

This directory provides a list of Eon Health's network providers and pharmacies. To get detailed information about your health care coverage and complete description of your prescription coverage, including how to fill your prescriptions, please review your Evidence of Coverage and 1) Eon Select and Eon Choice formulary, 2) Eon Silver and Eon Gold formulary, or 3) Eon Deluxe formulary.

If you join an Eon Health plan that requires use of network providers, you must use network providers to obtain medical care and services. You will have to choose one of our network providers who are listed in this directory to be your **Primary Care Provider** (PCP). The term "PCP" will be used throughout this directory. Generally, you must get your health care services from your PCP. A PCP is not required with the Eon Health PPO plans.

A PCP should be your first point of contact for undiagnosed health concerns or health problems and routine health care needs. In addition to providing you care, your PCP will help arrange or coordinate the covered services you get as a plan member. This includes your x-rays, laboratory tests, therapies, care from doctors who are specialists, hospital admissions, and follow-up care. Referrals are not required with Eon Health HMO and PPO plans, but your PCP should be your primary resource to use when seeking specialist and hospital care and coordination of your medical services.

The "network providers" listed in this directory have agreed to provide you with your health care/vision/dental services. You may go to any of our network providers listed in this directory. If you have been going to one network provider, you are not required to continue to go to that same provider. In some cases, you may get covered services from non-network providers.

**PPO Plans (Eon Gold and Eon Choice):** Out-of-network/non-contracted providers are under no obligation to treat Eon Health members, except in emergency situations. For a decision about whether we will cover an out-of-network service, we encourage you or your provider to ask us for a pre-service organization determination before you receive the service. Please call our customer service number or see your Evidence of Coverage for more information, including the cost sharing that applies to out-of-network services.

In cases where non-contracting providers submit a bill directly to you, you should not pay the bill, but should submit it to Eon Health for processing and determination of your liability, if any. Please send the bill to the following address: Eon Health, Attention: Member Services, 3620 Enterprise Way, Miramar, FL 33025.

You may get covered emergency medical care whenever you need it from the nearest hospital or provider. You don't need to get approval first from Eon Health or your doctor. If you have an emergency, Eon Health will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over. After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be covered by our plan.

**HMO Plans (Eon Deluxe, Eon Silver and Eon Select):** You must use plan providers except in emergency or urgent care situations or for out-of-area renal dialysis. If you obtain routine care from out-of-network providers, neither Medicare nor Eon Health will be responsible for the costs.

**PPO Plans (Eon Gold and Eon Choice):** Eon Health pays for covered services when you visit a doctor or medical facility that is not included in the Eon Health network. Except for emergencies or urgent care, it may cost more to get care from out-of-network providers than if network providers are used.

**What is the service area for Eon Health?**

The counties in our service area are listed below.

State	Service Area
Georgia	Baker, Baldwin, Banks, Barrow, Bibb, Bleckley, Bryan, Butts, Chatham, Cherokee, Clayton, Clinch, Crawford, Dawson, DeKalb, Dodge, Dooly, Fayette, Forsyth, Franklin, Greene, Hancock, Hart, Heard, Henry, Houston, Jasper, Jones, Lamar, Lumpkin, Macon, Madison, McIntosh, Meriwether, Monroe, Morgan, Newton, Oconee, Oglethorpe, Peach, Pickens, Pike, Pulaski, Putnam, Rabun, Rockdale, Schley, Screven, Stephens, Talbot, Taliaferro, Taylor, Twiggs, Walton, White, Wilcox, Wilkinson counties
South Carolina	Beaufort, Chester, Colleton, Fairfield, Greenville, Hampton, Jasper, Lee, Saluda, Spartanburg, Union counties

**How do you find Eon Health providers and pharmacies in your area?**

The Eon Health Provider and Pharmacy Directory contains participating providers and pharmacies within our service area. There are provider and pharmacy sections in the directory, such as participating hospitals and specialists, where we list facilities and providers within our service area to provide you with comprehensive network information. There is also an alphabetical index of our network providers in the back of the directory for your convenience. The network pharmacies are listed by pharmacy type in the Table of Contents. To find a network pharmacy near your home, look under the pharmacy section of your choice (for example, “Retail Pharmacies”). The state, county and city are listed alphabetically in each pharmacy section. The Eon Health online provider and pharmacy directory provides the most updated provider and pharmacy information.

If you have questions about Eon Health or require assistance in selecting a PCP, please call our Member Service Department at 1-888-906-3889, October 1– February 14, seven days a week, 8:00am-8:00pm EST and February 15-September 30, Monday through Friday, 8:00am-8:00pm EST (you may leave a voicemail Saturday, Sunday and Federal Holidays). TTY users should call 711 or visit [www.eonhealthplan.com](http://www.eonhealthplan.com)

We call the pharmacies on this list our “network pharmacies” because we have made arrangements with them to provide prescription drugs to Plan members. In most cases, your prescriptions are covered under Eon Health only if they are filled at a network pharmacy or through our mail order pharmacy service. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

All network pharmacies may not be listed in this directory. Pharmacies may have been added or removed from the list after this directory was printed. This means the pharmacies listed here may no longer be in our network, or there may be newer pharmacies in our network that are not listed.

This list is current as of September 2017. For the most current list, please contact us. Our contact information appears on the front and back cover pages.

You can get prescription drugs shipped to your home through our network mail order delivery program. For more information, please contact us or see the mail order section of this pharmacy directory.

### **Mail Order Pharmacy Services (Eon Silver, Eon Gold, Eon Choice, and Eon Select)**

You can get prescription drugs shipped to your home through our network mail order delivery program.

If you have used mail order services with your current plan before, or if you opt in now, our pharmacy will automatically fill and ship new prescriptions received directly from your doctors or other prescribers. You may opt out of automatic deliveries of new prescriptions at any time by contacting us. If you never had mail order delivery and/or decide to stop automatic fills of new prescriptions, we will contact you each time we get a new prescription from a provider, to see if you want the medication filled and shipped at that time. This will give you an opportunity to make sure that the correct drug (including strength, amount, and form) will be delivered, and, if necessary, allow you to cancel or delay the order before you are billed and it is shipped.

For refills of your mail order prescriptions, please contact us 7-10 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

Typically, you should expect to receive your prescription drugs within 10 days from the time that the mail order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact us at 1-866-714-9485, TTY: 711.

### **Home Infusion Pharmacy Service**

For more information on home infusion pharmacy services, please contact us at 1-866-714-9485, TTY: 711.

### **Long-Term Care Pharmacy Services**

Residents of a long-term care facility may access their prescription drugs covered under Eon Health through the facility's long-term care pharmacy or another network long-term care pharmacy. For more information on long-term care pharmacy services, please contact us at 1-866-714-9485, TTY: 711.

### **Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacy Services**

Only Native Americans and Alaska Natives have access to Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies through Eon Health's pharmacy network. Those other than Native Americans and Alaskan Natives may be able to access these pharmacies under limited circumstances (e.g., emergencies). For more information on I/T/U pharmacy services, please contact us at 1-866-714-9485, TTY: 711.

We update the online provider and pharmacy directory regularly with the latest changes to the Eon Health network.