

Ascension SmartHealth Member Newsletter, February 2025

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



Keep up to date with SmartHealth

benefit information

At SmartHealth, your well-being is our priority! We want to make sure you're always in the loop about important benefit updates and helpful reminders. Keep an eye out for texts from us—they're designed just for you! Also, don't forget

to check your email, read our newsletters, and visit mysmarthealth.org regularly to stay up to date. We're here to help you make the most of your benefits!

Save even more with these SmartHealth benefits

As a SmartHealth member, we're focused on providing you exceptional healthcare at affordable prices. That's why we offer benefits that help reduce out-of-pocket costs without compromising your quality of care.

Explore cost-saving benefits:

Tier 1 providers: Choosing providers within the Ascension Network (Tier 1) reduces your out-of-pocket costs and improves your experience by giving your care team streamlined access to your health history for personalized care.

Ascension Rx: Moving your prescriptions to Ascension Rx helps you avoid full out-of-pocket costs for outpatient maintenance and specialty medications.

In-network urgent care clinics: SmartHealth ensures you have access to affordable and convenient care at urgent care clinics. PPO members now have reduced copays for Tier 1 (\$50) and Tier 2 (\$75) urgent care providers. Virtual visits through Amwell are also available at a reduced rate.

Spending accounts: If you're enrolled in a health savings account (HSA), flexible spending account (FSA) or dependent care FSA, you can use pre-tax dollars to cover eligible expenses. You can increase your savings by contributing up to the maximum amount each year.

2025 contribution limits (minimum and maximum amounts):

HSA: \$4,300 individual / \$8,550 family (no minimum)

FSA: \$260 - \$3,200

Dependent care FSA: \$260 - \$5,000

Contribution limits depend on your [eligibility status](#).

SmartHealth Benefit Highlights:

Mental Health and Wellness

Rula: Access to therapists

Did you know that about 9% of the U.S. population will have an eating disorder in their lifetime? With the right support, recovery is possible. This National Eating Disorder Awareness Week, we're taking steps to build awareness around these common mental health conditions and provide meaningful support.



Rula, our partner in mental health support, is your dedicated resource to help you recognize the signs of an eating disorder and/or navigate help for other mental health challenges. Click here to get started: www.rula.com/ascension-smarthealth.

Vida: Help for managing chronic conditions and weight loss

If you're dealing with pre-hypertension, hypertension (high blood pressure) or pre-diabetes – or aiming to shed some weight – our wellness program is tailored just for you. Our health coaches specialize in offering effective strategies and tips for adopting a healthier lifestyle. Whether you are interested in boosting physical activity, enhancing nutrition, reaching weight targets or aiding in tobacco cessation, we've got you covered.

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.

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](#)

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 SmartHealth plan benefits and coverage (family and individual plan status)
- Learn how the plan works 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.



What one SmartHealth member

said about Ascension One:

"As a SmartHealth member, I was researching to change my primary care to an Ascension provider. Using the app, I found a provider and electronically scheduled an appointment within the same week. I needed some lab work and within 24

hours, I received a notification from the Ascension One app that my lab results were ready. I immediately reviewed them and was able to chat in the app with my PCP to see if any of the values were concerning. **My PCP chatted back in the app within 30 minutes** letting me know that all results were in range and no further testing was needed!

The entire experience was remarkable and fit into my busy schedule. **The convenience of the Ascension One app has given me another reason to make sure my care is provided by Ascension clinicians. It's so nice to have everything in one place on my phone (visit scheduling, lab results, claims, benefits, chatting with the care team, etc)."**

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

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



Utilize Tier 1 facilities and laboratories to get the best benefit

Whether heading to your provider for your annual wellness visit or working with your Ascension provider to plan an outpatient surgery or 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.](#)

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:

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](#).



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