

SmartHealth[®]

Ascension SmartHealth Member Newsletter December 2024

Get the latest updates, reminders and resources about all the valuable benefits SmartHealth has to offer.

Make the switch today to Ascension One

Introducing [Ascension One](#) - an easier way to manage care for you and your family. The new Ascension One app has replaced the SmartHealth app as your digital companion for managing your benefits.

In Ascension One, SmartHealth members can:

- View ID cards and claims
- Access your SmartHealth plan benefits and coverage (family and individual plan status)
- See enhanced descriptions to help SmartHealth members understand how the plan functions and effectively manage costs
- Find Care with Tier 1 providers
- Access SmartHealth pharmacy needs including Ascension Rx benefits

In addition to managing your SmartHealth benefits, for members in Texas, Tennessee, Florida and Oklahoma (more markets coming in 2025) Ascension One connects your healthcare across hospitals and clinics with a personalized experience that lets you access health records, provider messages, billing and more.

Make the switch by January 1, as the SmartHealth app will not be updated for 2025.

Get started today on the [Ascension One website](#) or search for 'Ascension One' in the App Store. If you have previously used the SmartHealth app, your same email and password will work to log in to Ascension One. Please note that due to Ascension One's elevated security features, you may be asked for a one-time photo of your government ID to help further verify your identity.

For any questions , [visit the Ascension One help center](#).

<QR Code to app page>

Get help with behavioral health resources and benefits



Our Behavioral Health Case Managers are here to help you navigate the SmartHealth benefits available to you and your family. By working with your doctors, SmartHealth care managers can help you manage your medical conditions more effectively. Care managers can also provide you with education, resources and the encouragement you need to support your healthcare journey.

Meet Jennifer Schaeffer, RN, CCM
Maternity Care Manager

Jen has been a RN for 13 years with much of her background focused on outpatient pediatric work. Jen also has worked with Worker's Compensation cases and has experience in home health and insurance care management. Jen is a Certified Case Manager and provides maternity and pediatric care management here at SmartHealth.

"The role of a maternity nurse brings immense fulfillment and rewards. My passion is being able to help guide moms through a first time pregnancy or a complicated pregnancy. SmartHealth members are very receptive to my help and being able to provide extra knowledge or care coordination to them is so rewarding."- Jen



End of the year planning

As the year comes to a close, it's the perfect opportunity to review your benefits and ensure you're making the most of your healthcare resources. Take a moment to check your Health Savings Account (HSA) and Flexible Spending Account (FSA) balances to avoid losing any eligible funds.

Looking ahead to the upcoming year, now is also a great time to plan strategically. Discover how you can maximize your SmartHealth benefits and minimize out-of-pocket expenses by exploring our comprehensive interactive guide. This valuable resource offers practical tips and insights to help you make informed decisions and optimize your healthcare spending. We will also text this guide out to members to ensure this information can easily be found when needed.

Start planning for a healthier, financially savvy new year today!

[SmartHealth Interactive Guide](#)

Feeling the "Winter Blues"?

Seasonal affective disorder (SAD), which some people call "seasonal depression," is a cyclical pattern of declining mood that occurs at specific times of the year. Most people living with SAD experience symptoms when the weather begins to cool and the days become shorter. Then, almost like clockwork, things begin to improve as the weather warms and the days get longer. While on the surface it can look a lot like a case of the "winter blues," SAD is a serious mental health condition that can take a toll on your health.

For tips on managing SAD, click [here](#). Remember, if you're struggling with SAD, it's important to seek professional help. A mental health professional can provide personalized advice and support to help you manage your symptoms.

Utilize Tier 1 facilities and laboratories to get the best benefit

If you are working with your Ascension provider to plan an outpatient surgery or labs services, be sure to ensure those facilities are approved Tier 1 facilities or you could pay more out of pocket.

For facility information, [click here](#).

For lab services information, [click here](#).



Looking to move your prescriptions to Ascension Rx?

Would you like help with moving your prescriptions to Ascension Rx? Several videos have been created to help you:

- How to onboard with Ascension Rx
- How to have your doctor send a prescription to Ascension Rx
- Navigating the Ascension Rx app
- Receiving automatic refills for your maintenance medications
- Updating your information with Ascension Rx

Watch these videos and learn more about Ascension Rx [here](#).

To stay up to date on SmartHealth benefits, visit mysmarthealth.org.

