

+ Summary: What You Need to Know

- + **Clinic Transition:** HonorHealth is acquiring 11 Evernorth Care Group clinics. The transition is expected to be completed in **January 2026**, pending regulatory approval and customary closing conditions.
- + **Temporary Closures:** In preparation for the transition HonorHealth is temporarily closing the 11 Evernorth Care Group clinics they are acquiring from early to mid-January 2026.
- + **Please review temporary closure dates by location:**

Jan. 1-12:

- **Apache Junction Health Center:**
2870 W. Apache Trl., Apache Junction, AZ 85120
- **Queen Creek Health Center:**
36305 N. Gantzel Rd. #102, San Tan Valley, AZ 85140
- **Red Mountain Health Center:**
5735 E. McKellips Rd. #101, Mesa, AZ 85215
- **Stapley Health Center:**
1840 S. Stapley Dr. #101, Mesa, AZ 85204
- **Superstition Springs Health Center:**
6811 E. Superstition Springs Blvd., Mesa, AZ 85209

Jan. 1-19:

- **C.J. Harris Health Center:**
1920 Baseline Rd., Tempe, AZ 85283
- **Gilbert Health Center:**
3717 S. Rome St. #101, Gilbert, AZ 85297
- **Palm Valley Health Center:**
13481 W. McDowell Rd. #100, Goodyear, AZ 85395
- **Phoenix Central Health Central:**
1300 N. 12th St. #404, Phoenix, AZ 85006
- **Scottsdale SkySong Health Center:**
1355 N. Scottsdale Rd. #170, Scottsdale, AZ 85257
- **Sun City West Health Center:**
13991 W. Grand Ave. #105, Surprise, AZ 85374

+ Access to Care during Temporary Closures:

- You will still have access to primary care services at **HonorHealth** locations across the Valley. For a list of all nearby primary care and urgent care locations, please visit [HonorHealth.com/Evernorth](https://www.honorhealth.com/evernorth).
- HonorHealth is also offering extended Saturday and weekday hours at some primary care locations in Gilbert, Peoria, Phoenix, and Scottsdale.
- Starting **Jan. 2, 2026**, if you need to make an appointment call **HonorHealth's scheduling team** at **623.580.5800**.
- For non-emergency urgent care needs, visit an [HonorHealth Urgent Care](#) location.

+ Appointments and MyChart:

- Your existing appointments will move to HonorHealth. You will be contacted by Evernorth Care Group if any appointment changes are needed before the transaction finalizes.
- To prepare for the transition, Evernorth Care Group MyChart will no longer support online scheduling beginning Dec. 1 and will no longer support appointment or physician messaging beginning Dec. 17. You can continue to call us at **1.800.233.3264** to schedule an appointment or ask a medical question.
- You can use your Evernorth Care Group MyChart account to access historical medical records, lab results, and billing until **March 31, 2026**.
- Once the transaction finalizes, you should create an HonorHealth MyChart account to keep getting appointment reminders and updates. To set up your HonorHealth MyChart account, please visit [HonorHealth.com/MyChartSignUp](https://www.honorhealth.com/MyChartSignUp).

+ Pharmacy Changes:

- Evernorth Care Group's nine retail pharmacies will cease operations on the following dates. Your prescription will be available the next day at local Walgreens pharmacies:
 - + **Dec. 16, 4 p.m.:** Sun City West
 - + **Dec. 16, 5 p.m.:** C.J. Harris, Phoenix Central, Stapley, and Superstition Springs
 - + **Dec. 17, 5 p.m.:** Chandler, Paseo, Sun City, and Westridge
- Your prescriptions will securely and automatically transition to **Walgreens** at that time.

+ Physician Transitions:

- Check if your physician is transitioning to HonorHealth at [HonorHealth.com/Evernorth](https://www.honorhealth.com/evernorth).
- If your physician is not transitioning to HonorHealth, Evernorth Care Group will contact you to help with next steps.
- You can find another Evernorth Care Group physician who will transition to HonorHealth at [HonorHealth.com/Evernorth](https://www.honorhealth.com/evernorth) or a new HonorHealth physician at [HonorHealth.com/find-a-doctor](https://www.honorhealth.com/find-a-doctor).
- Physicians not joining HonorHealth may continue to practice elsewhere when the transaction finalizes. You can work directly with your physician to learn more about their future plans.
- If you are choosing a new in-network physician outside of HonorHealth, you can request your medical records be transferred to the physician of your choice.

+ Evernorth Care Group Historical Medical Records & Billing after the Transition:

- You can access your **Evernorth Care Group MyChart** account for historical information until **March 31, 2026**.
- You do not need to request your medical records to be seen by your physician when they transition to HonorHealth. General medical information will be securely transferred as part of the transition. Please consult with your physician to determine whether a records transfer is necessary.
- If you need to request your medical records, call **480.345.5171** or email evernorthcaremedicalrecords@evernorth.com with written authorization.
- Pay any outstanding Evernorth Care Group bills online at [EvernorthCareGroup.com](https://www.EvernorthCareGroup.com), through MyChart.EvernorthCareGroup.com, by email at AZENCGBilling@evernorth.com, or by mail to Evernorth Care Group, P.O. Box 842344, Los Angeles, CA 90084-2344. You can leave a message at **602.328.8400** for a return call.

+ Frequently Asked Questions (FAQs)

Q: Is my physician transitioning to HonorHealth?

Many Evernorth Care Group physicians are joining HonorHealth in January 2026 after the transaction finalizes. Check HonorHealth.com/Evernorth to see if your physician is on the [physician relocation directory](#).

Q: What if my physician is not transitioning to HonorHealth?

You can find another Evernorth Care Group physician who is transitioning to HonorHealth at HonorHealth.com/Evernorth or choose a new HonorHealth physician at HonorHealth.com/find-a-doctor. Physicians not joining HonorHealth may continue to practice elsewhere when the transaction finalizes. You can work directly with your physician to learn more about their future plans.

Q: What if I need care during the temporary closure in January?

You can get access to care at another HonorHealth location, or you can go to an HonorHealth Urgent Care for non-emergency care. To find an office near you visit HonorHealth.com/Evernorth. You can call HonorHealth's scheduling team at **623.580.5800** beginning Friday, Jan. 2 to schedule an appointment.

Q: What happens to my current appointments?

Your existing appointments will transfer to HonorHealth. You will be contacted by Evernorth Care Group if any appointments need to be rescheduled or updated.

Q: What happens to services like radiology, lab, vision, and behavioral health?

At this time, there are also no changes to the services offered onsite at several of our Evernorth Care Group locations, including Labcorp, American Vision Partners, Arizona Diagnostic Radiology, and evolvedMD. As we near the completion of transaction close, refer to these onsite service providers for any changes related to their operations during the temporary closure dates.

Q: How do I sign up for HonorHealth's MyChart?

Visit HonorHealth.com/MyChartSignUp to create your account. This will ensure you stay connected with your HonorHealth physician and care team.

Q: What about my prescriptions?

Evernorth Care Group's nine retail pharmacies will close on the following dates. At that time your prescriptions will automatically and securely transfer to Walgreens and will be available the day after the Evernorth Care Group pharmacy closure.

- + **Closing at 4 p.m. on Dec. 16:** Sun City West
- + **Closing at 5 p.m. on Dec. 16:** C.J. Harris, Phoenix Central, Stapley, and Superstition Springs
- + **Closing at 5 p.m. on Dec. 17:** Chandler, Paseo, Sun City, and Westridge

We will contact you with details about which local Walgreens pharmacy locations your prescriptions will transfer to.

Q: How do I access my lab results?

You can access your historical lab results through your Evernorth Care Group [MyChart](#) account until **March 31, 2026**. If you are awaiting lab results at the time the transaction finalizes, we will make every effort to reach out to you and ask you to where you'd like those results to be sent. If your physician has transitioned to HonorHealth, they will also have access to those results.

Q: Can I still access my medical records?

Yes. You can use your Evernorth Care Group [MyChart](#) account to access historical medical records until **March 31, 2026**. To request your medical records if your physician is not transitioning to HonorHealth, call **480.345.5171** or email evernorthcaremedicalrecords@evernorth.com with written authorization.

Q: How do I pay my Evernorth Care Group bill after the transition?

You can pay your Evernorth Care Group bill online at EvernorthCareGroup.com, through MyChart.EvernorthCareGroup.com, by email at AZENCGBilling@evernorth.com, or by mail to Evernorth Care Group, P.O. Box 842344, Los Angeles, CA 90084-2344. You can also leave a message at **602.328.8400** for a return call.

Q: Where can I find more information?

Visit these websites for more information to help guide your care during the transition to HonorHealth and Walgreens. If you have any questions about this transition or need assistance, we are here to help. Please call **1.800.233.3264**. Your peace of mind and continued well-being are important to us.

- + HonorHealth.com/Evernorth
- + [Evernorth Care Group Walgreens Patient Summary FAQ](#)

EVERNORTH Care Group

EvernorthCareGroup.com