



Transforming Lives. Building Community Well-Being.

## ***PROVIDER DIRECTORY GLOSSARY OF TERMS***

**ACCEPTING NEW PATIENTS:** States whether a provider or practitioner is accepting new patients. This information is self-reported by the provider or practitioner and is also based on the provider's or practitioner's contract status.

**ACCESSIBILITY:** Identifies additional services the provider or practitioner offers such as ADA accessibility and transportation assistance.

**GENDER:** Identifies the gender of the professional

**CONTACT INFORMATION:** phone number, after hours phone number, fax, and mailing address to contact a provider or practitioner about directory information and/or services. Contact information is reported by the provider or practitioner. Any changes reported are validated and approved before they are updated.

**COUNTY:** The county or counties where the provider's office is located.

**CULTURAL COMPETENCY TRAINING:** Identifies providers or practitioners that employ staff who have completed training to serve populations from diverse values, beliefs, and behaviors; including tailoring delivery to meet social, cultural, and linguistic needs.

**DISCIPLINE:** Identifies the practitioner's license type. Each practitioner's license is validated at initial credentialing and re-credentialing which occurs at least every three years and is monitored for expiration, upgrades, name changes and sanctions on a quarterly basis.

**ESSENTIAL PROVIDER:** These are federally qualified health centers, rural health centers, free clinics, local health departments, State Veteran’s Homes, and any other providers as designated by the Department.

**FIDELITY EVALUATION SCORES:** The Fidelity Score is the translation of the 8 principles into 25 items that a service can be scored against. The higher the score, the greater the quality of the service and the higher the expected outcomes.

**LANGUAGES:** The language(s) spoken by the practitioner, provider staff or medical translator contracted with the provider.

**AFFILIATIONS:** Additional provider locations where a practitioner delivers services.

**POPULATIONS SERVED:** Identifies the disability group that a provider targets their service(s) towards.

**PROVIDER TYPE:** Identifies the specific type of provider and represents the provider’s organizational structure such as:

- 🌱 Behavioral Health and I/DD provider - Mental Health, Intellectual/Developmental Disabilities, Substance Use, and Traumatic Brain Injury
- 🌱 Medical Facilities - primary care facility, hospital, clinic, urgent care center, medical lab, or Federally Qualified Health Center (FQHC)
- 🌱 Medical Professionals - doctor, primary care provider, or medical specialist
- 🌱 Pharmacy and Medical Supplies - pharmacy or medical equipment retailer
- 🌱 Vision- eye doctor or vision clinic

**SPECIALTIES:** Represents the therapeutic practices that the provider or practitioner has targeted their services toward.

**ZIP CODE:** Used to search for a provider by zip code.