

Ascension SmartHealth Member Newsletter, February 2024

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

February is Heart

Awareness Month

The leading cause of death in the US is heart disease. Did you know this is also one of the most preventable diseases?

Start 2024 off strong by working with a free Vida health coach to reach your goals. Vida Health is an online and virtual care platform that offers SmartHealth members personalized health coaching combined with digital therapeutic programs tailored to specific needs and health goals. Plus, share Vida with your family and get healthier together.



Not a Vida member yet? Download the Vida Health app from your phone's app store or visit vida.com/SmartHealth to get started.

For more information, view this [flyer on Vida Health](#).

Get the most out of your plan

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 or with the SmartHealth Interactive 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, virtual care, etc.

[View the member guide now](#)

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 or call 833-MEDS-ARX (633-7279) Monday-Friday 8 a.m.-5 p.m. CT.

Access your pharmacy benefits via the SmartHealth app

Now that you are enrolled with SmartHealth for 2024, we want you to know that your prescription benefits are available for you to view within the SmartHealth app.

Our new pharmacy benefit manager for 2024, MaxorPlus, worked with us to provide member-specific prescription benefit information within the SmartHealth app. Now, your prescription fill history, any copays and all in-network pharmacy information will all be available within the app.

Ready to get started? Downloading the SmartHealth app is quick and easy. [Click here](#) to download the app, find QR codes, and view a video of how the app works.

You can also learn more about your SmartHealth prescription drug benefits at <https://www.mysmarthealth.org/plan-coverage/pharmacy>. Please call 844-276-5794 for technical assistance with the SmartHealth app.

[Download App](#)

Enroll in Enhanced Disease Management

to better manage your care

Our Enhanced Disease Management (EDM) program is available for members with any health condition. Through the EDM program, our Care Management team supports members with chronic conditions.



Your care manager, along with a health coach and/or specialty health coach, will work with you to achieve successful outcomes by providing education, support, and help following our care plans. The team has received condition-specific training that allows them to support you and your goals.

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 or email: acmmembers@ascension.org.

If you would like to work with a care manager:

Please fill out the [CM Request Form](#) or scan the QR code with your phone.

Looking to get healthier this year?

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

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