



Ascension

Ascension Rx Home Delivery

Frequently Asked Questions

For SmartHealth Members

What is Ascension Rx?

Ascension established the Ascension Rx brand in 2020 to expand its vision for pharmacy services that will enable a high-touch clinical model centered on the patient-clinician relationship, and supported by an engaged pharmacy team. Ascension's strategic approach to engaging consumers in the launch of the Ascension Rx brand mirrors this high-touch model of care delivery and offers a complete, coordinated approach to medication management.

Why should I switch my prescription to Ascension Rx?

Beginning January 1, 2022, Ascension Rx will be the new covered pharmacy for SmartHealth members who have maintenance (30+ day supply) and/or outpatient specialty medication needs - providing greater access, convenience and care coordination for SmartHealth members. Your first co-pay is also free when transitioning your maintenance medications to an Ascension Rx outpatient site or Ascension Rx home delivery (excludes Specialty & High Deductible plan).

As a SmartHealth member, what is the benefit of using Ascension Rx home delivery for my maintenance medications?

Prescriptions are conveniently, safely delivered directly to your home in 90-day supplies. Plus it is the most cost-effective option for 90-day supplies. Ascension Rx is part of the same care team as your doctor at Ascension and can help with a more coordinated approach to your care. Ascension Rx can also help connect you to medication assistance, should you need help paying for your medicines. [Click here for a list of maintenance medications.](#)

What is the benefit of using Ascension Rx for outpatient specialty medications?

Ascension Rx has an engaged team that works with your doctor to better support your medication therapy and specialty pharmacy needs. Ascension Rx can also offer medications at a lower cost and connect you to financial assistance, if needed. [Click here for a list of specialty medications.](#) Please call 833-Meds-ARx (833-633-7279) with questions about specialty medications.

What do I need to do to convert/transfer my prescriptions from another pharmacy to Ascension Rx home delivery?

Please call your prescribing clinician and ask them to e-prescribe a new prescription for home delivery to “Ascension Rx 1001 Home Delivery.” Please note that you can also use an Ascension Rx retail location for maintenance medication. Click [here](#) for a list of locations.

You can also call Ascension Rx at 833-Meds-ARx (833-633-7279) when ordering your first prescription. Please have the following information available when you call:

- Name
- SmartHealth member ID number/SmartHealth group number
- Current prescription number
- Name of medication and medication strength
- Date of birth
- Gender
- Allergies
- Delivery address: city, state, ZIP
- Daytime phone/evening phone
- Doctor’s name/doctor’s phone
- Pharmacy you currently use/pharmacy phone number
- Payment information

NOTE: Home delivery (mail order) service is intended for maintenance medications. Not all medications are good candidates for mail order, including antibiotics and medications that require special handling, such as pain medications. Mail order co-pay reductions cannot be combined and are not additive with other co-pay reduction programs, such as pill splitting. Members can benefit from an incentive that reduces co-pays the most. Members may not combine incentive programs.

Once you transfer your prescription to Ascension Rx you can use the Ascension Rx mobile app, which can be downloaded from the [Apple Store or Google Play](#) to manage your medications anytime, anywhere.

With the Ascension Rx app you can:

- Refill medications by quickly scanning the label on the medication bottle
- View a list of medications, including prescription numbers, dosages, number of refills left and expiration dates
- Get notifications as soon as the prescription is ready
- Set reminders to take medications
- View prescribing doctors and sites of care
- Transfer prescriptions to Ascension Rx from other pharmacies
- Search for Ascension Rx outpatient pharmacies locations and set preferences based on zip code

Is it cheaper to use Ascension Rx home delivery for maintenance medications?

Home delivery of 90-day supplies for maintenance medications is your most cost-effective option. Prescription pricing is competitive and prescription financial assistance options are available.

How do I sign up for Ascension Rx home delivery?

Signing up is easy. 1.) Talk to or message your doctor in the patient portal to request your prescription for maintenance medications be filled at Ascension Rx. You don't need to wait for open enrollment, you can try Ascension Rx and switch today. 2.) Or call Ascension Rx at 833-MedsARx (833-633-7279).

What does my Ascension clinician have to do to have my maintenance medication prescription moved to Ascension Rx home delivery or an outpatient site?

Your clinician simply needs to send a new prescription for your maintenance medication to **"Ascension Rx 1001 Home Delivery."** If you prefer to have your maintenance medication filled locally, you can do so at an Ascension Rx outpatient pharmacy location near you, simply let your clinician know the location that is most convenient for you. Click [here](#) for a list of locations.

What does my Ascension clinician have to do to have my specialty medication prescription moved to Ascension Rx home delivery?

Your clinician simply needs to send a new prescription for your maintenance to **"Ascension Rx 1303 - Specialty Pharmacy."**

What if my clinician is outside the Ascension network? How will they fill my prescription with Ascension Rx?

This can be done in several ways for home delivery:

- Call us at 1-833-Meds-ARx (1-833-633-7279 and we can coordinate with your doctor)

- Ask your clinician to send a prescription to **"Ascension Rx 1001 Home Delivery,"** or **"Ascension Rx 1303 - Specialty Pharmacy"** for specialty medication or
- Ask your clinician to fax a prescription to 1-833-347-0798

If you prefer to have your maintenance medication filled locally, you can do so at an Ascension Rx Pharmacy location near you, simply let your clinician know the location that is most convenient for you.

When should I order my refill prescription to ensure it is delivered in time?

When you have 10 to 14 days of your current mail order prescription remaining, please use the [Ascension Rx mobile app](#) or call 833-Meds-ARx (833-633-7279) to reorder. You will need to provide your prescription and payment information.

How will my prescription order be delivered?

Medications will arrive via United States Postal Service or FedEx and packaged appropriately according to medication temperature requirements, if any. There is no additional charge for delivery.

Can I track my home delivery order?

Yes, a link with shipment tracking information can be sent to your preferred email address.

How long does it take to receive my order?

You can expect to receive medications in 4 business days.

How do I pay for my order?

Although paying by credit card is the preferred method of payment, Ascension Rx also accepts

flexible spending cards, checks, and money orders made payable to Ascension Rx. A best practice is to have an FSA card, then a credit card on file as a backup.

What if I have difficulty affording my medications?

Similar to other home delivery and specialty pharmacies, prescription assistance is available. The Ascension Rx team will happily connect you or your beneficiaries to financial assistance resources and help determine which options are available. Or you can call 833-633-7279. Our team is here to listen to your concerns and work with you to find the resources you need.

Where can I learn more about my medication?

Significant information pertaining to the use of your medication, possible side effects and instructions are enclosed in each package. We also have an Ascension Rx pharmacist who is on call 24/7 and can also answer questions and provide further assistance by calling 833-Meds-ARx (833-633-7279).

Who do I talk to about converting my outpatient specialty medications to Ascension Rx home delivery?

You should first talk to your doctor at Ascension about how Ascension Rx can help with your specialty medications. Ascension Rx specialty pharmacy operating hours are Monday through Friday, 8 a.m. to 5 p.m. CT. A pharmacist is also on call 24/7. Please call 833-Meds-ARx (833-633-7279).

What if my medication gets lost in the mail?

Don't worry, we will make sure you get the medications you need. Call 833-Meds-ARx

(833-633-7279) if you believe there to be an issue with your order.

Can my friends and family use Ascension Rx home delivery service?

Currently Ascension Rx home delivery is open to just SmartHealth members. However, Ascension Rx does have other services available to non-SmartHealth members. Please call 833-MedsARx (833-633-7279) to learn more.

When do I know what service to use for my prescriptions?

See below for an easy tool:

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

