

SmartHealth[®]

Ascension SmartHealth Member Newsletter, July 2024

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

Ascension Rx has accomplished substantial achievements and growth

Did you know your preferred pharmacy, Ascension Rx delivers over 250,000 medications to SmartHealth members each year?

Ascension Rx has been working to make transferring your prescriptions easy and to provide an excellent experience, reliability, and affordable prices.

Ascension Rx offers pharmacy services that focus on the patient-clinician relationship, supported by a dedicated pharmacy team. With a modern full-service facility in Austin, TX, and community clinics in most ministry markets, Ascension Rx can meet the medication needs of SmartHealth members. [Find an Ascension Rx Pharmacy near you](#)

Ascension Rx is here to help ensure you receive the care you need. If you have questions, please call [Ascension Rx](#) at 833-Meds-ARx (633-7279).

EOBs are going paperless

Beginning August 1, 2024, all SmartHealth members will no longer receive their Explanation of Benefits (EOB) in the mail. They will now be available electronically through the Ascension One mobile app or at mysmarthealth.org.

Benefit Elevation Update

Ascension's Benefit Elevation program expands our network for covered specialties by allowing use of a National Network (Tier 2) provider with Tier 1 benefit coverage when a Tier 1 provider is not available within 50 miles radius of a participant's zip code on record (*20 miles for Ascension Illinois SmartHealth members). Benefit Elevation does not apply to members on a SmartHealth EPO plan.

Advance approval is required in order to obtain a Benefit Elevation. Please refer to the medical plan for requirements. It takes a minimum of 10 to 30 business days to process Benefit Elevation requests. The Benefit Elevation form can be found [here](#).



If you have received services from a National Network (Tier 2) or Out-of-Network (Tier 3) provider and believe you met the requirements stated above for a Benefit Elevation, you may file an appeal. An appeal must be received within 180 days from the date of treatment. Instruction for filing an appeal can be found on the [appeal process page](#) on the mysmarthealth.org website under Member Resources.

Prioritizing Mental Health: Finding the Right Support with Ascension Care Management



Access Behavioral Health support with our dedicated Care Managers.

1 in 5 US adults and 1 in 6 US youth experience a mental health condition each year. Only half receive treatment. It's important to make sure we are taking care of ourselves mentally so we can be present for our friends, families and patients. If you are feeling depressed, worrying throughout the day, having trouble sleeping, or experiencing other mental health symptoms, it can feel hard to find the right support. **Ascension Care Management has a behavioral health program to help connect you to care.**

Behavioral Health Resources:

1.) **NEW!!! Rula - Virtual therapy and psychiatry:**

SmartHealth members can access virtual mental health services through Rula for quick and easy access to high quality therapists and psychiatrists delivered virtually. In under five minutes, you can easily find a therapist matching your preferences, accepting your insurance, and available for appointments within the week. Rula provides therapy support to SmartHealth members ages 5+ nationwide and offers psychiatry support for those ages 13+ in many states. Schedule your first appointment using the 24/7 online scheduling system or by calling the live agent center.

To schedule a therapy or psychiatry appointment with Rula, click [here](#) or call (314) 947-6931.

2.) **Amwell - Virtual therapy, psychiatry and urgent care:**

SmartHealth members can schedule a mental health appointment online with an experienced psychiatrist, psychologist or counselor. You can also speak with an experienced doctor or advanced practitioner through a video visit 24/7 for your urgent care needs. Visit smarthealth.amwell.com or download the Amwell mobile app to get started. 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 learn more about your behavioral health benefit options, visit our [webpage](#).

Behavioral Health Care Managers with Ascension Care Management can assist with finding the right care for your needs. Support is available to SmartHealth members from 8 a.m. to 5 p.m. CT, Monday through Friday. If you have any questions, call us at 1-855-288-6747, email: acmmembers@ascension.org, fill out the [CM Request Form](#) or scan the QR code with your phone.

Care Management Program



Comprehensive Support for Chronic Conditions
with our dedicated Care Managers.

Our Complex Care Management program supports members with chronic health conditions. It helps you manage your health by teaching self-management skills and providing useful tips.

A dedicated RN care manager will work closely with you, offering education, support, and assistance with your care plans. They will provide information about your condition and support you every step of the way. They have the knowledge and skills to help you reach your health goals and improve your quality of life.

If you would like to work with a RN care manager:

Support is available to SmartHealth members from 8 a.m. to 5 p.m. CT, Monday through Friday. If you have any questions, call us at 1-855-288-6747, email: acmmembers@ascension.org, fill out the [CM Request Form](#) or scan the QR code with your phone.

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

