

SmartHealth

Ascension SmartHealth Member Newsletter, April 2024

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

New SmartHealth Webpages

SmartHealth has launched new webpages with resources to support your healthcare journey.



Behavioral Health

Check out the [Behavioral Health and Well-being](#) page to:

- Find a mental health provider (in- person or virtually).
- Learn about the travel benefit and the Employee Assistance Plan (EAP).
- Connect with an Ascension care manager for support in deciding on the best care for your situation.



Pregnancy and Maternal Health

The [Pregnancy and Maternal Health](#) page includes information about prenatal care, childbirth classes, breastfeeding support and other services. You can also connect with a care manager for support before and after delivery.



Supportive Care

If you need help with supportive care or have questions about your healthcare path, visit the [Supportive Care Benefits](#) page. Services include home health, palliative care and hospice care for patients with serious illness. Our Ascension care managers can help you select the right care.

National Healthcare Decisions Day: April 16

Have you talked about your future healthcare decisions?

National Healthcare Decisions Day (NHDD) is an initiative to encourage people to express their healthcare wishes, and for providers and facilities to respect those wishes, whatever they may be. NHDD is not only about care through the end of life, but also is meant to reach a broader spectrum so every individual may have their healthcare wishes understood and met.

Five conversation tips:

1. **Have multiple conversations over time.** You don't have to talk about everything to everyone all at once.
2. **Be patient.** Feeling nervous? Talk when you're ready. Every time you start a conversation, it helps you come closer to making your wishes known.
3. **Be an active listener.** You don't have to do all the talking. It's important to listen to what the other person says so you can build trust.
4. **Nothing you say is permanent.** You can always change your mind as things change in the future.
5. **It's okay to disagree.** You may discover loved ones don't agree with your wishes. That's normal! Just keep talking so you're prepared in case your health changes.

Click [here](#) to learn more about NHDD and The Conversation Project.

Amwell Virtual Care



Amwell Virtual Care can provide you with 24/7 access to an experienced doctor or advanced practitioner via an urgent care video visit. Online appointments with experienced psychiatrists, psychologists and counselors are also available. Sign up online or download the app available on [Google Play](#) and the [App Store](#).

IMPORTANT: When you sign up on the Amwell app, make sure to enter the service key **"SMARTHEALTH"** to avoid being charged a higher rate for your visit.

Special Alert: Due to a current cyber outage issue impacting the AmWell platform, you may be charged full price for your visit (\$67 for urgent care, \$263 for psychiatry initial visit, \$98 for psychiatry follow-up visit, and \$96 for psychology). If this occurs, you can be reimbursed faster by submitting a ticket via customer.support@amwell.com. If no ticket is submitted, you will be reimbursed once AmWell is able to bill SmartHealth. SmartHealth will let you know when this issue is resolved.

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**, including 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 and more

[View the member guide now.](#)



Before your doctor visit

Make sure to check and to see if your doctor or specialist is in Tier 1. Click here to view doctors and their assigned Tiers. If you use a Tier 2 provider, you will pay more out of pocket. If the need for a Tier 2 provider meets the benefit elevation requirements, you will need to submit a benefit elevation request. For more information on the benefit elevation program, [click here](#).

New SmartHealth Pharmacy Benefit Manager and Drug Coverage Changes in 2024

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

You will 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 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.

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

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

