

Ascension SmartHealth Member Newsletter, January 2024

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

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, 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.

[Download 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.

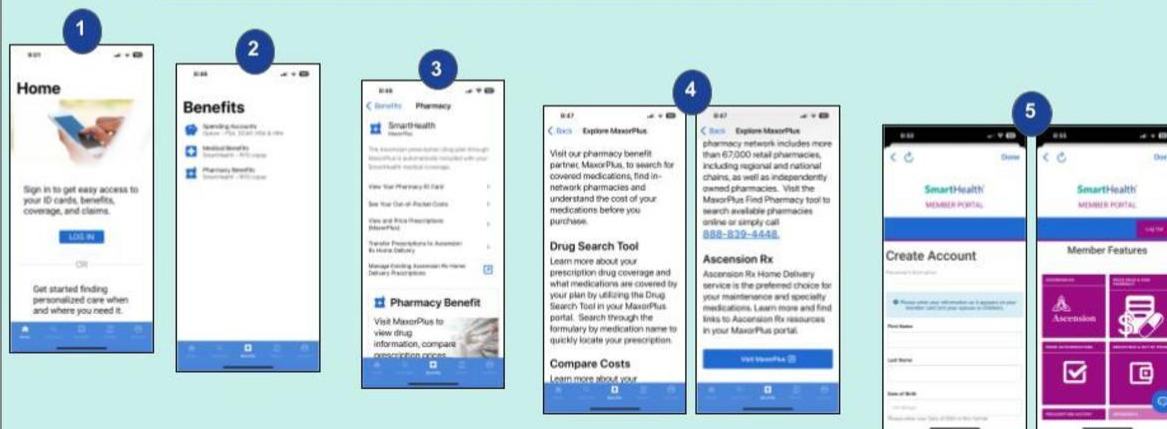
Ready to get started? Downloading the SmartHealth app is quick and easy. [Click here](#) to download the app, find QR codes, and view a video of how the app works.

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

Want access to your pharmacy benefits?

1. Download and log into the SmartHealth app.
2. Click on the benefits button at the bottom of the page and choose 'Pharmacy Benefits'.
3. On the Pharmacy page, choose 'View and Price Prescriptions (MaxorPlus)'.
4. On the Explore MaxorPlus page, scroll down to the blue 'Visit MaxorPlus' button.
5. On the MaxorPlus page, create your account and then access the member features.



Thinking about your new year resolutions? Here is one you can keep.

When it comes to managing your health, a primary care doctor can help you get healthy and stay healthy. You can see a primary care doctor for many of your care needs, ranging from preventive care and screenings to helping you manage chronic conditions, your mental health and sick visits. If you haven't done so already, now is a good time to choose a primary care doctor, especially as we head into the new year.

To find an Ascension Network (Tier 1) provider, visit mysmarthealth.org. By staying within the Tier 1 Network, there are many benefits, including:

- Lower out-of-pocket costs.
- Streamlined, faster service - your providers will have access to your health history, providing a more seamless experience when visiting other Ascension Network providers.
- Higher-quality care and improved health outcomes.

To find a doctor or location, visit mysmarthealth.org.

Please note: Members on benefit elevation or the out-of-area plan can visit a Tier 2 provider and receive Tier 1 coverage.

Illinois SmartHealth member update

As we enter a new plan year, it is important to provide continued updates and information for our SmartHealth members in Illinois. As you may recall, the Tier 2 Network changed last year from the Blue Cross Blue Shield (BCBS) National Network to the **BCBS - Illinois BlueChoice Options - IL Network**. As a result, there are several providers and facilities that are no longer in-network as Tier 2 providers.

To determine if your current BCBS provider is part of the new Tier 2 Network:

- 1.) Visit [Blue Cross Blue Shield of Michigan](https://www.bcbsmi.com).
- 2.) Enter your address, city or zip code.

As a reminder, if you're currently receiving care from a Tier 3 provider (out-of-network), claims will be paid according to the out-of-network cost share and you will be responsible for the remaining amount.

To find an Ascension Network (Tier 1) provider, visit mysmarthealth.org. If you have questions, please contact Customer Service at 888-492-6811.

Looking to lose weight this year?

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](#).

Virtual Care Benefits for SmartHealth Members

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 \$30 co-pay for PPO and for HDHP members, its 15% after your deductible. 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 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.



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

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