



Ascension

FAQs

SmartHealth

What's Changing for 2021

Will I get a new ID card for 2021?

For the 2021 plan year, you will receive separate new medical and pharmacy ID cards and your medical ID card is no longer the same as your pharmacy ID card.

If you didn't receive your physical ID card in the mail, yet, don't worry – you can access your card online and receive care. You can view your card by logging into the member portal or downloading the ABS member app from Google Play or the App Store.

Most members will not need to create a new account with Automated Benefit Services (ABS) to access their benefits. Some members with a new enrollee or member ID number may need to set up a new account with our claims administrator, ABS.

If you have issues creating or logging into your account, please email abssupport@abs-tpa.com for assistance between the hours of 8:30 a.m - 4:30 p.m. EST, Monday through Friday, excluding weekends and holidays. If you email outside of the standard hours, they will respond as quickly as possible upon their return.

Will I still get a physical ID card?

Yes, physical ID cards will still be mailed to you. However, viewing the medical and pharmacy ID cards within the ABS portal or app will likely be the first place that your 2021 ID cards will be available.

What if my pharmacy ID card doesn't work?

If you have issues with your pharmacy ID card working, you will need to directly contact Cigna Customer Service at 855-281-8312.

Do I have a new ID number?

Yes. Your new Cigna pharmacy ID card will have an updated ID number, BIN/PCN, and Rx Group number. Your new Cigna ID number will begin with a U, the BIN is 017010 and the PCN is 0215COMM.

Where can I find a copy of my ID card?

There are several ways in which you can access your plan information and new pharmacy and medical ID cards while waiting on the card to be delivered to your home.

- Use the **Automated Benefit Services app** to quickly access your account info or get digital copies of your ID cards.
- **Visit mySmartHealth.org** to find a provider, download forms, and more
- **Contact SmartHealth Customer Service** at 888-492-6811 to connect with a customer service representative and get access to your ID card information. SmartHealth Customer Service is available between the hours of 8 a.m - 7 p.m. EST, Monday through Friday, excluding weekends and holidays. On January 1, 2021, SmartHealth Customer Service will be available between the hours of 8 a.m. - 4 p.m. EST. Be advised that customer service wait times may be longer at the beginning of the year. Viewing your information through the member portal or app is the quickest access to your information.

What should I do with my old ID card?

You will no longer need your old ID card and can no longer use your old ID cards to fill prescriptions or receive care. You can dispose of it or store it with previous medical records.

How do I know which ID card is my old ID card?

Your new Cigna pharmacy ID card will have an updated ID number, BIN/PCN, and Rx Group number. Your new Cigna ID number will begin with a U, the BIN is 017010 and the PCN is 0215COMM.

If I don't have access to the internet at my home, how can I get my ID card information before my physical ID card arrives?

Members can easily access their information on their mobile devices by downloading the ABS app from your device's app store or visiting the [ABS website](#) from your smartphone or tablet. Just follow these instructions:

- Download the app for your [ios™](#) or [Android™](#) device by clicking the links or by searching for "Automated Benefit Services" in the app stores.

- Log in to the app with your current member portal user name and password to access your account.

If you do not have access to a smartphone or tablet, you can also get your ID card information by contacting the SmartHealth Customer Service Team at 888-492-6811. SmartHealth Customer Service is available between the hours of 8 a.m - 7 p.m. EST, Monday through Friday, excluding weekends and holidays.

How do I set up my ABS member portal online?

If you haven't set up your account in the ABS online portal, you must register to access both the app and the online portal. You can set up your account on the app:

- Tap 'Create Account' on the login page
- Check the 'Accept' box and tap 'Next'
- Fill in all fields on the registration page, and tap 'Next'
- Start using the online portal both through the app and computer

If you need assistance accessing the ABS member portal, please email abssupport@abs-tpa.com or call (586) 693-4393.

How do I find providers or pharmacies that are in-network?

You can use the SmartHealth [Doctor Search](#) to find an Ascension Network (Tier 1) doctor, facility, or provider. The Cigna pharmacy network includes pharmacies like CVS and Walgreens. To find Ascension Rx pharmacies, please go to the [SmartHealth pharmacy page](#) to see the list of locations.

How do I find a Primary Care Provider?

Find your Ascension Network PCP by visiting mysmarthealth.org and clicking on "find a doctor" from the navigation menu. Once you're on the "find a doctor" page, you can see PCPs by using the "select by specialty" drop-down menu and selecting "Primary Care Provider."

How do I schedule an appointment with my Primary Care Provider?

You can schedule an appointment either by phone or online. Simply call the phone number listed for your PCP on mysmarthealth.org in the doctor search or [visit this website](#) to schedule your visit online and choose a day/time that works best for your schedule.

Are my pharmacy benefits different for 2021?

We are still using Cigna for our pharmacy benefits. Please review the formulary and your schedule of benefits to see whether there are any changes to your out-of-pocket costs for 2021. For more information, visit mysmarthealth.org/pharmacy.

How do I review my Benefits Documents?

You can view your plan highlights by visiting www.mysmarthealth.org. Select "[Information Center](#)" from the navigation bar and you will find the member information center. You must have selected that you are a member and identified your Ministry location on the website to view the documents in the information center.

How do I track my deductible?

You can track your progress towards your deductible by logging into the ABS member portal or app. A deductible is a fixed-dollar amount that you will pay out-of-pocket before the plan begins to pay for covered services. Deductible amounts are accumulated per benefit year. Once you've reached your deductible, you may still be responsible for other cost-sharing, such as coinsurance or copays, until the out-of-pocket limit is met for the benefit year.

Can I access my Explanation of Benefits (EOB) online?

Yes, you can. Now you can see and manage all your EOBs in one place online through your ABS Member Portal. All you have to do is visit www.mysmarthealth.org. Select "[Information Center](#)" and click on the [Automated Benefit Services \(ABS\) link](#). From there, you can log in to the member portal and you'll be able to access your EOBs and claims.

What is a copay?

A copay is a fixed amount (\$20, for example) you pay for a covered health care service, in some cases after you've fully paid your deductible.

For example, let's say the SmartHealth plan's allowable cost for a doctor's office visit is \$100. Your schedule of benefits shows copayment for a Primary Care Provider visit is \$25.

If you don't have a deductible because you've stayed in the Ascension Network (Tier 1): You pay \$25, usually at the time of the visit.

Copays (sometimes called copayments) can vary for different services within the same plan, like drugs, lab tests, and visits to specialists.