# SmartHealth®

## Open enrollment is happening now

Open enrollment is your opportunity to choose benefits coverage that is appropriate for your and your loved ones' health and financial well-being. To serve our Mission and care for our associates and their families, Ascension offers medical, dental, short-term disability, retirement and additional benefits to meet your needs at different life stages. [Learn more and enroll.](#)

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## Get to know the SmartHealth Care Management Team

Ascension's national care management team is here to help you navigate the complex world of healthcare. 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. Our national care management team is made up of registered nurses, social workers and wellness coaches to help you make informed choices about your care.

Meet **Judy Zygarlenski,** Registered Nurse Case Manager, Certified Case Manager

Judy is a graduate of University of Texas-Austin with a bachelor's degree in Nursing and is approaching her 41st year of nursing. Judy has worked in many areas across her career. Judy has been serving Ascension for 11 years in case management. In 1998 Judy became a certified case manager and developed a passion for case management work. Judy has been recognized by many patients for her service and her endless compassion and empathy.

"As a Certified Case Manager for 26 years, I am committed to safe patient care and I enjoy meeting people where they are," Judy said. "I strive to make a difference in every person's life I meet, no matter how big or small. I am compassionate about making sure people feel heard and knowing they have someone to advocate and support them on their health care journey."

## Ascension

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 or by phone at 1-855-288-6747.

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## Changes coming to the SmartHealth app

Introducing the Ascension One app. An easier way to manage care for you and your family. The new Ascension One app will replace the SmartHealth app, offering enhanced features and plan access tools.

The Ascension One app connects your healthcare information across hospitals and clinics with a new and more personalized account for managing all aspects of your care all in one place. You can:

- View SmartHealth ID cards and claims
- Access your SmartHealth plan benefits and coverage
- Find care providers and schedule, reschedule and view upcoming or past appointments
- Check your balance and pay bills at any time
- View your test results as soon as they are ready
- Stay connected with your doctor and care team

An Ascension One account can be created at ascension.org or through the new app.

Visit the Ascension One app page for more details. The SmartHealth app will be available through the end of 2024.
https://www.mysmarthealth.org/member-resources/app
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## Take care of yourself and the planet:

## Update on Ascension Rx medication packages

Recyclable and reusable packs
You might notice a new look for your Ascension Rx medications in the coming weeks. As part of Ascension Rx's ongoing commitment to sustainability, your medications will now come in environmentally friendly ice packs that can be recycled, reused or even used as plant food. Simply follow the instructions on the medication packaging when they arrive.

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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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## Looking to move 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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## Cold and flu season reminder

With cold and flu season quickly approaching, SmartHealth members should schedule vaccines (flu and COVID), and understand where to go if you or your family become sick. Visit this site for more information on urgent care, after hours clinics, and virtual care, or use the provider and location search tool here. If there are no convenient Tier 1 locations in your area, use this site to find urgent care locations available for slightly higher costs on your Tier 2 network.

Avoid using the Emergency Department unless you have an unexpected episode of illness or injury requiring treatment that cannot reasonably be postponed for a doctor's appointment or treated at an Urgent Care facility. Using the Emergency Department will be the most costly and should be reserved for those visits where the medical condition causes acute symptoms of sufficient severity (including severe pain), where the absence of immediate medical attention would place your health in serious jeopardy. In most cases, cold and flu symptoms can be treated at your doctor's office, an after hours clinic or at an Urgent Care Facility.

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## Eating healthier is easier than you think

Your Vida Health Coach can help you navigate better choices. *Not a Vida member yet? Download the Vida Health app from your phone's app store or visit vida.com/smarthealth to get started. <Insert New flyer link>*

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

**Ascension**