



2021 Provider and Pharmacy Directory

If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. For more information, visit www.firstchoicevipcareplus.com.

First Choice VIP Care Plus | 2021 Provider and Pharmacy Directory

Introduction

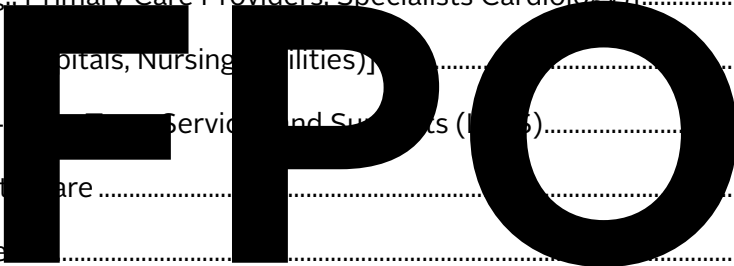
This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in First Choice VIP Care Plus and lists all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. For more information, visit www.firstchoicevipcareplus.com.

Table of Contents

A. Disclaimers.....3
B. Providers.....4
B1. Key terms.....4
B2. Primary Care Provider (PCP)6
B3. Long-term services and supports (LTSS).....6
B4. How to identify providers in First Choice VIP Care Plus' Network.....7
B5. How to find First Choice VIP Care Plus providers in your area7
B6. List of network providers.....8
C. First Choice VIP Care Plus' network providers 10
[Provider Type (e.g., Primary Care Providers, Specialists Cardiology)]..... 11
[Facility Type (e.g., Hospitals, Nursing Facilities)] 13
D. Support Providers – Services and Supports (LTSS)..... 14
D1. Adult Day Health Care 14
D2. Attendant Care 14
D3. Companion Services..... 14
D4. Environmental Modification..... 14
D5. Home Delivered Meals..... 14
D6. Incontinence Supplies..... 15
D7. Nutritional Supplements 15
D8. Personal Care Aide..... 15
D9. Personal Emergency Response System (PERS) 15
D10. Private Duty Nursing 15
D11. Respite Care 16
D12. Specialized Medical Equipment and Supplies..... 16



If you have questions, please call First Choice VIP Care Plus at 1-888-978-0862 (TTY 711), seven days a week, 8 a.m. to 8 p.m. The call is free. For more information, visit www.firstchoicevipcareplus.com.

- E. Pharmacies.....17
 - E1. How to identify pharmacies in our network.....17
 - E2. Long-term supplies of prescriptions.....18
- F. First Choice VIP Care Plus' Network Pharmacies19
 - F1. Retail and chain pharmacies20
 - F2. Mail-Order Pharmacy21
 - F3. Home infusion pharmacies21
 - F4. Long-term care pharmacies.....22
- G. Index of Providers and Pharmacies24
 - G1. Other Providers.....25
 - G2. Pharmacies.....25

FPO



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. For more information, visit www.firstchoicevipcareplus.com.

A. Disclaimers

- ❖ First Choice VIP Care Plus is a health plan that contracts with both Medicare and South Carolina Healthy Connections Medicaid to provide benefits of both programs to enrollees.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers that you may see as a First Choice VIP Care Plus member. 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 First Choice VIP Care Plus’ network providers for the following counties: Abbeville, Aiken, Allendale, Anderson, Bamberg, Barnwell, Beaufort, Berkeley, Calhoun, Charleston, Cherokee, Chester, Chesterfield, Clarendon, Colleton, Dillon, Dorchester, Edgefield, Fairfield, Florence, Georgetown, Greenville, Greenwood, Hampton, Jasper, Kershaw, Laurens, Lee, Lexington, Marion, Marlboro, McCormick, Newberry, Oconee, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Sumter, Union, and Williamsburg.
- ❖ This Directory lists providers of both Medicare and Healthy Connections Medicaid services.
- ❖ ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicios al Miembro de First Choice VIP Care Plus al **1-888-978-0862 (TTY 711)**, los siete días de la semana, de 8 a.m. a 8 p.m. La llamada es gratuita.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free.
- ❖ You can make a request to get this document, now and in the future, in a language other than English or in another format simply by calling Member Services at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. We’ll also ask for your preference during our Welcome Call and later in the year, when you contact the plan. The plan will store your request and continue to send future documents in this requested language or format, unless you ask us to cancel or change the request. You can cancel or change your request at any time, simply by calling Member Services. The calls are free.
- ❖ The list is up-to-date as of **August 1, 2020**, but you need to know that:
 - Some First Choice VIP Care Plus network providers may have been added or removed from our network after this Directory was published.
 - Some First Choice VIP Care Plus providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at the number at the bottom of the page and we will help you.
 - To get the most up-to-date information about First Choice VIP Care Plus’ network providers in your area, visit or call Member Services at the website or number at the bottom of the page. The call is free.



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. For more information, visit www.firstchoicevipcareplus.com.

Doctors and other health care professionals in First Choice VIP Care Plus' network are listed on pages 15 – 1571. Pharmacies in our network are listed on pages 1579 - 1741. You can use the Index in the back of the Directory to find the page where a provider or pharmacy is listed.

B. Providers

B1. Key terms

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 (LTSS), supplies, prescription drugs, equipment and other services.
 - The term providers also includes facilities such as hospitals, clinics, 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 members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay nothing for covered services.
- **A Primary Care Provider (PCP)** is a practitioner, like a doctor 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 also give you a referral if you need to see a specialist or other provider.
- **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.
- You may need a **referral** to see a specialist, or someone that is not your PCP. A **referral** means that your primary care provider (PCP) must give you approval before you can see the other someone that is not your PCP. If you don't get a referral, First Choice VIP Care Plus may not cover the service.
 - Referrals from our plan are not needed for:
 - Emergency care;
 - Urgently needed care;



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. For more information, visit www.firstchoicevipcareplus.com.

- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan’s service area; **or**
- Services from a women’s health specialist.
- Physician specialist services, including chiropractic and podiatrist services.
- Additionally, if you are eligible to get services from Indian health providers, you may see these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan’s network.
- More information on referrals is available in Chapter 3 of the *Member Handbook*.
- You also have access to a **care coordinator** and a **Care Team** that you choose.
 - A **care coordinator** helps you manage your medical providers and services.
 - Your **Care Team** is a group of advocates and providers working together to provide you with medical, behavioral health, psychosocial, social care, and long-term services and supports in the community or in a facility. You are a member of your Care Team, and you can tell us who else you would like to participate. Unless you tell us otherwise, your Care Team will include:
 - You
 - Your care coordinator
 - Your Primary Care Provider (PCP)
 - Your behavioral health clinician (if you have one)
 - Your long-term services and supports (LTSS) providers (if you have them). These include:
 - Your Home Again Transition Coordinator
 - Your waiver services provider
 - Your Community Long Term Care (CLTC) waiver case manager
 - A pharmacist, **and**
 - Representatives from the facility where you get care
 - Your Care Team **can also include** the following people, if it is appropriate and if you agree:
 - Nurses, specialists, social workers, and other people who can provide expert advice
 - Family members



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.firstchoicevipcareplus.com.

- Other informal caregivers
- Advocates
- State agency or other case managers
- Everyone on the Care Team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

B2. Primary Care Provider (PCP)

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

First, you will need to choose a Primary Care Provider. You may be able to have a specialist act as your PCP. A specialist can act as your PCP, as long as they sign a PCP contract. This will allow us to assign them to you and pay your claims as a PCP. If you would like your specialist to act as your PCP, contact Member Services, at the number at the bottom of the page to make your request.

To choose a PCP, go to the list of providers on page 15 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.
- If you want help in choosing a PCP, please call your care coordinator at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. You can also call Member Services or visit our website using the information at the bottom of the page.
- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask **before** you get the service or care.

B3. Long-term services and supports (LTSS)

You may be able to get long-term services and supports (LTSS), such as environmental modification (minor changes to your home), pest control, home delivered meals, respite care (relief for your primary caregiver, either in an in-patient facility or at your home), personal care services (preserve a safe and sanitary home environment and assist with personal care) and attendant care (support for activities of daily living and monitoring of medical conditions).

LTSS help people who need assistance to do everyday tasks like taking a bath, getting dressed, and making food. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.firstchoicevipcareplus.com.

LTSS are available to members who are on certain waiver programs operated by the Community Long Term Care (CLTC) division of Healthy Connections Medicaid. Those waivers are:

- Community Choices waiver
- HIV/AIDS waiver
- Mechanical Ventilator Dependent waiver

Members on different waivers can get different kinds and amounts of LTSS. If you think you need LTSS, you can talk to your care coordinator about how to access them and whether you can join one of these waivers. Your care coordinator can give you information about how to apply for an appropriate waiver, and all of the resources available to you under the plan.

B4. How to identify providers in First Choice VIP Care Plus' Network

You may need a referral to see someone who is not a Primary Care Provider. There is more information about referrals in Section B1 of this Directory on page 4.

You must get all of your covered services from providers within our network. If you go to providers who are not in First Choice VIP Care Plus' network (without prior authorization or approval from us), you will have to pay the bill.

A **prior authorization** is an approval from First Choice VIP Care Plus before you can get a specific service, drug, or see an out-of-network provider. First Choice VIP Care Plus may not cover the service or drug if you don't get approval.

The exceptions to this rule are during your first 180 days in our plan or 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 First Choice VIP Care Plus 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. For some providers, you may need a referral from your PCP.
- First Choice VIP Care Plus works with all the providers in our network to accommodate the needs of people with 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, First Choice VIP Care Plus can help you. Talk to your care coordinator for assistance.



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.

B5. How to find First Choice VIP Care Plus providers in your area

Look in this directory to find a provider near where you live. If you know the name of the provider, the easiest way to look them up is using the alphabetical index in the back of the Directory. This index includes all physicians, PCPs, specialists, hospitals, DME providers, and skilled nursing facilities. The index begins on page 1753 and will indicate the page number in the main section of the Directory where you can find the provider.

If you do not have the name of a provider, look in the main part of the Directory. In this section, providers are first listed by type (PCPs, specialists, hospitals, etc.), and are further divided by county, and then city. To locate providers nearest to your home, go to the section of the type of physician or facility you are looking for and then find your county and city. The provider listing begins on page 15.

If you have questions about First Choice VIP Care Plus, or if you would like help in finding a provider, please call Member Services at the number, at the bottom of the page, or visit <http://firstchoicevipcareplus.com/member/english/2021/self-service-tools/find-a-provider.aspx>.

B6. List of network providers

This Directory of First Choice VIP Care Plus' network providers contains:

- **Health care professionals** including primary care physicians, specialists, and mental health providers;
- **Facilities** including hospitals, nursing facilities, Federally Qualified Health Centers (FQHCs), and infusion centers; **and**
- **Support providers** including long-term services and supports (LTSS) providers of adult day health care, attendant care, companion services, environmental modification, home-delivered meals, incontinence supplies, nutritional supplements, personal care services, Personal Emergency Response System (PERS), private duty nursing, respite care, and specialized medical equipment and supplies.

Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

Providers are listed in alphabetical order by last name. You can also find the provider's name and the page where the provider's additional contact information is in the Index at the end of the Directory. Providers are also listed in alphabetical order by last name in the Index. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.















If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.firstchoicevipcareplus.com.

C. First Choice VIP Care Plus’ network providers

You may get services from any of the providers on this list. For some services, you may need a referral from your PCP.

Below is a key that will help you understand the different symbols used in the provider list.

Category	Accommodation indicator
Board Certified	●
Accepting New Patients	A provider is accepting new patients unless the entry says NOT ACCEPTING NEW PATIENTS
Male	
Female	
Location can accommodate: Blind & Visually Impaired Deaf & Hard of Hearing Cognitively Disabled	  
Location Accommodation for Individuals with Physical Disabilities Wheelchair Accessible Exam Room Accessible Medical Equipment Accessible Restroom Accessible	   
Location accessible by bus	
Location accessible by train	
Location accessible by boat	



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. For more information, visit www.firstchoicevipcareplus.com.

[Provider Type (e.g., **Primary Care Providers, Specialists Cardiology**)]

<State> | <County>

<City/Town><Zip Code>

<Provider Name>

<Street Address>

<City, State>

<Zip Code>

<Phone Number>

*[Note: Where **all** health care professionals and non-facility based support providers in the plan's network meet one or more requirements (e.g., they have completed cultural competence training, they have access to language line interpreters), the plan may insert a prominent statement to that effect at the beginning of the provider listings rather than indicating the requirement(s) at the individual provider level throughout. When providers in a group practice are co-located and listed together in the Directory, the plan may list requirements, when appropriate, at an aggregate group practice level rather than at an individual provider level (e.g., days and hours of operation, public transportation route and types, non-English languages (including ASL)).]*

[Note: Plans may satisfy "as applicable" requirements either at the individual provider level throughout or by inserting a prominent statement indicating that enrollees may call Member Services to get the information. For example, plans may enter a statement such as: Call Member Services at <toll-free phone and TTY numbers>, <days and hours of operation>, if you need information about a provider's other credentials and/or certifications, completion of cultural competence training, and/or areas of training and experience.]

[Optional: Include web and e-mail addresses.]

[As applicable, include other credentials and/or certifications.]

[Indicate if the provider is accepting new patients as of the Directory's date of publication.]

[Include days and hours of operation.]

[Indicate if the provider's location is on a public transportation route. Optional: Include public transportation types (e.g., bus, rail, boat). Plans may use abbreviations or symbols if a key is included in the Directory.]

[List any non-English languages (including ASL) spoken by the provider or offered onsite by skilled medical interpreters. As applicable, indicate if the provider has access to language line interpreters. Plans may use abbreviations or symbols if a key is included in the Directory.]

[As applicable, indicate if the provider has completed cultural competence training. Optional: List any specific cultural competencies the provider has.]



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.

[As applicable, for behavioral health providers, list areas the provider has training in and experience treating, including trauma, child welfare, and substance abuse.]

[Optional: List areas the provider has training in and experience treating, including physical disabilities, chronic illness, HIV/AIDS, serious mental illness, homelessness, deafness or hard-of-hearing, blindness or visual impairment, co-occurring disorders, or other areas of specialty.]

[Optional: Include specific accommodations at the provider's location for individuals with physical disabilities (e.g., wide entry, wheelchair access, accessible exam rooms and tables, lifts, scales, bathrooms and stalls, grab bars, other accessible equipment). Plans may use abbreviations or symbols for each type of accommodation if a key is included in the Directory.]

[Optional: Indicate if the provider supports electronic prescribing.]



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.

[Facility Type (e.g., **Hospitals, Nursing Facilities**)]

<State> | <County>
<City/Town><Zip Code>

<Facility Name>

<Street Address>

<City, State>

<Zip Code>

<Phone Number>

*[Note: Where **all** facilities and facility-based support providers in the plan's network meet one or more requirements (e.g., they have completed cultural competence training, they have access to language line interpreters), the plan may insert a prominent statement to that effect at the beginning of the provider listings rather than indicating the requirement(s) at the individual provider level throughout.]*

[Note: Plans may satisfy “as applicable” requirements either at the individual facility level throughout or by inserting a prominent statement indicating that enrollees may call Member Services to get the information. For example, plans may enter a statement such as: Call Member Services at <toll-free phone and TTY numbers>, <days and hours of operation>, if you need information about a facility's other credentials and/or certifications and/or days and hours of operation.]

[Optional for hospitals: Indicate if the facility has an emergency department.]

[Optional: Include web and e-mail addresses.]

[As applicable, include other credentials and/or certifications.]

[As applicable, include days and hours of operation.]

[Indicate if the facility is on a public transportation route. Optional: Include public transportation types (e.g., bus, rail, boat). Plans may use abbreviations or symbols if a key is included in the Directory.]

[List any non-English languages (including ASL) spoken at the facility or offered onsite by skilled medical interpreters. As applicable, indicate if the facility has access to language line interpreters. Plans may use abbreviations or symbols if a key is included in the Directory.]

[Optional: Include specific accommodations at the facility for individuals with physical disabilities (e.g., wide entry, wheelchair access, accessible exam rooms and tables, lifts, scales, bathrooms and stalls, grab bars, other accessible equipment). Plans may use abbreviations or symbols for each type of accommodation if a key is included in the Directory.]

[Optional: Indicate if the facility supports electronic prescribing.]



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.

D. Support Providers – Long-Term Services and Supports (LTSS)

D1. Adult Day Health Care

Adult Day Health Care (ADHC) centers offer medically-supervised care and services at a licensed day care center. Limited skilled nursing procedures as ordered by a physician may be provided by the ADHC nurse at the center. Transportation to and from the home is provided within 15 miles of the center. These services are available to members on the Community Choices waiver, operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D2. Attendant Care

Attendant Care services are available to members on the Community Choices waiver, the HIV/AIDS waiver, or the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. These services are member-directed. Contact your care coordinator for information about accessing these services and the providers available in your community.

D3. Companion Services

Companion services provide short-term relief for caregivers and needed supervision for members. They are available to members on the Community Choices waiver or the HIV/AIDS waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D4. Environmental Modification

Environmental modification services provide pest control and minor adaptations to the home. They are available to members on the Community Choices waiver, the HIV/AIDS waiver, or the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D5. Home Delivered Meals

Regular or special diet meals can be delivered to your home. These services are available to members on the Community Choices waiver, the Mechanical Ventilator Dependent waiver, or the HIV/AIDS waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.



Support Providers – Long-Term Services and Supports (LTSS) (continued)

D6. Incontinence Supplies

Limited incontinence supplies are available to members on the Community Choices waiver or the HIV/AIDS waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

Incontinence supplies are also covered as a home health benefit for members who are not on a waiver. Please see Chapter 4 of the *Member Handbook* for information.

D7. Nutritional Supplements

Limited nutritional supplements are available to members on the Community Choices waiver, the HIV/AIDS waiver, and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D8. Personal Care Aide

Personal Care Aides provide two levels of help. Personal Care Level 1 provides assistance with general household duties. Personal Care Level 2 helps with activities such as bathing, dressing, preparing meals, housekeeping, and observing health signs. These services are available to members on the Community Choices waiver, the HIV/AIDS waiver, and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D9. Personal Emergency Response System (PERS)

PERS provides an electronic device, which enables high-risk individuals to secure help in the event of an emergency. These services are available to members on the Community Choices waiver and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.

D10. Private Duty Nursing

Private Duty Nursing services provide skilled medical monitoring, direct care, and intervention in order for health care needs to be maintained through home support. These services are available to members on the HIV/AIDS waiver and the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division. Contact your care coordinator for information about accessing these services and the providers available in your community.



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.

Support Providers – Long-Term Services and Supports (LTSS) (continued)

D11. Respite Care

Respite Care services provide temporary relief for your primary caregiver in an in-patient facility or at your home. For members on the Community Choices waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division, respite care can be provided in a Community Residential Care Facility (CRCF) or an in-patient facility (nursing facility or hospital). For members on the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division, respite care can be provided in a nursing facility or at your home. Contact your care coordinator for information about accessing these services and the providers available in your community.

D12. Specialized Medical Equipment and Supplies

Members on the Community Choices waiver or the Mechanical Ventilator Dependent waiver operated by Healthy Connections Medicaid's Community Long Term Care (CLTC) division can get medical supplies to assist with care at home. Contact your care coordinator for information about accessing these services and the providers available in your community.



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.

E. Pharmacies

This part of the Directory provides a list of pharmacies in First Choice VIP Care Plus' network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

- First Choice VIP Care Plus members 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 First Choice VIP Care Plus *Member 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 First Choice VIP Care Plus network pharmacies in your area, please visit our web site, or call Member Services using the information at the bottom of the page.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Member Handbook* and First Choice VIP Care Plus' *List of Covered Drugs*. The List of Covered Drugs can be found on our website at <http://firstchoicevipcareplus.com/member/english/2021/benefits-and-programs/prescription-drug-coverage.aspx>.

E1. How to identify pharmacies in our network

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

- Mail-order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- 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.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.

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



E2. Long-term supplies of prescriptions

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.
- **60-Day and 90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. **A 60-day or 90-day supply has the same copay as a one-month supply.**



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit www.firstchoicevipcareplus.com.

F. First Choice VIP Care Plus' Network Pharmacies

Look in this directory to find a pharmacy near where you live. If you know the name of the pharmacy, the easiest way to look them up is using the alphabetical index in the back of the Directory. This index includes all retail, mail-order, home infusion and long-term care (LTC) pharmacies. The index begins on page 1753 and will indicate the page number in the main section of the Directory where you can find the pharmacy.

If you do not have the name of a pharmacy, look in the main part of the Directory. In this section, pharmacies are first listed by type (retail, mail-order, home-infusion, etc.) and are further divided by county and then city. To locate pharmacies nearest to your home, go to the section of the type of pharmacy you are looking for and then find your county and city. The pharmacy listing begins on page 1579.

If you have questions about First Choice VIP Care Plus, or if you would like help in choosing a pharmacy, please call Member Services at the number, at the bottom of the page, or visit www.firstchoicevipcareplus.com/member/english/2021/self-service-tools/find-a-pharmacy.aspx.

You can go to any of the pharmacies in our network.



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. For more information, visit www.firstchoicevipcareplus.com.

F1. Retail and chain pharmacies

<State> | <County>

<City/Town><Zip Code>

<Pharmacy Name>

<Pharmacy Street Address>

<City, State>

<Zip Code>

<Phone Number>

[Optional: Include web and e-mail addresses.]

[Optional: Include days and hours of operation.]

[Optional: Indicate if a pharmacy is open 7 days per week and/or 24 hours per day. Plans may indicate special services/hours of operation with symbols, although text is preferred. If symbols are used, a legend must be provided. For example, plans may use a clock to indicate that a pharmacy is open 24 hours per day. However, it is easier for readers if the Directory simply states, "Open 24 hours." See exceptions in Note below.]

[Optional: <Special Services:>] [Note: Examples of special services include Home Delivery, Drive Thru, Compounds Prepared.]

[Indicate if the pharmacy provides an extended day supply of medications.]

[Optional: Indicate if the pharmacy supports electronic prescribing.]

[Note: Plans are expected to create one alphabetical list integrating both retail and chain pharmacies, but the information supplied may vary for retail versus chain pharmacies. Plans are required to provide the address and phone number for independent (non-chain) pharmacies. For chain pharmacies only, in lieu of providing addresses and days and hours of operation for all locations, plans may provide a toll-free customer service number and a TTY number that an enrollee can call to get the locations, phone numbers, and days and hours of operation of the chain pharmacies nearest their home. If the chain pharmacy does not have a toll-free number, plans should include a central number for the pharmacy chain. If the chain pharmacy does not have a central number for enrollees to call, then plans must list each chain pharmacy and phone number in the Directory. If the chain pharmacy does not have a TTY number, plans are instructed to list the TRS Relay number 711. Plans should not list their own Member Services number as a pharmacy phone number or TTY number.]



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.

F2. Mail-Order Pharmacy

You can get prescription drugs shipped to your home through our network mail order delivery program which is called Walgreens Alliance Rx Prime home delivery program. Pharmacies must get your consent before shipping or delivering any prescriptions that you have not personally submitted. If a prescriber sends a prescription to a pharmacy for you, the pharmacy will contact you for your approval first.

Typically, you should expect to get your prescription drugs within 10 business days from the time that the mail-order pharmacy gets the order. If you do not get your prescription drug(s) within this time, or if you need to ask for a refund for prescriptions you got that you did not want or need, please contact us at the number at the bottom of the page. To learn more about mail order pharmacies, see Chapter 5, page 5 of the *Member Handbook*.

Walgreens Alliance Rx Prime

1-800-345-1985 (TTY: 711)



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.

F3. Home infusion pharmacies

First Choice VIP Care Plus members may go to any home infusion pharmacy listed in this directory. Our network pharmacies service all counties in the plan's service area. If you have questions about First Choice VIP Care Plus or require assistance with a home infusion pharmacy, please call our Pharmacy Help Desk at **1-855-327-0511 (TTY 711)**, 24 hours a day, seven days per week, or, visit **www.firstchoicevipcareplus.com/member/english/2021/self-service-tools/find-a-pharmacy.aspx**.



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.

F4. Long-term care pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under First Choice VIP Care Plus through the facility's pharmacy or another network pharmacy. Our network pharmacies service all counties in the plan's service area. To learn more about drug coverage in special cases, see Chapter 5, page 16 of the *Member Handbook*.

If you have questions about First Choice VIP Care Plus or require assistance with a long-term care pharmacy, please call our Pharmacy Help Desk at **1-855-327-0511 (TTY 711)**, 24 hours a day, seven days per week, or, visit **<http://firstchoicevipcareplus.com/member/english/2021/self-service-tools/find-a-pharmacy.aspx>**.



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.

G. [Optional: Index of Providers and Pharmacies]

[Plans that add an Index must update the Table of Contents to include it as a section with the subsections as illustrated below. Providers and pharmacies must be grouped separately in the Index.]

G1. Other Providers

[Plans must present entries in alphabetical order by provider's last name.]

G2. Pharmacies

[Plans must present entries in alphabetical order.]



If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **www.firstchoicevipcareplus.com**.



CS 2337

All images are used under license for illustrative purposes only. Any individual depicted is a model.

If you have questions, please call First Choice VIP Care Plus at **1-888-978-0862 (TTY 711)**, seven days a week, 8 a.m. to 8 p.m. The call is free. For more information, visit **www.firstchoicevipcareplus.com**.