

Ascension SmartHealth Member Newsletter, March 2024

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

Colorectal Cancer

Awareness Month

Early detection matters - don't let colorectal cancer take you by surprise. If you're over age 45, consider getting screened for colorectal health. Schedule an appointment with your Ascension doctor or visit [Mysmarthealth.org](https://mysmarthealth.org) to locate a doctor near you.



Want to know more? [Click here.](#)

Before your doctor visit

To get the best financial benefit from your SmartHealth plan, be sure to confirm that your doctor or specialist is a Tier 1 provider. [Click here to view doctors](#) and their Tier. If you use a lower Tier provider (2 or 3), you will pay more out of pocket. If you cannot find a Tier 1 provider in your area and use a provider outside of Tier 1, you will need to submit a benefit elevation. For more information on the benefit elevation program, [click here.](#)

Get the most out of your plan

SmartHealth is here to connect you to doctors and care teams who listen and provide 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.

New Pharmacy Benefit Manager and Drug Search Tool

MaxorPlus

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

You need to use your new MaxorPlus ID card when you use a pharmacy.

MaxorPlus has been managing prescription plans for over 31 years. Its award-winning Member Services team is available by phone 24/7/365 to answer your questions and can even help you find an in-network pharmacy. Contact MaxorPlus at 888-820-4082.

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

Ascension Rx

Ascension Rx continues to be a benefit for SmartHealth members and is still your preferred pharmacy for specialty and maintenance medications.

What you need to know:

- Ascension Rx offers home delivery services and retail 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.

Please reference the [member guide](#) if you have questions.

New! Access your pharmacy benefits via the SmartHealth app

View your prescription benefits within the SmartHealth app.

This includes your prescription fill history, copays and in-network pharmacy information.

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.

Once logged into the SmartHealth App, choose 'Benefits' from the bottom navigation menu.

- On the Benefits page, choose 'Pharmacy Benefits'
- On the Pharmacy page, choose 'View and Price Prescriptions (MaxorPlus)'

- On the MaxorPlus page, tap the 'Visit MaxorPlus' button
- Download ID cards, finding an in-network pharmacy, and your prescription info are available in the “MaxorPlus” prescription benefits section of the SmartHealth app

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 health



If you're struggling with a challenging health condition, get support from our Care Management team through the Enhanced Disease Management (EDM) program.

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 your 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.

Spiritual Care

Through our spiritual care program, you can voice concerns and find support during difficult or challenging times. Qualified chaplains are available virtually to help ease your mind and lift your spirits



with one-on-one compassionate care. Spiritual health is an essential part of providing care that treats the whole person: body, mind and spirit.

Want to know more?

Members can be referred to spiritual care through the Care Management team or to reach a chaplain directly 24 hours a day, seven days a week, [click here](#). Chaplains are also available via email (onlinechaplains@ascension.org) from 8 a.m. to 5 p.m. CT, Monday through Friday.

Looking to get healthier this year?

Start 2024 strong by working with a free Vida health coach to reach your goals. The Vida Health virtual care platform offers coaching combined with digital therapeutic programs tailored to your specific needs and health goals. 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](#).



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