

SmartHealth

Ascension SmartHealth Provider Newsletter, Oct. 2021

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

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 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.

Ascension Rx

SmartHealth members living in the following states may now order maintenance (+30-day supply) and specialty medications from Ascension Rx for convenient home delivery service: Alabama, Alaska, Arkansas, California, Colorado, Connecticut, Delaware, Idaho, Indiana, Iowa, Kansas, Kentucky,

Louisiana, Maine, Maryland, Massachusetts, Minnesota, Missouri, Montana, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, North Dakota, Ohio, Oregon, South Carolina, South Dakota, Pennsylvania, Tennessee, Texas, Utah, Rhode Island, Virginia, Washington, Wisconsin and Wyoming.

Starting January 1, 2022, Ascension is making changes to its prescription medication benefits offered through our SmartHealth Plan. Ascension Rx will be the new covered pharmacy for all SmartHealth members for specialty and maintenance medications.

Filling prescriptions is easy. Simply send a new prescription for home delivery of maintenance medication to “Ascension Rx 1001 Home Delivery.” If your patient prefers to have their maintenance medication filled locally, they can do so at an Ascension Rx outpatient pharmacy location near them.

To have a specialty medication prescription moved to Ascension Rx home delivery, send a new prescription for maintenance to “Ascension Rx 1303 - Specialty Pharmacy.”

If your SmartHealth patient would like additional information, please direct them to call **833-MedsARx** (833-633-7279). Operating hours are Monday through Friday, 9 a.m. to 5 p.m. CT. They can also visit [Ascension Rx](#) to learn more.

NDC billing requirements

SmartHealth follows the Center for Medicare and Medicaid Services (CMS) billing requirements for submission of National Drug Codes (NDC). Please include the NDC when submitting your claim, along with items listed in our claim’s filing procedures page included in the provider manual. Claims may be rejected or denied if NDCs are not submitted correctly.

In-network referrals

When referring your SmartHealth patient to a speciality provider, please be sure to refer within the Ascension Network (Tier 1). **By referring to fellow providers and facilities within the network, you can create a personal care team for them.** This personal care team can:

- Deliver better outcomes by reducing unnecessary handoffs, enhancing information flows and supporting adherence
- Improve the patient experience by simplifying scheduling, access and transparency of clinical information
- Enhance the provider experience by simplifying workflows, and minimizing clinical information gaps
- Reduce cost of care by reducing redundant imaging and testing
- Avoid unnecessary co-insurance costs to the patient

Find an Ascension network (tier 1) provider or facility at www.mysmarthealth.org

