

+ Patient Frequently Asked Questions (FAQs)

01 Why is Evernorth Care Group making these changes?

Evernorth Care Group continues to build on its foundation as a trusted leader in integrated primary care. For more than 50 years, we've been delivering high-quality, affordable, and accessible care for our patients and the community. Our strong history can be attributed, in part, to how we have adapted and transformed over time to meet the fluctuating needs of our patients and the dynamic changes within the healthcare landscape.

02 What services are closing at Evernorth Care Group?

After extensive evaluation and thoughtful consideration, we are evolving our business and care model to strengthen and enhance our focus on integrated primary care services, where we can make a significant and profound impact of the lives of our patients and community.

With this focus, we made the strategic decision to discontinue some of Evernorth Care Group's specialty care service offerings and will also be consolidating and relocating some of our care locations.

Evernorth Care Group will no longer offer the following services, effective on dates noted below:

Service or Specialty	Last Day of Service	Service or Specialty	Last Day of Service
Audiology	6/26/24	Vision**	8/27/24 <i>(for some locations – see below)</i>
Podiatry	6/26/24	Vision services will continue through American Vision Partners at C.J. Harris, Stapley, and Westridge* and any other American Vision Partners locations. <i>(*Westridge in evaluation)</i>	
Urgent Care	6/26/24	Pediatrics***	8/29/24
General Surgery	6/26/24	Pediatrics will transition services to Banner Children's. For a list of Banner locations go to: www.bannerhealth.com/services/pediatrics .	
Outpatient Surgery	6/26/24		
Ankle Brachial Index (ABI) program	6/28/24		

These additional specialty services and care location changes will go into effect starting in early fall 2024.

Pharmacy	Eight of our retail pharmacy locations will close on Sept. 1, 2024. This includes Arrowhead Ranch, North Valley, Palm Valley, Paradise Valley, Queen Creek, Red Mountain, South Mountain, and Scottsdale SkySong. To help ensure a smooth process for our patients, we will offer to transition their prescriptions to our nearest pharmacy location, transfer prescriptions to a pharmacy of their choice, or help set up home delivery.
**Vision	We have entered an agreement with American Vision Partners to acquire our optometry, ophthalmology, and retail optical services and they will begin providing vision services at three of our locations at C.J. Harris, Stapley, and Westridge*, on Sept. 1, 2024. <i>(*Westridge in evaluation)</i> Vision services at our Chandler, Paradise Valley, Paseo, Phoenix Central and Sun City locations will close on Sept. 1, 2024. Vision services at these five locations will transition to a nearby American Vision Partners clinic.
***Pediatrics	We have entered into an agreement with Banner Health to acquire our pediatric practice. The pediatric practice will transition to Banner's existing care locations. As a result, pediatric services in our care locations will close on Sept. 1, 2024. For continuity of care, patients will have the choice to continue care with Evernorth Care Group pediatricians who join Banner. This change does not impact patients under the age of 18 who are treated by Evernorth Care Group's Family Practice/Internal Medicine providers.
Care Locations	Evernorth Care Group will close our North Valley and South Mountain centers early this fall. The clinicians at these centers, and their patient panels, will relocate to one of our proximate care locations and the majority of our care team members will relocate with them. Lastly, we will be relocating our Phoenix Central care location as our current lease will be ending on Nov. 30, 2024. We have identified a nearby location where we can continue providing convenient access to care for our patients, with a planned move by early fall 2024.

+ Evernorth Care Group

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03 What services will Evernorth Care Group continue to offer?

Evernorth Care Group will continue to provide integrated primary care for family medicine, internal medicine, and geriatric medicine at 18 locations, bolstered by our onsite integrated behavioral health (10 locations and all virtual locations), dermatology (six locations and growing), and retail pharmacy services (nine locations) across the Valley.

04 Which Evernorth Care Group locations will continue to provide pharmacy services onsite?

We will continue to provide retail pharmacy services at these nine locations: Chandler, C.J. Harris, Paseo, Phoenix Central, Sun City, Sun City West, Superstition Springs, Stapley, and Westridge.

05 Will the doctors and care teams at the North Valley and South Mountain locations move to another Evernorth Care Group location?

Yes. The doctors at these centers will relocate to one of our proximate care locations and the majority of our care team members will relocate with them.

06 How will patients get notified of these service changes?

Evernorth Care Group will be mailing patient letters and messages will be sent through MyChart patient portal. Signage will also be displayed within Evernorth Care Group centers.

07 What is the plan for transition of care for patients utilizing these services?

We are committed to ensuring a smooth and safe transition for patients aligned with their clinical needs. Patients can work with their provider and care team for a referral to another in-network specialist for continuity of care. Patients will also be directed back to their health plan to find another in-network provider.

08 How do patients transfer their medical records?

Evernorth Care Group will continue to maintain your patient records in accordance with applicable laws. You can continue to access your MyChart patient portal account at www.mychart.evernorthcaregroup.com. You can also request your medical records to be transferred to another provider by calling **1.800.233.3264**. We will transfer medical records as soon as reasonably possible after receipt of your written authorization.

09 Does Evernorth Care Group have primary care capacity to accept new patients?

Yes, we continue to have primary care capacity at all Evernorth Care Group locations (18 locations) with same-day and next-day [appointments available online](#) or you can call **1.800.233.3264** to schedule an appointment.

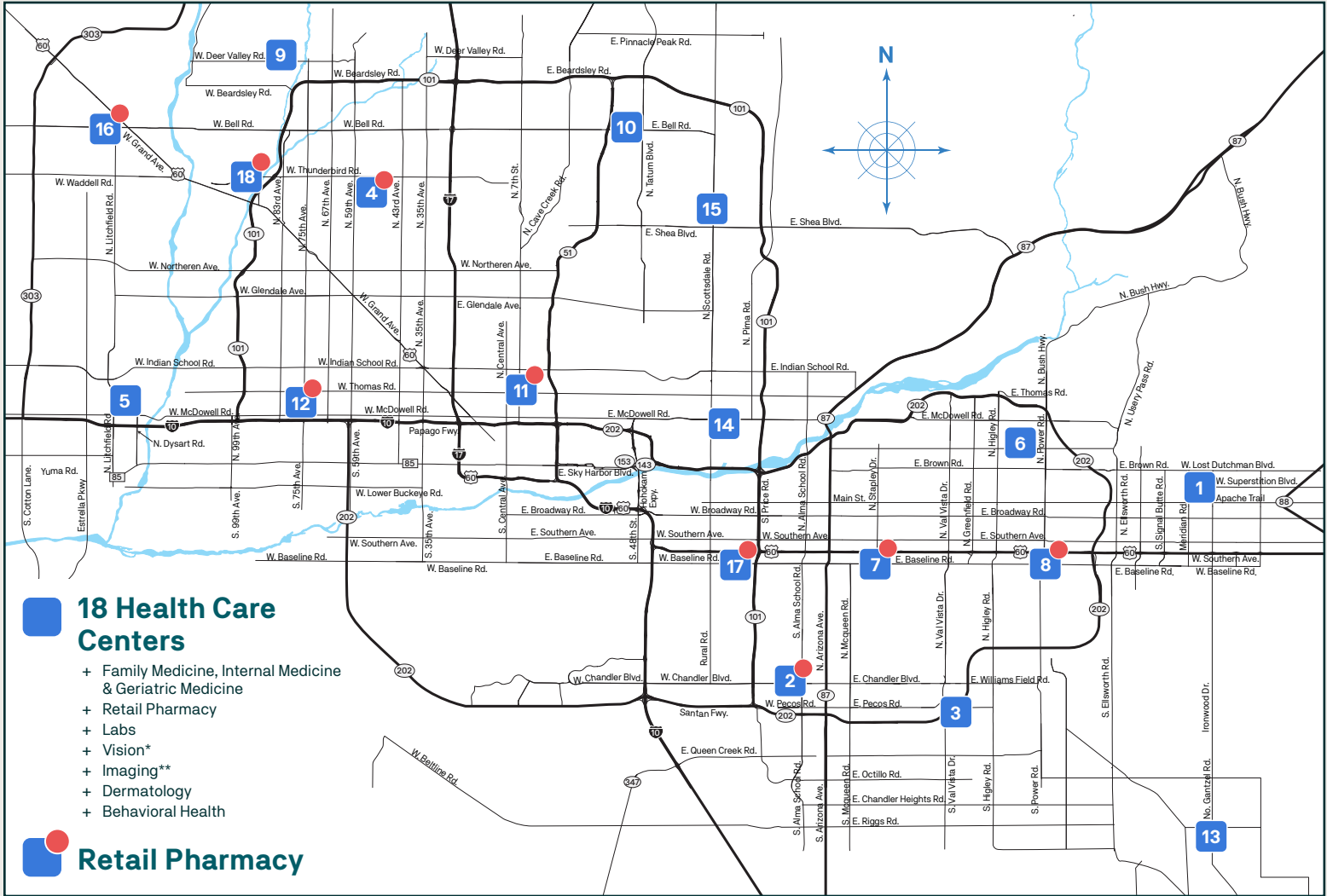
10 What insurance plans does Evernorth Care Group accept?

Evernorth Care Group accepts a range of health insurance plans to serve Arizonans in Maricopa County and Pinal County. You can view the full list of insurances on our website at www.EvernorthCareGroup.com.



Thank you for continuing to be our patient at Evernorth Care Group and trust us with your care. Your health and vitality are our top priority. If you have any additional questions about your medical care with us, you can call us at **1.800.233.3264**.

EVERNORTH Care Group



18 Health Care Centers

- + Family Medicine, Internal Medicine & Geriatric Medicine
- + Retail Pharmacy
- + Labs
- + Vision*
- + Imaging**
- + Dermatology
- + Behavioral Health

Retail Pharmacy

Apache Junction

- 1 Apache Junction**
2870 W. Apache Trail
Apache Junction, AZ 85120

Chandler

- 2 Chandler**
1717 W. Chandler Blvd.
Chandler, AZ 85224

Gilbert

- 3 Gilbert**
3717 S. Rome Street, #101
Gilbert, AZ 85297

Glendale

- 4 Paseo**
5891 W. Eugie Ave.
Glendale, AZ 85304

Goodyear

- 5 Palm Valley**
13481 W. McDowell Rd., Ste. 100
Goodyear, AZ 85395

Mesa

- 6 Red Mountain**
5735 E. McKellips Rd., #101
Mesa, AZ 85215

Stapley

- 7 Stapley**
1840 S. Stapley Dr., #101
Mesa, AZ 85204

Superstition Springs

- 8 Superstition Springs**
6811 E. Superstition Springs Blvd.
Mesa, AZ 85209

Peoria

- 9 Arrowhead Ranch**
21731 N. 77th Ave., #1300
Peoria, AZ 85382

Phoenix

- 10 Paradise Valley**
3805 E. Bell Rd., #2100
Phoenix, AZ 85032

Phoenix Central

- 11 Phoenix Central**
3003 N. 3rd St.
Phoenix, AZ 85012

Westridge

- 12 Westridge**
2302 N. 75th Ave.
Phoenix, AZ 85035

San Tan Valley

- 13 Queen Creek**
36305 N. Gantzel Rd., #102
San Tan Valley, AZ 85140

Scottsdale

- 14 Scottsdale**
1355 N. Scottsdale Rd., Suite 170
Scottsdale, AZ 85257

Scottsdale Norte

- 15 Scottsdale Norte**
10900 N. Scottsdale Rd., #606
Scottsdale, AZ 85254

Surprise

- 16 Sun City West**
13991 W. Grand Ave., #105
Surprise, AZ 85374

Tempe

- 17 C.J. Harris**
1920 E. Baseline Rd.
Tempe, AZ 85283

Sun City (Peoria)

- 18 Sun City**
9069 W. Thunderbird Rd.
Peoria, AZ 85381

Vision services will continue through American Vision Partners at C.J. Harris, Stapley, and Westridge and any other American Vision Partners locations. (**Westridge in evaluation)

**Imaging services provided by Arizona Diagnostic Imaging co-located within Evernorth Care Group.