

## EXHIBIT N

### PROVIDER DIRECTORY

The Provider Directory must include, at a minimum, the following information about PCPs, hospitals, specialists, or ancillary providers, Pharmacies, and LTSS providers:

- The names, addresses, website address, group practice names, email address if the Provider makes the address available to patients, and telephone numbers of Provider.
- The hospital affiliations of the Provider.
- Information on whether or not the Provider is accepting new patients.
- Identification of whether the Provider is a Doctor of Medicine or Osteopathy.
- Identification of whether the Providers are board-certified and, if so, in what area(s).
- Identification of whether a dental Provider is DDS or DMD, and whether the dentist is a periodontist.
- Identification of whether the dentist possesses anesthesia certificates.
- Identification of whether the dentist is able to serve adults with developmental disabilities.
- Identification of the specialty area of each specialist.
- Identification of the Provider's cultural and linguistic capabilities, including languages (including American Sign Language) offered by the provider or a certified medical interpreter at the Provider's office, and whether the Provider has completed cultural competence training
- Identification of sites which are wheelchair accessible for people with physical disabilities, including offices, exam room(s) and equipment
- Identification of the days of operation and the hours when the Provider's office is available to Participants.
- Identification of the availability of telehealth services.

The CHC-MCO, at the request of the PCP or dentist, may include the PCP's or dentist's

experience or expertise in serving individuals with particular conditions.