

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. 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. 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 make sure your provider roster is up-to-date by notifying your managed care lead to let them know of the changes. To find your managed care contact information:

- Visit the mysmarthealth.org homepage and choose "I am a provider"
- Scroll to the Information Center-at-a-Glance section
- Review the "Join the Ascension Network Section" and click the link "here" to see your ministry's credentialing manager.

If you need additional help, please contact Provider Services at shpn@ascension.org.

Bind (Michigan only)

Ascension now offers **Michigan** associates the Bind level of benefits while using the SmartHealth network of providers. The Bind benefit design contains copays, but not coinsurance, for most services. SmartHealth providers must accept the reimbursement rates of the SmartHealth fee schedule and they are allowed to bill associates for all Bind copays, but they cannot balance bills beyond that. For more information on Bind, [click here](#).

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.

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.

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.

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

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

mysmarthealth.org