

# SmartHealth

## Ascension SmartHealth Provider Newsletter, August 2021

*This newsletter shares important updates, reminders and resources related to the Ascension SmartHealth medical Plan*

### 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. 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. Keeping your provider information current is critical to assure your claims are paid in a timely manner.

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

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### A new way for SmartHealth members to get prescriptions delivered to their home—Ascension Rx

SmartHealth members living in **Indiana, Missouri, Texas and Wisconsin** may now take advantage of Ascension Rx's home delivery and specialty pharmacy.

If a SmartHealth member in those states uses Ascension Rx, their first copay for their first prescription for eligible preventive medications at Ascension Rx is free through 2021\*.

Have a SmartHealth member call Ascension Rx at **833-MedsARx** (833-633-7279) for prescriptions delivered to their home or for more information. Ascension Rx specialty pharmacy operating hours

are Monday through Friday, 9 a.m. to 5 p.m. CT. A pharmacist is on call 24/7. More information is also available at [AscensionRx.com](https://AscensionRx.com).

\*Note that the free, first copay excludes Affordable Care Act (ACA) preventive drug list prescriptions, which are already covered by law, and this offer excludes specialty pharmacy medications.

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## **Launch of Ascension Personalized Care**

This fall, Ascension Insurance will be launching Ascension Personalized Care, an Affordable Care Act plan for individuals and families, offered in Wichita, KS, Evansville and Indianapolis, IN and Southeast Michigan. Offerings include a variety of flexible, affordable health insurance plans, designed to be easy to understand and use, so members can focus on their health. This plan will be offered in a lower cost price bracket to meet the needs of those with incomes between 100-400% of the federal poverty level. More information and training will be coming soon for providers that are participating in this new product.

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## **Ascension Virtual Care**

As part of Ascension's continued efforts to meet the health and wellness needs of our associates and covered dependents, we have enhanced SmartHealth medical plan coverage for care related to the diagnosis and treatment of COVID-19 through 12/31/2021.

Telemedicine including audio-only telemedicine is covered and is listed on the schedule of benefits.

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## **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 SmartHealth 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 a SmartHealth patient with diabetes who you feel could benefit from the EDM program, please refer them by calling 855-288-6747.

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### Review claims on the ABS Portal

Stay on top of claims information by accessing the ABS Portal. Use the ABS Provider portal to:

- View claims history and payment status
- Verify eligibility
- Inquire on status of prior authorizations

[\[ACCESS THE ABS PORTAL\]](#)

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