

SmartHealth[®]

Ascension SmartHealth Member Newsletter, August 2023

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

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. Urgent Care is a \$0 co-pay for both PPO and HDHP members. 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 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.

Sword Digital Physical Therapy: A SmartHealth benefit to treat back, joint, and muscle pain

SmartHealth has launched the Sword Digital Physical Therapy program to treat musculo-skeletal pain whenever and wherever it's convenient for you. Sword's programs combine guidance from physical therapists with easy-to-use technology that result in real, meaningful results. Sword's services are available at no cost to you!

You're invited to learn about Sword and managing your pain through two new opportunities: the Sword Academy, and upcoming enrollment webinars.

The Academy provides a library of short-form videos loaded with information to help you prevent injuries, understand pain, reduce your risks, and build healthy habits. Search for the Sword Health app on your mobile device to access the Academy now.



Sword also offers a physical therapy program with dedicated therapists and personalized exercises. Sword's enrollment webinars share information about signing up for this service. The webinar will cover how the program works, a program demonstration, and Q&A. Webinars will be held: [Tuesday September 19th](#), 11 AM CDT and [Monday September 25th](#), 12 PM CDT. Click the link to register today and reserve your spot.

SmartHealth Text Messaging

SmartHealth cares about your health and we want to ensure we share important information and timely reminders to benefit your health. SmartHealth will be sending text message reminders to members throughout the rest of 2023. Please be on the lookout for these important messages to help support your health and well-being.

Introducing Vida

A NEW SmartHealth benefit! Vida Health is an online and virtual care platform that offers SmartHealth members personalized health coaching and therapy combined with digital therapeutic programs tailored to specific needs and health goals. Vida Health can assist members that have been diagnosed with a chronic condition (such as obesity, diabetes, prediabetes, high blood pressure, high cholesterol, etc.). This program will be available July 1, 2023 for all SmartHealth members and their spouses/dependents 18+ enrolled in the SmartHealth medical plan that have been diagnosed with a chronic condition.

Vida Health matches members to a free health coach to help them lose weight, lower their blood sugar, improve blood pressure or cholesterol, feel less stressed, and build sustainable healthy habits. With Vida's human coaches empowered by a mobile app, members can access a customized program designed for them and their health goals.

SmartHealth members can start signing up for Vida on July 1, 2023. Getting started is easy:

- 1.) Download the Vida Health app and create an account. Be sure to choose SmartHealth as your organization.
- 2.) Choose the health areas you would like to focus on and select a coach that fits your schedule.
- 3.) Schedule your first session to start getting healthier.
 - a.) Learn more at vida.com/smarthealth

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;](#) or [visit the myCare site to work on your well-being today!](#)

Genetic Testing

Have you heard about or perhaps spoken to your doctor about genetic testing? This field is rapidly evolving and SmartHealth continues to review all the growth and changes. Below are some basic guidelines to help clarify your existing coverage:

In general, your plan covers genetic testing that is **DIAGNOSTIC** in nature. In other words, your doctor will use the information gained from the genetic testing to guide and inform the treatment of your illness or condition.

Your plan does not cover genetic testing that is ***SCREENING*** in nature. In other words, the genetic test only determines a possibility or likelihood to have a certain illness or condition.

Pharmacogenetics, or testing to determine how a person's genes affect the response to certain medications, is also generally not covered.

Genetic testing that is also experimental and investigation is also not covered.

Additionally, **DIAGNOSTIC** genetic testing requires prior authorization. Please contact customer service in advance of any genetic testing to determine coverage and any necessary authorization.

*Note: BRCA testing for susceptibility to breast or ovarian cancer is covered as screening under certain circumstances. Please contact customer service and/or refer to your plan documents

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.

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

