

Keystone 65 HMO and Personal Choice 65SM PPO Vision/Dental Provider Directory

Keystone 65 HMO and Personal Choice 65 PPO Vision and Dental Plans

This directory is current as of September 2021. This directory provides a list of current Keystone 65 HMO and Personal Choice 65 PPO vision and dental network providers. This directory is for Bucks, Chester, Delaware, Montgomery, and Philadelphia counties in Pennsylvania.

To access the latest listings of vision and dental providers, visit www.ibxmedicare.com. For any questions about the information contained in this directory, or for more recent information or other questions, please call our Member Help Team. Our representatives are available to assist you seven days a week, 8 a.m. to 8 p.m. Keystone 65 HMO members may call us at **1-800-645-3965**, and Personal Choice 65SM PPO members may dial **1-888-718-3333**. TTY/TDD users may call **711**. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail.

Changes to our vision and dental networks may occur during the benefit year. You will receive notice when necessary. An updated *Vision/Dental Provider Directory* is located on our website at www.ibxmedicare.com. You may also call our Member Help Team for updated provider information.

This document may be available in alternate formats such as braille, large print, or audio. To receive this information in an alternate format, please call our Member Help Team. Keystone 65 HMO members may call us at **1-800-645-3965**, and Personal Choice 65SM PPO members may dial **1-888-718-3333**. TTY/TDD users may call **711**.

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Section 1 – Introduction

This directory provides a list of Keystone 65 and Personal Choice 65's vision and dental network providers. To get a complete description of your vision and dental coverage, please review your *Evidence of Coverage*.

The "network providers" listed in this directory have agreed to provide you with your vision and dental services. You may go to any of our network providers listed in this directory.

How should you use this directory?

You should use this directory to locate a vision or dental network provider in the Keystone 65 or Personal Choice 65 network. You do not need a referral from a physician for specialty care covered services.

How do you get care from an out-of-network provider as a member of Personal Choice 65 PPO?

Personal Choice 65 PPO will cover services from either in-network or out-of-network vision and dental providers, as long as the services are covered benefits and medically necessary. However, if you use an out-of-network provider, your share of the costs for your covered services may be higher. You must submit a claim directly to Personal Choice 65 for services provided by an out-of-network vision or dental provider.

Section 2

List of Vision and Dental Network Providers

Introduction

The following is a list of sections by provider type and how each section is organized. They are listed in the order in which they appear in the directory.

Vision Network Providers

This section lists routine care vision providers and is arranged alphabetically by county, city, and then the practice or provider name. Each entry includes the following information: practice or provider name, address, phone number, the participating providers within the practice (if applicable), and contracted services available.

Dental Network Providers

This section lists routine and specialty care dental providers and is arranged alphabetically by county, city, specialty, and then the practice or provider name. Each entry includes the following information: practice or provider name, address, phone number, and the participating providers within the practice (if applicable).

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Language Assistance Services

Spanish: ATENCIÓN: Si habla español, cuenta con servicios de asistencia en idiomas disponibles de forma gratuita para usted. Llame al 1-800-275-2583 (TTY: 711).

Chinese: 注意: 如果您讲中文, 您可以得到免费的语言协助服务。致电 1-800-275-2583。

Korean: 안내사항: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-275-2583 번으로 전화하십시오.

Portuguese: ATENÇÃO: se você fala português, encontram-se disponíveis serviços gratuitos de assistência ao idioma. Ligue para 1-800-275-2583.

Gujarati: સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. 1-800-275-2583 કોલ કરો.

Vietnamese: LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi sẽ cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Hãy gọi 1-800-275-2583.

Russian: ВНИМАНИЕ: Если вы говорите по-русски, то можете бесплатно воспользоваться услугами перевода. Тел.: 1-800-275-2583.

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-275-2583.

Italian: ATTENZIONE: Se lei parla italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-275-2583.

Arabic: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك بالمجان. اتصل برقم 1-800-275-2583.

French Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-275-2583.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga serbisyo na tulong sa wika nang walang bayad. Tumawag sa 1-800-275-2583.

French: ATTENTION: Si vous parlez français, des services d'aide linguistique-vous sont proposés gratuitement. Appelez le 1-800-275-2583.

Pennsylvania Dutch: BASS UFF: Wann du Pennsylvania Deitsch schwetzsch, kannscht du Hilf griege in dei eegni Schprooch unni as es dich ennich eppes koschte zellt. Ruf die Nummer 1-800-275-2583.

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। कॉल करें 1-800-275-2583।

German: ACHTUNG: Wenn Sie Deutsch sprechen, können Sie kostenlos sprachliche Unterstützung anfordern. Wählen Sie 1-800-275-2583.

Japanese: 備考: 母国語が日本語の方は、言語アシスタンスサービス (無料) をご利用いただけます。1-800-275-2583へお電話ください。

Persian (Farsi):

توجه: اگر فارسی صحبت می کنید، خدمات ترجمه به صورت رایگان برای شما فراهم می باشد. با شماره 1-800-275-2583 تماس بگیرید.

Navajo: Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh. Hódíílnih koji' 1-800-275-2583.

Urdu:

توجه درکار ہے: اگر آپ اردو زبان بولتے ہیں، تو آپ کے لئے مفت میں زبان معاون خدمات دستیاب ہیں۔ کال کریں 1-800-275-2583.

Mon-Khmer, Cambodian: សូមមេត្តាចាប់អារម្មណ៍៖ ប្រសិនបើអ្នកនិយាយភាសាមន-ខ្មែរ ឬភាសាខ្មែរ នោះ ជំនួយផ្នែកភាសានឹងមានផ្តល់ជូនដល់លោកអ្នកដោយឥតគិតថ្លៃ។ ទូរសព្ទទៅលេខ 1-800-275-2583។

Discrimination is Against the Law

This Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. This Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

This Plan provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages.

If you need these services, contact our Civil Rights Coordinator. If you believe that This Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Civil Rights Coordinator. You can file a grievance in the following ways: In person or by mail: ATTN: Civil Rights Coordinator, 1901 Market Street, Philadelphia, PA 19103, By phone: 1-888-377-3933 (TTY: 711) By fax: 215-761-0245, By email: civilrightscordinator@1901market.com. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

For more information, please contact the Member Help Team. Our representatives are available to assist you seven days a week, 8 a.m. to 8 p.m. Keystone 65 HMO members may call us at **1-800-645-3965**, and Personal Choice 65SM PPO members may dial **1-888-718-3333**. TTY/TDD users may call 711. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail. Or, visit **www.ibxmedicare.com**. This *Vision/Dental Provider Directory* was updated as of **September 2021**.

Please note: If you discover an error in the directory information, including if a provider is no longer accepting new patients, call the Member Help Team.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.