

# SmartHealth<sup>®</sup>

## Ascension SmartHealth Member Newsletter November 2024

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

### November is Diabetes Awareness Month

Learn how to manage or prevent diabetes, and show your support for those with diabetes. Here are some ways to get involved with Diabetes Awareness Month:

#### **Explore**

Learn about the signs and symptoms of different types of diabetes, such as type 1, type 2 and gestational diabetes. You can also take a prediabetes risk test. [<CDC Link>](#)

#### **Move your body**

Try to move more throughout the day, such as by cleaning, walking the dog or parking farther away. You can also try aerobic exercise, such as swimming, biking or fast walking, for at least 30 minutes most days of the week.

#### **Talk with your doctor or care manager**

Learn more about what options are available to you to manage your diabetes or prevent diabetes.

According to the U.S. Centers for Disease Control and Prevention, one in three people in the United States will develop diabetes in their lifetime. Over 136 million Americans, or more than a third of the population, are living with diabetes or prediabetes.

SmartHealth has resources for those with diabetes or pre-diabetes, Learn more here <https://www.mysmarthealth.org/member-resources/digital-cardiometabolic-program>

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### Get help with managing 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.

#### **Get to know your Care Management Team**

“My passion is offering education around coping, providing recommendations on services and additional support are at the forefront of my mind as I work with our SmartHealth members” - **Ashley Chandler**



“The holiday season is quickly approaching and is known to be a stressful time for our members. We know substance use increases around this time of the year and I want people to know we are here to support you!” - **Julie Nelson**

*Ashley Chandler and Julie Nelson, Behavioral Health Case Managers*



Support is available to patients from 8 a.m. to 5 p.m. CT, Monday through Friday.  
If you have any questions, call us at 1-855-288-6747.

To refer members to Care Management, please fill out the [CM Referral Request Form](#) or scan the QR code with your phone.  
You can also refer by email at [acmmembers@ascension.org](mailto:acmmembers@ascension.org) or by phone at 1-855-288-6747.

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## Prioritizing mental health

The holiday season is a time of joy, but it can also bring stress and challenges for many. It's crucial to prioritize our own mental health so that we can fully enjoy the season and be present for our friends, our families and our patients. With 1 in 5 U.S. adults and 1 in 6 U.S. youth experiencing a mental health condition each year—and only half receiving treatment—it's vital to recognize the importance of self-care during this time.

If you are feeling depressed, worrying throughout the day, having trouble sleeping or experiencing other mental health symptoms, it can feel hard to find the right support. SmartHealth has many [mental health resources](#) available to you.



On December 12 at 12pm EST, [join a seasonal webinar](#) hosted in partnership with Rula that focuses on connection during the holiday season. Take advantage of this valuable resource and learn how to meet with your therapist in as little as 48 hours.

SmartHealth members have access to Rula. This new benefit connects you with a network of over 13,000 licensed therapists and psychiatrists across the country representing more than 80 clinical specialties and a diverse range of backgrounds.

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## Get healthy this fall

If you're dealing with hypertension or pre-diabetes – or you just want to feel better –SmartHealth has several program benefits designed to support members in achieving a healthier lifestyle. These benefits include personalized Care Management programs, access to Vida Health and access to weight loss specialists and dietitians. Our programs focus on sustainable, long-term strategies for weight management. To learn more about SmartHealth benefits and how to access them, click [HERE](#) for more information.

- **Care Management:** Our Care Management team includes registered nurses, social workers and wellness coaches who help members create and achieve their personal wellness goals.
  - **Dietitians:** Our dietitians are experts in nutrition who can provide a tailored diet and meal plan to help members lead healthier lives.
  - **Vida Health:** Vida Health is a digital program with a mobile phone app that provides support for various chronic health needs, such as obesity and diabetes. Vida connects members with healthcare experts like dietitians, wellness coaches and physicians, while providing a user-friendly phone app to help members stay on track.
  - **Bariatric Specialists:** Ascension's bariatric doctors are dedicated to treating obesity through diet, exercise, behavior therapy, medication and surgery. Bariatric surgery is an option for some people when diet and exercise haven't worked. Candidates for bariatric surgery are required to participate in a comprehensive evaluation process, including psychological and nutritional assessments.
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## 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](#).



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## Get help with moving your prescriptions to Ascension Rx

Would you like help with moving your prescriptions to Ascension Rx? We have created several videos 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](#).

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*To stay up to date on SmartHealth benefits, visit [mysmarthealth.org](https://mysmarthealth.org).*

