



Important Information about your Clarion Health Directory and Network of Providers

Our directory provides a list of Clarion Health's network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage (EOC). When you join the Clarion Health plan, you must use network providers to obtain medical care and services. You will have to choose one of our network providers listed in the directory to be your Primary Care Provider (PCP). The term "PCP" will be used throughout the directory. Generally, you must get your health care services from your PCP.

A PCP should be your first point of contact for undiagnosed health concerns or health problems and routine health care needs. Besides providing much of your care, your PCP will help arrange or coordinate the rest of 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 Clarion Health 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 the directory have agreed to provide you with your health care services. You may go to any of our network providers listed in the directory. In some cases, you may get covered services from non-network providers, such as for emergency, urgent care or out-of-area renal dialysis.

How to submit a paper claim

Clarion Health network providers bill us directly for Medicare-covered medical services that you receive. If an out-of-network provider sends you a bill, please call Member Services or send the bill to us for payment. We will pay your doctor or reimburse you for our share of the bill and will let you know what, if anything, you must pay (e.g., copayments, coinsurance or deductible).

If you have any questions about how to submit a paper claim, please contact us. Our contact information appears on the front and back cover pages. Or, you can mail your claim to:

Clarion Health
P.O. Box 21405
Eagan, MN 55121

What is a medical emergency and what is covered?

A medical emergency is when you believe that your health is in serious danger. A medical emergency includes severe pain, a bad injury, a sudden illness or a medical condition that is quickly getting much worse. You may get covered emergency medical care whenever you need it from the nearest hospital or provider, anywhere in the world. You don't need to get approval first from Clarion Health or your doctor.

If you have an emergency and need, our plan 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. If your emergency care is provided by non-network providers, we will try to arrange for network providers to take over your care as soon as your medical condition and the circumstances allow.

You must use network providers except in an emergency, urgent care situations, or for out-of-area renal dialysis. If you obtain routine care from out-of-network providers, neither Medicare nor Clarion Health will be responsible for the costs.

What is the service area for Clarion Health?

The counties in our service area are listed below:

Clarion Health's service area in Florida includes **Collier, Lee, Sarasota, De Soto, Charlotte, Hendry and Glades Counties.**

How do you find Clarion Health providers that serve your area?

The directory contains all Clarion Health's network providers for the Clarion Health service area. The Clarion Health online provider directory provides the most updated provider information. Our website at [ClarionHealth.org](https://www.clarionhealth.org) includes additional information, such as links to our list of Pharmacies, as well as other service providers such as Behavioral Health, Dental and Vision. We update the online provider directory weekly with the latest changes to the Clarion Health network.

If you have questions about Clarion Health or require assistance in selecting a PCP, please call our Member Service Department at **1-844-824-8771**, seven days a week from 8 a.m. to 8 p.m.* (**TTY users should call 711**) or visit [ClarionHealth.org](https://www.clarionhealth.org).

*Our hours of operation change twice a year.

You can call us October 1 through March 31, seven days a week from 8 a.m. to 8 p.m.

From April 1 through September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m.