

Ascension Complete

Ascension Complete Provider Newsletter: August 2021

Review the latest updates related to the medical plan. Access our provider portal [here](#).

Annual Enrollment Period (AEP) is coming!

AEP communications will begin going out to senior patients in August and conclude in December. Patients ages 64+ will receive various direct mail letters and emails during this time. The message focus in these materials will be around inviting senior patients to virtual webinars and offering help during AEP. More information will be shared shortly around the marketing programs.

Upcoming Ascension Complete training opportunities

Are you looking to learn how to compliantly speak to patients about Ascension Complete, or the other great Medicare Advantage (MA) plans available? Stay tuned for upcoming training opportunities on topics such as Medicare Annual Enrollment Period and Special Needs Plan (SNP) Model of Care.

BONUS: Those that complete the training will be entered for the chance to win a \$500 Visa gift card!

Here to help you: Medicare navigators

Your local Medicare navigator is here to help you navigate the Ascension Complete plan. They can help you with items such as:

- Educating providers and office staff on the plan
- Assisting providers/clinics with portal access
- Triaging member issues from sales agents, practice managers, and providers
- Triaging billing and claim issues
- Triaging provider portal / Find-a-Provider Tool issues to network team, and
- Requesting care management referrals for members

[Click here to find your navigator](#)

Medication Reconciliation-Post Discharge initiative

As a part of Ascension Complete's ongoing commitment to providing quality care to its members, we would like to provide you with the tools and the knowledge needed to successfully address and close care gaps that may exist within the spectrum of your patients' care. The link provided below will take you to a brief, seven minute tutorial surrounding the task Medication Reconciliation Post Discharge care gap closure with your hospitalized patients, as you see them for follow up in the office. This educational piece can be shared with anyone within the structure of your practice who may be involved in the process of claims coding following the patient encounter. As always, thank you for all that you do for our members.

[Click here to begin tutorial](#)

Phreesia tablet check in (Ascension practices only)

In markets that utilize Phreesia check-in tablets, there is a question that asks those 65 and older if they are interested in learning more about Medicare. If they select "yes", they are sent to an Ascension Complete sales agent. From there, the agent reaches out to give them more information on our offering.

Verify your practice information

As part of Ascension's reach and impact goals, we are making a concerted effort to improve the accuracy of our provider directory. When a patient needs care, they start with a directory. They may search for a practitioner based upon specialty or location. If the patient picks up the phone to find that their practitioner of choice has moved or is not accepting new patients, they have to begin their search again.

Accurate directory listing information is the first step toward creating a positive patient experience and ensuring immediate access to care at the moment patients need it.

If you have new or termed providers or locations, please complete this information in the [ACM maintenance grid](#) and submit to ACMproviders@ascension.org.

In addition, Ascension has partnered with Quest Analytics to verify, attest and clean provider data. BetterDoctor is the vendor used to reach out to practices via an email or fax. A link will be provided to an online form to review and to edit your information as needed to ensure accuracy. Please take a few minutes from your busy schedule to carefully review your listing and edit as needed.

We appreciate your help, and thank you in advance for your participation. We look forward to working with you in the months ahead.

Reminder

PCP referrals are not required for Ascension Complete members to see in-network specialists. Services from any out-of-network (“non-participating”) providers do require a single-case-agreement to be executed before any services are rendered. Non-participating providers must submit Prior Authorization for all services.

Health plan offerings in the Medicare Advantage marketplace

In an effort to provide a better experience for our members, we are reminding our provider partners of our health plan offerings in the Medicare Advantage marketplace. Currently, we have 20 different health plans in seven states. Ensuring our members have access to care within their communities is our top priority. Click [here](#) to download a guide of our health plan offerings, along with member responsible cost shares. Please share this information with your office staff so they apply the correct amount for our members when they present their ID card. We’ll be certain to update this list with our 2022 plans in December.

Reward (HMO) Card

The diagram shows a Medicare Advantage Reward (HMO) Card for Ascension Complete. The card is divided into several sections:

- Plan Name:** Via Christi Reward (HMO)
- CMS Number:** CMS#: H5398-001
- Effective Date:** Effective: 01/01/2021
- MEMBER INFORMATION:** Name: John Doe, Member ID#: C49212526-01, Issuer ID#: (89840) 9151014609
- PROVIDER INFORMATION:** PCP Name: Doe, Jane, PCP Phone: 1-999-999-9999, PCP Office Visit: \$0
- PHARMACY INFORMATION:** MedicareRx Prescription Drug Coverage, RX Claims Processor: CVS Caremark®, RXBIN: 004336, RXPCN: MEDDADV, RXGRP: RX8922
- FOR MEMBERS:** Member Services: 1-833-431-1356 (TTY: 711), Website: AscensionComplete.com, Clinical Care Line*: 1-833-981-0916, Virtual Care*: AscensionOnlineCare.org
- FOR PROVIDERS:** Medical eligibility & Prior Auth: 1-833-623-0771, Pharmacy Prior Auth: 1-800-867-6564, For help: (Pharmacy use only) 1-888-865-6567, Enroll Dental with United Concordia National Medicare Advantage Network*: 1-833-910-0117, Enroll Vision*: 1-833-910-0117
- FOR EMERGENCIES:** Dial 911 or go to the nearest Emergency Room (ER).
- Submit Part D Drug claims to:** Ascension Complete Via Christi Reward, Attn: Pharmacy Claims, P.O. Box 419069, Rancho Cordova, CA 95741-9069
- MEDICAL CLAIMS:** EDI Payor ID: 68069, Ascension Complete Via Christi, Attn: Claims, P.O. Box 8050 Farmington, MO 63640-8050

Callouts point to the following fields:

- Plan Name
- CMS Number
- PCP Copayment
- For eligibility, prior authorizations, and other copayments
- Claims

Secure (HMO) Card

CMS Number → Ascension Complete

Plan Name → Via Christi Secure (HMO)
CMS#: H5398-0012
Effective: 01/01/2021

PCP Copayment → PCP Office Visit: \$0

Claims → Ascension Complete Via Christi
Attn: Claims
P.O. Box 8050 Farmington, MO 63640-8050

FOR MEMBERS
Member Services: 1-833-431-1356 (TTY: 711)
Website: AscensionComplete.com
Clinical Care Line*: 1-833-981-0916
Virtual Care*: AscensionOnlineCare.org

FOR PROVIDERS
Medical eligibility & Prior Auth: 1-833-623-0771
Pharmacy Prior Auth: 1-800-867-6564
For help: (Pharmacy use only) 1-888-865-6567
Engolve Dental with United Concordia National Medicare Advantage Network*: 1-833-910-0117
Engolve Vision*: 1-833-910-0117
**Please refer to your EOC for your extra covered benefits.*

FOR EMERGENCIES
Dial 911 or go to the nearest Emergency Room (ER).

Submit Part D Drug claims to:
Ascension Complete Via Christi Secure
Attn: Pharmacy Claims
P.O. Box 419069
Rancho Cordova, CA 95741-9069

MEDICAL CLAIMS EDI Payor ID: 68069

For eligibility, prior authorizations, and other copayments

Access (PPO) Card

CMS Number → Ascension Complete

Plan Name → Via Christi Access (PPO)
CMS#: H6830-001
Effective: 01/01/2021

In-Network Copayments → In-Network Office Visit Copays:
Primary Care: \$0
Chiropractor: \$20
Specialty Care: \$35

Claims → Ascension Complete Via Christi
Attn: Claims
P.O. Box 8050 Farmington, MO 63640-8050

FOR MEMBERS
Member Services: 1-833-431-1356 (TTY: 711)
Website: AscensionComplete.com
Clinical Care Line*: 1-833-981-0916
Virtual Care*: AscensionOnlineCare.org

FOR PROVIDERS
Medical eligibility & Prior Auth: 1-833-623-0771
Pharmacy Prior Auth: 1-800-867-6564
For help: (Pharmacy use only) 1-888-865-6567
Engolve Dental with United Concordia National Medicare Advantage Network*: 1-833-910-0117
Engolve Vision*: 1-833-910-0117
**Please refer to your EOC for your extra covered benefits. Medicare limiting charges apply.*

FOR EMERGENCIES
Dial 911 or go to the nearest Emergency Room (ER).

Submit Part D Drug claims to:
Ascension Complete Via Christi Access
Attn: Pharmacy Claims
P.O. Box 419069
Rancho Cordova, CA 95741-9069

MEDICAL CLAIMS EDI Payor ID: 68069

For eligibility, prior authorizations, and other copayments

Ascension offers enhanced disease management for diabetes

Launched in July, Ascension’s national care management team now offers an Enhanced Disease Management (EDM) program for diabetes to Ascension Complete members. The new program is designed to help members better self-manage diabetes, while giving them the confidence they need to make informed choices regarding their health.

The EDM program works in partnership with doctors to offer personalized and integrated care from a team of specialists, including registered nurses and certified diabetes educators. This program is available at no extra cost to the member.

The team can help members with:

- Understanding their medications
- Self-blood glucose monitoring
- Recognizing the signs of low and high blood glucose levels
- Nutrition coaching for carbohydrate counting and weight management
- Scheduling their recommended annual screening for diabetic complications
- Blood pressure and cholesterol management
- Optimizing their physical activity levels to meet recommended guidelines
- And more

If you have an Ascension Complete patient with diabetes who you feel could benefit from the EDM program, please refer them by calling 855-288-6747.

[Ascensioncomplete.com](https://www.ascensioncomplete.com)