

# The stuff you need to know and where to find it.

## Provider Directories, Drug Formularies and Evidence of Coverage (EOC)

### How do I find a doctor?

### How do I find out what drugs are covered?

### How do I find my EOC?

#### *1. Online*

This is the fastest way and has the most up-to-date listings. Log in to <http://www.ascensioncomplete.com> to view an EOC, access our formulary, or you can select Provider Search to find doctors, pharmacies, hospitals, and urgent care facilities in your network.

*Or*

#### *2. Call us*

Our Member Services Department can help you find a doctor, schedule a visit with your doctor, answer questions about covered drugs, and explain your covered benefits and options. Call toll-free at 1-833-816-6623 (TTY: 711). From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends and on federal holidays.

#### *Would you like a paper copy of these documents mailed to your home?*

Place your request using option 1 or 2 above. 2021 plan documents will be available for order on October 15th, 2020.

The provider network may change at any time. You will receive notice when necessary. Ascension Complete is contracted with Medicare for HMO and PPO plans. Enrollment in Ascension Complete depends on contract renewal.

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