

SmartHealth[®]

Ascension SmartHealth Member Newsletter, August 2024

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

What is Benefit Elevation?

The benefit elevation program was created to assist SmartHealth members that live in areas where there are no Tier 1 providers/facilities available so they can have claims paid at the “in-network” coverage level.

- If you are in an Ascension Ministry market, you are not eligible for a benefit elevation if there is a Tier 1 provider within 50 miles radius of a participant’s zip code on record.
- If you are not in an Ascension Ministry market, you are included in an out-of-area (OOA) plan and are automatically upgraded to a benefit elevation. Ascension's Benefit Elevation program expands our network for covered specialties by allowing use of a National Network (Tier 2) provider with Tier 1 benefit coverage when a Tier 1 provider is not available within a 50 miles radius of a participant’s zip code on record. Benefit Elevation does not apply to members on a SmartHealth EPO plan.

Is one of your dependents heading off to college?

The Benefit Elevation Request for Adult Dependents option is available for College students (as well as other dependents), living outside of the subscriber's listed address on file. The request is a blanket approval that covers and elevates all providers and facilities one tier higher than they normally would fall under. If approved, the request will be approved for a full year. To submit a benefit elevation request form for a college bound dependent, please visit the [Benefit Elevation webpage for more information](#).

Things to remember:

- If you live in an Ascension Ministry market and cannot find a Tier 1 provider within the 50 mile radius of a participant’s zip code on record, advance approval is required in order to obtain a Benefit Elevation. Please refer to the [FAQs](#) and medical plan for requirements. It takes a minimum of 10 to 30 business days to process Benefit Elevation requests. The Benefit Elevation form can be [found here](#).
- If you have received services from a National Network (Tier 2) or Out-of-Network (Tier 3) provider and believe you met the requirements stated above for a Benefit Elevation, you may file an appeal. An appeal must be received within 180 days from the date of treatment. Instruction for filing an



appeal can be found on the [appeal process page](#) on the mysmarthealth.org website under Member Resources.

- To get the best financial benefit from your SmartHealth plan, be sure to confirm that your doctor or specialist is a Tier 1 provider. [Click here to view doctors](#) and their Tier. If you use a lower Tier provider (2 or 3), you will pay more out of pocket.
- Some services/procedures require a prior authorization regardless of the provider Tier level. Check to see if you need a Prior Authorization for your services. [Click here for more information](#).

Ascension Rx experienced substantial growth to meet the needs of our SmartHealth members

Did you know your preferred pharmacy, Ascension Rx delivers over 250,000 medications to SmartHealth members each year?

Ascension Rx has been working to make transferring your prescriptions easy and to provide an excellent experience, reliability, and affordable prices.

Ascension Rx offers pharmacy services that focus on the patient-clinician relationship, supported by a dedicated pharmacy team. With a modern full-service facility in Austin, Texas and community pharmacies in most ministry markets, Ascension Rx can meet the medication needs of SmartHealth members. [Find an Ascension Rx Pharmacy near you](#).

Ascension Rx is here to help ensure you receive the care you need. If you have questions, please call Ascension Rx at 833-Meds-ARx (633-7279).

To learn more about Ascension Rx Home Delivery, [watch this video](#).

August: National Immunization Awareness Month

The U.S. Centers for Disease Control and Prevention (CDC) recognizes August as the month to raise awareness about the importance of vaccinations. [Visit their website](#) for information on immunizations, answers to common questions, and recommended vaccine schedules for all ages! Then talk with your Ascension doctor to make sure you are up to date on the immunizations you need.

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

