

## Ascension SmartHealth Member Newsletter, January 2025

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

### Beginning of the year planning

Happy New Year! Start the year off right by exploring your benefits as a SmartHealth member. Our comprehensive interactive guide is here to help you make the most of your SmartHealth benefits while minimizing out-of-pocket costs. Packed with practical tips and insights, this valuable resource empowers you to make informed decisions and optimize your healthcare spending.

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

[SmartHealth Interactive Guide](#)

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### 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 claim
- 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 provider
- 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.

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.

To download the Ascension One app, use the QR Code to the right.

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



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## Get help with medication questions and concerns

Pharmacists on our SmartHealth Pharmacy Care Management team are here to help you navigate medication-related questions, issues, and concerns. By collaborating with your doctors, our pharmacist care managers can assist you in managing your medications more effectively. Our pharmacists provide valuable information, tips, resources, and tools to improve both your health and medication use. This service is free to all SmartHealth members. Any member can access a pharmacist in their area by calling our toll-free number at 1-877-560-4303 and pressing the option based on their state of residence.



### **Meet Kendra Maniaci, RPh** **Virtual SmartHealth Pharmacist**

Kendra plays a key role in assisting SmartHealth members living in Kansas and Texas, ensuring their medications are working as prescribed. She proactively reaches out to members who have certain types of prescriptions, a large number of medications, multiple chronic conditions, or high prescription costs to offer medication assistance. While her focus is on these

groups, any member in Kansas or Texas can connect with Kendra for support.

Kendra has been serving as a SmartHealth pharmacist care manager since September 2022. She is a graduate of the University of Wisconsin-Madison School of Pharmacy. Before joining her current role, Kendra gained valuable experience as a retail pharmacist at Walgreens, a retail and central fill pharmacist at Wheaton Franciscan Pharmacy, and as a clinical pharmacist specializing in transitions of care with Ascension.

In her free time, Kendra enjoys taking her dog on long walks, golfing when the weather permits, and traveling with her family.

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



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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 use lab services, be sure to ensure those facilities are approved Tier 1 facilities or you could pay more out of pocket.

[For facility information.](#)

[For lab services information.](#)

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## For Exclusive Provider Organization (EPO) members

If you are an EPO medical plan member, we want you to be equipped with the information you need to navigate your new medical plan.

### **Here's how it works:**

- **Only care within the Ascension Network is covered.** Services are covered only if you visit doctors, specialists or sites of care in the Ascension Network (except in an emergency or with an approved referral)\*. This includes labs and tests.
- **If you seek care outside of the Ascension Network without an approved referral, you will be responsible for the full cost of care\*.**
- **You will receive two medical ID cards.** One will come from SmartHealth and the other from Blue Cross Blue Shield.
- **During your Ascension network doctor visit.** You and the Plan share the cost of your medical care. Cost sharing is specified in the Schedule of Benefits which could include a copay towards your out of pocket max.
- **Ascension covers the rest for the year once you hit your maximum.** Maximum out-of-pocket amounts are \$4,500 individual / \$9,000 family, including medical and prescriptions.

*\*Urgent care, behavioral health, dialysis and substance abuse visits, as well as medical emergencies, will be covered through any provider, without a referral.*

### **Still have questions?**

View these FAQs, visit <https://www.mysmarthealth.org/plan-coverage/explore-plans/epo> or call Customer Service at 888-492-6811.

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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:

1. **How to onboard with Ascension Rx**
2. **How to have your doctor send a prescription to Ascension Rx**
3. **Navigating the Ascension Rx app**
4. **Receiving automatic refills for your maintenance medications**
5. **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](https://mysmarthealth.org).

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