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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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**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).



- 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.

