



## Ascension SmartHealth Member Newsletter, October 2023

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

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### 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.

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](http://ascensionrx.com) or call 833-MEDS-ARX (633-7279) Monday-Friday 8 a.m.-5 p.m. CT.

More information will be provided during the annual benefits open enrollment beginning this month. Please look to your Ascension email for details, including resources to help you make the right decisions for you and your family.



## Update on 2023 Virtual Care Benefits for SmartHealth Members

One part of your SmartHealth benefits is virtual care resources. Ascension Online Care is no longer available, but you still have access to the same services and providers through Amwell.

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 \$0 co-pay for both PPO and HDHP members. 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](https://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.

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## SmartHealth Text Messaging Reminder

To help you get important information and timely reminders to benefit your health, SmartHealth will be sending text message reminders to members through the rest of 2023. Please watch for these important messages to help support your health and well-being. Note that each message includes an option for you to opt out of future messages if you wish.

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## October is Mental Health Awareness Month

Chronic conditions may make you more likely to develop depression and anxiety. Get free support for your conditions with Vida Health. Sign up for your personal coach today.

Vida Health is an online and virtual care platform that offers SmartHealth members personalized health coaching and therapy combined with digital therapeutic programs tailored to specific needs and health goals. Vida Health can help members who have been diagnosed with a chronic condition (such as obesity, diabetes, prediabetes, high blood pressure, high cholesterol, etc.). This program is available for all SmartHealth members and their spouses/dependents ages 18+ who are enrolled in the SmartHealth medical plan and have been diagnosed with a chronic condition.



Vida Health matches members to a free health coach to help them lose weight, lower their blood sugar, improve blood pressure or cholesterol, feel less stressed, and build sustainable healthy habits. With Vida's human coaches empowered by a mobile app, members can access a customized program designed for them and their health goals.

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

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## Ascension St. John Network Updates (\*Only for Tulsa, OK)

Ascension St. John is excited to welcome our new affiliates from The Orthopaedic Center and Advanced Orthopedics. These orthopedic surgeons provide exceptional surgical expertise and are our preferred providers within the Ascension network and continuity of care framework. The addition of these surgeons will make Ascension St. John Broken Arrow Hospital, already a *CMS 5 Star* and *High Performing Hip/Knee Center of Excellence*, the busiest robotic program in the region.

Tulsa Bone and Joint has advised Ascension St. John that it is now aligned with Saint Francis Health System. Tulsa Bone and Joint will be considered Tier 2 in SmartHealth after December 31, 2023. This will provide time for members to have previously scheduled procedures and/or change providers as needed. All Tulsa Bone and Joint surgeries and procedures performed at a Saint Francis facility are considered Tier 2. Please contact SmartHealth or visit <https://www.mysmarthealth.org/find-a-doctor> to identify Tier 1 providers who are willing to perform your surgery or procedure at an Ascension St. John facility.

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## Find the Right Care for Your Well-Being

Ascension provides so many well-being offerings that sometimes it's hard to know where to turn first. Use this updated chart to find the right care for your unique well-being journey. Please note, some of the offerings have recently changed.

[Click here](#) to download the graphic; or [visit the myCare site](#) to work on your well-being today!

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To stay up to date on SmartHealth benefits, visit [mysmarthealth.org](https://mysmarthealth.org).

