà a parlare comporre il numero 711, dalle ore 8:00 alle ore 20:00 (fuso orario della costa orientale degli U.S.) tutti i giorni della settimana. La telefonata è gratuita.

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



- ❖ 다른 언어로 된 무료 정보를 얻을 수 있습니다. 주7일 오전 8시에서 오후 8시(동부시간 기준) 사이에 1-855-747-5483번으로 문의하시거나 TTY사용자는 711번으로 문의하십시오. 통화는 무료입니다.
- ❖ Вы можете получить данную информацию на других языках бесплатно. Звоните по номеру 1-855-747-5483, а пользователи телетайпа должны связаться по номеру 711, с 8:00 до 20:00 по стандартному восточному времени, 7 дней в неделю. Звонок бесплатный.
- ❖ Usted puede obtener esta información gratis en otros idiomas. Llame al 1-855-747-5483 o al 711 Nueva York Relay (TTY) de 8am a 8pm (EST) los siete días de las semana. La llamada es gratis.
- ❖ 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 April 2017, 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 PHP Care Complete FIDA-IDD Plan 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 PHP Care Complete FIDA-IDD Plan, 1-855-747-5483, 8 AM to 8 PM, seven days a week. The call is free. TTY / TDD users, call 711.



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