

# SmartHealth<sup>®</sup>

## Ascension SmartHealth Member Newsletter, December 2023

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

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### ABA Therapy / Prior Authorization Update

ABA Therapy will require prior authorization effective 1/1/2024. The prior authorization lists will be updated on the SmartHealth website by 1/1/2024 in this [section](#). If you have a family member receiving ABA therapy, please notify your provider of this change. Retroactive authorization after services have been provided will not be approved. A new prior authorization request [form](#) has been posted to the website in December for the new year.

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### RSV Vaccine Update

The RSV vaccine is now covered and available. Please speak with your doctor on how to get the RSV vaccine.

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### New SmartHealth Pharmacy Benefit Manager and Drug Coverage Changes Coming in 2024

Beginning January 1, 2024, our pharmacy benefit manager shifts from Cigna to MaxorPlus, bringing new levels of service to SmartHealth members.

**You will need to use your new MaxorPlus ID card starting January 1st when you use a pharmacy.**

MaxorPlus has been managing prescription plans for over 31 years. Its award-winning Member Services team is now available by phone 24/7/365 to answer your questions and provide general information about our 2024 pharmacy benefits, including helping you find a participating in-network pharmacy. Contact MaxorPlus at 888-820-4082.

SmartHealth members also have access to the MaxorPlus online Drug Search tool, where you can find information about covered medications including drug class coverage and whether prior authorization is required for a medication. Access the [MaxorPlus Drug Search Tool](#).



Ascension Rx continues to be a benefit for SmartHealth members and is still your preferred pharmacy for specialty and maintenance medications. Ascension Rx offers home delivery services on certain maintenance medications in 90-day supplies. Members need to use Ascension Rx Specialty Pharmacy for all outpatient **specialty** prescription medications to avoid paying the full out-of-pocket cost. For information on how to enroll or find pharmacies with Ascension Rx, visit [ascensionrx.com](http://ascensionrx.com) or call 833-MEDS-ARX (633-7279) Monday-Friday 8 a.m.-5 p.m. CT.

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### Pregnancy Support Program:

Are you **pregnant** and at increased risk of pregnancy complications, experiencing problems, or need help understanding your benefits? You can contact our SmartHealth Care Management team for additional support. Our maternity nurses will work with your doctor to develop a plan of care, and provide you with resources, education, and answer your benefit questions. Get in touch with a nurse care manager or a behavioral health specialist by emailing [acmmembers@ascension.org](mailto:acmmembers@ascension.org), calling 1-855-288-6747, or filling out this [form](#)!

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### Update on 2023 Virtual Care Benefits for SmartHealth Members

One part of your SmartHealth benefits is virtual care resources. Ascension Online Care is no longer available, but you still have access to the same services and providers through Amwell.

With Amwell you can speak with an experienced doctor or advanced practitioner through a video visit for your urgent care needs 24/7. Virtual urgent care visits have 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. <\*Add flyer>

Visit [smarthealth.amwell.com](http://smarthealth.amwell.com) to get started, or download 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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### Ascension St. John Network Updates (\*Only for Tulsa, OK)

Ascension St. John is excited to welcome our new affiliates from The Orthopaedic Center and Advanced Orthopedics. These orthopedic surgeons provide exceptional surgical expertise and are our preferred



providers within the Ascension network and continuity of care framework. The addition of these surgeons will make Ascension St. John Broken Arrow Hospital, already a *CMS 5 Star* and *High Performing Hip/Knee Center of Excellence*, the busiest robotic program in the region.

Tulsa Bone and Joint has advised Ascension St. John that it is now aligned with Saint Francis Health System. Tulsa Bone and Joint will be considered Tier 2 in SmartHealth after December 31, 2023. This will provide time for members to have previously scheduled procedures and/or change providers as needed. All Tulsa Bone and Joint surgeries and procedures performed at a Saint Francis facility are considered Tier 2. Please contact SmartHealth or visit <https://www.mysmarthealth.org/find-a-doctor> to identify Tier 1 providers who are willing to perform your surgery or procedure at an Ascension St. John facility.

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To stay up to date on SmartHealth benefits, visit [smart health.org](https://www.smarthealth.org).

