

Information About the KAS Provider Network

KAS's provider directory has information about the providers in KAS's network. The provider directory is located online here:

<https://www.keystonehumanservices.org/assets/documents/autism-services/Network-Provider-Directory.pdf>. You may call your Supports Coordinator to ask that a copy of the provider directory be sent to you or to request information about where a doctor went to medical school or their residency program. You may also call your Supports Coordinator to get help finding a provider. The provider directory includes the following information about network providers:

- Name, address, website address, email address, telephone number
- Whether or not the provider is accepting new patients
- Days and hours of operation
- The provider's credentials and board certifications
- The specialty of and services offered by the provider
- Whether or not the provider speaks languages other than English and, if so, which languages
- Whether or not the provider locations are wheelchair accessible

*The information in the printed provider directory may change. You can call your Supports Coordinator to check if the information in the provider directory is correct. KAS updates both the printed and online provider directory monthly with any changes. KAS also has both a printed and online version of the provider directory in a larger 18 text font.

If you are unsure if your current providers are part of KAS's network, you can ask them or your Supports Coordinator. If they are not part of KAS's network and you would like to continue to receive services from them, call your Supports Coordinator. KAS will try to add your provider to KAS's network.

Picking your Primary Care Physician (PCP)

Your PCP is the doctor or doctors' group who provides and works with your other health care providers to make sure you get the health care services you need. Your PCP refers you to specialists you need and keeps track of the care you get by all of your providers.

A PCP may be a family doctor, a general practice doctor, or an internist (internal medicine doctor). You may also pick a certified registered nurse practitioner (CRNP) as a PCP. A CRNP works under the direction of a doctor and can do many of the same things a doctor can do such as prescribing medicine and diagnosing illnesses.

Some doctors have other medical professionals who may see you and provide care and

treatment under the supervision of your PCP.

Some of these medical professionals may be:

- Physician Assistants
- Medical Residents
- Certified Nurse-Midwives

If you have Medicare or other health insurance, you can stay with the PCP you have now even if your PCP is not in KAS's network. If you do not have Medicare or other health insurance, your PCP must be in KAS's network.

If you have special needs, you can ask for a specialist to be your PCP. The specialist needs to agree to be your PCP and must be in KAS's network.

Your Supports Coordinator can help you pick your first PCP with ACAP. If you do not pick a PCP within 14 days of when you enrolled in ACAP, KAS will pick your PCP for you.

Changing Your PCP

If you want to change your PCP for any reason, call your Supports Coordinator to ask for a new PCP. If you need help finding a new PCP, you can go to <https://www.keystonehumanservices.org/assets/documents/autism-services/Network-Provider-Directory.pdf>, which includes a provider directory, or ask your Supports Coordinator to send you a printed provider directory.

Out-of-Network Providers

An out-of-network provider is a provider that does not have a contract with KAS to provide services to ACAP participants. There may be a time when you need to use a provider that is not in KAS's network. If this happens, you can ask your PCP to help you. Your PCP can contact KAS to ask that you be allowed to go to an out-of-network provider. KAS will check to see if there is another provider in your area that can give you the same type of care you or your PCP believes you need. If KAS cannot give you a choice of at least 2 providers in your area, KAS will cover medically necessary services provided by the out-of-network provider.

Language Assistance Services

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **[717-220-1465] (TTY: 1-877-501-4715).**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **[717-220-1465] (TTY: 1-877-501-4715).**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **[717-220-1465] (телетайп: 1-877-501-4715).**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **[717-220-1465] (TTY : 1-877-501-4715)。**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **[717-220-1465] (TTY: 1-877-501-4715).**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-717-220-1465** (رقم هاتف الصم والبكم: **1-877-501-4715**).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **[717-220-1465] (टिटावाइ: 1-877-501-4715) ।**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **[717-220-1465] (TTY: 1-877-501-4715)** 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **[717-220-1465] (TTY: 1-877-501-4715)។**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **[717-220-1465] (ATS : 1-877-501-4715).**

သတိပြုရန် - အကယုၣ် သဠုၣ် ချမန္တစကား ကို ဝေၣ်ဟပါက၊ ဘာသာစကား အကူအညီ၊ အခဲး၊ သးၣ်အတြက တီစဉ္ဇေၣ်ဆၢၣ်ကူပေးပါမညု။ ဖုနးနံပါတု **[717-220-1465] (TTY: 1-877-501-4715)** သုဝိၣ် ဝေၣ်ဆိပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **[717-220-1465] (TTY: 1-877-501-4715).**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis.

Ligue para **[717-220-1465]** (TTY: 1-877-501-4715).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে।

ফোন করুন **[717-220-1465]** (TTY: 1-877-501-4715)।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **[717-220-1465]** (TTY: 1-877-501-4715).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **[717-220-1465]** (TTY: 1-877-501-4715).