

# SmartHealth<sup>®</sup>

## Ascension SmartHealth Member Newsletter, April 2023

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

### In case you missed it: Download the new member guide

SmartHealth is here to connect you to doctors and care teams who listen and provide the care that's right for you and your covered dependents. Learn more with the new member guide, which has information on:

- Making the most of your coverage by staying in-network.
- How to manage your costs and coverage with the SmartHealth app.
- Your insurance cards and when you need them.
- Your pharmacy benefit.
- Care management, spiritual care, etc.

[Download now](#)

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### Update on Virtual Care benefits for SmartHealth Members

SmartHealth cares about your health. A part of your SmartHealth benefits is virtual care resources. Ascension Online Care is no longer available but you will still have access to the same services and providers on Amwell.

You can use online care benefits with Amwell to talk with an experienced doctor or advanced practitioner through a video visit for your urgent care needs 24/7. You can also schedule a mental health appointment online with an experienced psychiatrist, psychologist or counselor. These providers are in the SmartHealth network but are not employed by Ascension. Visit [smarthealth.amwell.com](https://smarthealth.amwell.com) to get started or by downloading the Amwell mobile app. Once registered, you will gain access to board-certified doctors and licensed therapists and psychiatrists on Amwell.

Be sure to enter the service key "SMARTHEALTH" when you sign up on Amwell or you may be charged a higher rate for your visit.

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## Cancer Care Collaboration in Illinois

Ascension Saint Joseph Chicago and University of Chicago Medicine (UCM) have launched a cancer care collaboration. The partnership includes radiation, medical and surgical oncology services. Through this partnership, SmartHealth patients may be seen by these providers at the Saint Joseph Chicago campus only as a Tier 1 Benefit level. UCM Providers outside of the Ascension Saint Joseph Chicago campus are not Tier 1 eligible.

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## SmartHealth Center of Excellence Travel Benefit program for substance use disorder and addiction treatment

This program offers help to SmartHealth members struggling with substance use disorder and addiction. The treatment facilities are located at Ascension Brighton Center for Recovery in Brighton, Michigan and the Ascension Illinois Foglia Family Foundation Residential Treatment Center outside of Chicago. Ascension offers an enhanced benefit program that provides:

- Assistance with travel arrangements.
- Coverage of travel and lodging to the facility for you and your travel companion.
- Reduced out-of-pocket costs for those on the PPO plan.

[Learn more about the COE](#), call 810-882-5514 or see the latest [Ascension flier](#) on substance awareness, abuse and reporting.

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## Find the Right Care for your Well-being

Ascension provides so many well-being offerings that sometimes it's hard to know where to turn first. Use this updated chart to find the right care for your unique well-being journey. Please note some of the offerings have recently changed.

[Click here](#) to download the graphic

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## Ascension Network lab services update

Effective 1/1/23, SmartHealth has put in place new laboratory billing procedures that may impact the way your laboratory claims are processed. It is important for your provider to bill your lab services according to the new guidelines to avoid any claims payment issues.

[Learn more](#)

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

