

# SmartHealth

## Provider Newsletter, December 2021

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

**After January 1, 2022, maintenance (30+ day supply) and specialty medications will only be a covered member benefit when filled by Ascension Rx**

***\*Please note your office may experience increased call volumes and requests from SmartHealth members to switch their prescriptions to Ascension Rx.\****

SmartHealth members may continue to receive those medications through a non-Ascension Rx pharmacy, but will pay the full cost of the prescription.

Members who switch to Ascension Rx, continue to pay a low-copay and enjoy all the benefits of Ascension Rx, including \$0 co-pay for converting their first maintenance medication to Ascension Rx.\*

Ascension Rx			
Prescription Type	Ascension Rx Home Delivery	Ascension Rx Local Pharmacy	Retail Pharmacy (CVS, Walgreens, etc.)
One-time Prescriptions (antibiotics, etc.)		✓	✓
Maintenance Medications (blood pressure, diabetes, etc.)	✓	✓	X
Specialty Medications (rheumatoid arthritis, etc.)	✓		X

- To assist your patients who are SmartHealth members in switching to Ascension Rx, follow these simple [instructions](#). You can also view these [FAQs](#).
- Once a prescription is transferred to Ascension Rx, SmartHealth members can then use the [Ascension Rx mobile app](#) to manage medications anytime, anywhere.

*\*(Excludes Specialty & High Deductible plan.) (\*Note that the free, first copay excludes Affordable Care Act preventive drug list prescriptions, which are already covered by law, and also excludes specialty pharmacy medications.)*

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## 2022 Provider Manual

We want to ensure you have the resources you need to serve your SmartHealth members. Please review our 2022 Provider Manual to learn how to navigate the medical plan. The manual includes important information such as how to submit claims, prior authorization information, ID cards and more.

New York, Maryland, Washington DC	<a href="#">Download manual here</a>
Michigan	<a href="#">Download manual here</a>
Alabama, Indiana, Florida, Tennessee	<a href="#">Download manual here</a>
Texas	<a href="#">Download manual here</a>
Kansas, Wisconsin	<a href="#">Download manual here</a>

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## SmartHealth app now available

Your SmartHealth patients can now access SmartHealth online and all in one place wherever they are -- with the new SmartHealth mobile app. On the app, your patients can access their benefits information, including ID cards and more. It is available on Google Play or the Apple Store. For more information, they can visit [mysmarthealth.org/app](https://mysmarthealth.org/app).

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## COVID diagnosis codes

[Click here](#) to download the updated covid listing of diagnostic and cpt codes, effective November 2021.

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## Infusion therapy/specialty medications

SmartHealth/AscensionRx will be expanding the Precertification Notification and implementing a Prior Authorization Program, **effective 1/1/22**. All physician administered specialty medications or infusion therapies will be subject to Precertification Notification. Medications and/or therapies that will be subject to prior authorization requirements:

Medication(s)	HCPCs	Date PA added
Aduhelm	J0172 (PROGRAM at NDC Level 64406-0101-01 & 64406-0102-02) NDC: 64406-0101-01 & 64406-0102-02	1/1/2022
Blincyto	J9039	1/1/2022

Brineura	J0567	1/1/2022
Danyelza	J9348	1/1/2022
Folotyn	J9307	1/1/2022
Soliris	J1300	1/1/2022

Providers must submit a Precertification Notification/Prior Authorization form for all medical specialty drugs (physician administered specialty medications or infusion therapy). [Click here to download the form](#) (soon to be available on [mysmarthealth.org/pharmacy](https://mysmarthealth.org/pharmacy)). Please complete and fax it back to 833-594-1875 or call 833-594-1845 to submit a precertification/prior authorization.

All benefit and eligibility verification and claim payments for infusion therapies and physician administered specialty medications will be performed by Automated Benefit Services (ABS). These medical specialty services are subject to the SmartHealth deductible, copay, co-insurance and out-of-pocket maximums of the plan. For a standard, non urgent pre-service request, please allow up to 14 calendar days. For an urgent request, call Ascension Rx following submission at 833-594-1845.

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### Doctors and clinicians: Don't forget to preview your performance information

The Centers for Medicare and Medicaid Services (CMS) opened the Doctors and Clinicians Preview Period on November 15, 2021. The Preview Period provides an opportunity for doctors and clinicians to review their 2020 Quality Payment Program (QPP) performance information before it is publicly reported on clinician and group profile pages on [Medicare Care Compare](#) and in the [Provider Data Catalog \(PDC\)](#).

You can access the secured Preview through the [QPP website](#).

[Click here to learn more.](#)

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### Updated 2022 standard PA list

To view the updated standard PA list, please visit [mysmarthealth.org](https://mysmarthealth.org), choose "I am a provider", navigate to "Prior Authorizations" and select "2022 prior authorization code list (effective 1/1/21)."

[You can also click here to download the list.](#)

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### Enhanced Disease Management Program for diabetes

Ascension's national care management team offers an enhanced disease management (EDM) program for diabetes. The new program is designed to help SmartHealth patients better self-manage their diabetes, while giving them the confidence they need to make informed choices regarding their health.

The EDM program works in partnership with their doctor to offer them personalized and integrated care from a team of specialists, including registered nurses and certified diabetes educators. This program is available at no extra cost and is included as part of their medical plan with Ascension SmartHealth.

The team can help your patient with:

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

If your SmartHealth patient is interested in learning more, they can call 855-288-6747.

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### SmartHealth Customer Service experiencing large call volumes, long hold times

The SmartHealth Customer Service phone number is experiencing large call volumes, causing members and providers to wait on hold for long periods of time. They are doing everything possible to resolve this matter. In the interim, it is recommended to visit the provider Information Center on [www.mysmarthealth.org](http://www.mysmarthealth.org) to:

- See benefit schedule
- Verify tier 1 providers and facilities
- Find the pre-authorization form and list
- Learn more about the Cigna Speciality Pharmacy Program
- View the Cigna Speciality Pharmacy list

#### Use the ABS provider portal to:

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

[Click here to access the ABS portal](#)

Though there are longer wait times, to reach a live CSR when calling, **press "2" for providers and then "2" to speak to a live rep.** The prompt says "For assistance with a pharmacy claim, pharmacy benefits, or medical claims from a live agent, press 2." If you press "1" for eligibility, it will take you to the fax recall system.

Thank you for your patience as SmartHealth works to resolve this matter.

[mysmarthealth.org](http://mysmarthealth.org)