

SmartHealth®

Provider Newsletter, December 2024

This newsletter shares important updates, reminders and resources related to the Ascension SmartHealth medical plan

EPO plan launching in Ascension FL, IN, OK, TN, TX, WI, and KS

SmartHealth is launching a new Exclusive Provider Organization (EPO) plan, available in 2025 to eligible associates. This is a new plan that is designed to offer more predictable expenses and better coordination of care.

Provider groups that are contracted with SmartHealth are already in-network for this new EPO plan. Services are covered only if members visit doctors, specialists or sites of care in the Ascension SmartHealth Tier 1 Network (except in an emergency). This includes labs and tests.

If a needed service is not available within the Ascension SmartHealth Tier 1 Network, providers can refer their patient to a [Blue Cross Blue Shield](#) Network provider. To do this, you will need to submit the [EPO Referral form](#) to SmartHealth for review and approval.

If a member seeks care outside of the Ascension SmartHealth Tier 1 Network without an approved referral, they will be responsible for the full cost of care.

A sample medical ID card can be viewed below.

To access prior authorization documents, visit mysmarthealth.org/plan-coverage/explore-plans/epo.

If you have any questions, email acmnetworks@ascension.org.



EPO Plan

Group: SF000002

Member: MEMBER NAME

Member ID: 999999999

Medical Plan

mysmarthealth.org

Plan information

| Deductible* | In-Network | Out-of-Network |
|--------------------|------------|----------------|
| Individual | \$500 | No Benefit |
| Family | \$1,000 | No Benefit |
| Out-of-Pocket Max* | | |
| Individual | \$4,500 | No Benefit |
| Family | \$9,000 | No Benefit |

*Medical and Prescription Drug Combined

Medical claims submission

EDI Payor ID # 38259

Mail all Ascension Network
SmartHealth provider claims to:
P.O. Box 37705
Oak Park, MI 48237-7705

Customer service

SmartHealth Customer Service:
888-492-6811

Rx Customer Service: 888-820-4082

To view your current medical deductible and out-of-pocket amounts, download the Ascension SmartHealth app.

Utilization

Any non-emergency service performed outside of the Ascension Network will be considered out-of-network and not covered. If a service is unavailable in the Ascension Network, Ascension Network providers must submit a referral to SmartHealth for approval, prior to services being rendered. Failure to obtain approval for a referral or prior authorization (PA) will result in denial of claim. To view all services that require PA, referral, referral forms and more, visit mysmarthealth.org.

Eligibility

Clinicians: Eligibility, claims status and benefits can be obtained by calling our 24/7 automated fax back system at (888) 494-4600.

This card does not guarantee eligibility or payment.

Print Date 12/02/2024

SH announces changes to the 2025 formulary

SmartHealth strives to offer its members effective and safe medications that drive the most value for our members and Ascension. Effective January 1, 2025, the medications Humira, Ozempic, and Rybelsus will be removed from the SH formulary. In 2025, both Rinvoq and Skyrizi will have a strict Prior Authorization in place significantly limiting the clinical indications for each drug.

Details about Humira, Rinvoq, and Skyrizi can be seen [here](#). Details regarding Ozempic and Rybelsus can be viewed [here](#).

Also, starting January 1, 2025, Continuous Glucose Monitors (CGMs) will only be available by prescription on your patients pharmacy benefits, and will be filled at local pharmacies or through Ascension RX. Click [here](#) for more details.

The Pharmacy Benefits Manager for SmartHealth, MaxorPlus, has a Member Advocate available 24 hours a day at 888-820-4082 to help answer any questions about patient pharmacy benefits.

Medical Specialty/Medical Benefit Drug Prior Authorization process updates effective January 1, 2025

Physician administered specialty medications, or infusion therapies are subject to PA approval. Prior Authorization criteria for several drugs will be reviewed and approved by the **October 2024** National Ascension TAG Committee. Beginning **January 1, 2025**, the medical benefit drugs (medical specialty drugs) listed below that require PA approval have an updated JCode:

| HCPCS codes | Brand name | Generic name | HCPCS Description | Clinical Category |
|-------------|---|---|--|--------------------------------------|
| J0401 | Ablify Maintena | Aripiprazole | Injection, aripiprazole (abilyf maintaina), 1 mg | Atypical Antipsychotic |
| J0402 | Ablify Asimtufii | Aripiprazole extended-release | Injection, aripiprazole (abilyf asimtufii), 1 mg | Atypical Antipsychotic |
| J1944 | Aristada | Aripiprazole lauroxil | Injection, aripiprazole lauroxil, (aristada initio), 1 mg | Atypical Antipsychotic |
| J1943 | Aristada Initio | Aripiprazole lauroxil, (aristada) | Injection, aripiprazole lauroxil, (aristada), 1 mg | Atypical Antipsychotic |
| J2358 | Zyprexa Relprevv | Olanzapine, long-acting | Injection, olanzapine, long-acting, 1 mg | Atypical Antipsychotic |
| J2426 | Invega Sustenna | Paliperidone palmitate extended release (invega sustenna) | Injection, paliperidone palmitate extended release (invega sustenna) | Atypical Antipsychotic |
| J2427 | Invega Hafyera/Trinza | Paliperidone palmitate extended release | Injection, paliperidone palmitate extended release (invega hafyera, or invega trinza) | Atypical Antipsychotic |
| J2794 | Risperdal Consta | Risperidone, long acting | Injection, risperidone (risperdal consta), 0.5 mg | Atypical Antipsychotic |
| J2799 | Uzedy | Risperidone extended release | Injection, risperidone (uzedy), 1 m | Atypical Antipsychotic |
| J2801 | Rykindo | Risperidone extended release | Injection, risperidone (rykindo), 0.5 mg | Atypical Antipsychotic |
| J9216 | Actimmune | Interferon, gamma 1-b | Injection, interferon, gamma 1-b, 3 million units | Chronic Granulomatous Disease |
| J0887/J0888 | Mircera | epoetin beta | Injection, epoetin beta, 1 microgram | Anemia (Dialysis) |
| J1568 | Octagam | immune globulin | Injection, immune globulin, (octagam), intravenous, non-lyophilized (e.g., liquid), 500 mg | Immunodeficiency |
| J9266 | Oncaspar | Pegaspargase | J9266 Injection, pegaspargase, per single dose vial | Oncology |
| J9019 | Ervinaze | Asparaginase | Injection, asparaginase (ervinaze), 1,000 iu | Oncology |
| J7179 | Vonvendi | von willebrand factor (recombinant), (vonvendi) | Injection, von willebrand factor (recombinant), (vonvendi), 1 i.u. vvfrcr | Hemophilia |
| J7209 | Nuviq | factor viii, (antihemophilic factor, recombinant) | Injection, factor viii, (antihemophilic factor, recombinant), (nuviq), 1 i.u. | Hemophilia |
| A9276 | Senseonics Eversense Implant continuous glucose monitoring sensor | | Implant continuous glucose monitoring sensor | Continuous glucose monitoring sensor |

If you have questions, or to see a current list of all medical benefit drugs (medical specialty drugs) requiring PA approval, visit our website at mysmarthealth.org/plan-coverage/pharmacy and navigate to the “Provider administered specialty medications or infusion therapies” section. The Medical Specialty Formulary and PA list can be found here: [Medical Benefit Drug List/MSPA Formulary](#). Please note only Medical Specialty Drugs on this formulary (link above) will be covered by SmartHealth.

The instructions are also listed below:

To submit a prior authorization request for a physician-administered product or infusion therapy (medical drug/ medical specialty drug) listed above:

1. Download the medical benefit drug PA form on website or [here](#)
2. Complete and sign the PA form
3. Submit the completed and signed PA form:

Via fax to 512-831-5499 (or) via the [Interactive Provider Portal](#)

SmartHealth obesity coverage

SmartHealth provides various benefits designed to support members in losing weight and achieving a healthier lifestyle. These benefits include personalized Care Management programs, access to Vida Health, and access to bariatric specialists and dietitians. Our programs focus on sustainable, long-term strategies for weight management. To learn more about SmartHealth obesity benefits and how to access them, click [here](#) for more information.

- **Care Management:** Our Care Management team includes registered nurses, social workers, and wellness coaches who help members create and achieve their personal wellness goals.
- **Dietitians:** Our dietitians are experts in nutrition who can provide a tailored diet & meal plan to help members lead healthier lives.
- **Vida Health:** Vida Health is a digital program with a mobile phone app that provides support for various chronic health needs, such as obesity and diabetes. Vida connects members with healthcare experts like dietitians, wellness coaches, and physicians, while providing a user-friendly phone app to help members stay on track.
- **Bariatric Specialists:** Ascension's bariatric doctors are dedicated to treating obesity through diet, exercise, behavior therapy, medication, and surgery. Bariatric surgery is an option for some people when diet and exercise haven't worked. Candidates for bariatric surgery are required to participate in a comprehensive evaluation process, including psychological and nutritional assessments.

SH member update: use Ascension Rx for maintenance medications

In the future, maintenance medications* will only be covered for SmartHealth members if they are filled through Ascension Rx. This update will be rolled out over the next 12 months in *phases by market* [here](#), and SmartHealth members will be notified in advance of the transition date for their respective ministry market. Wisconsin becomes the first market to transition this month.

Ascension Rx is well-equipped to handle this transition, already shipping an average of 21,000 prescriptions monthly from its facility in Austin, Texas. With its expansive home delivery program and community clinics in most ministry markets, Ascension Rx is able to transfer prescriptions easily, offering excellent service, reliability and affordable prices.

To transfer existing prescriptions to Ascension Rx, associates can find a nearby Ascension Rx pharmacy or call **833-633-7279**.

**Maintenance medications are medications taken at home on a consistent schedule to treat chronic or long-term conditions.*

Important updates regarding PAs, eligibility and claims

Due to the restoration of many of our systems after the recent ransomware attack, Ascension Insurance Utilization Management reinstated the prior authorization process **July 1, 2024**. Clinicians can once again submit requests via the provider portal or fax and for emergent requests by phone.

For a comprehensive list of procedures with the appropriate ICD-10 or CPT codes, please refer to the **prior authorization code list** posted on mysmarthealth.org.

Medical Services:

To request a prior authorization, the following may be utilized:

- 1) [Interactive Portal](#) (NEW) Registration is required.
- 2) Fax a completed [prior authorization form](#) to 586-693-4768 with supporting clinical documentation

Please remember to submit prior authorization requests in a timely manner. This allows SmartHealth to appropriately manage member care and administer benefits.

[Provider Portal Training Video](#): You can view a recorded training session webinar here. You can also learn more about prior authorizations [here](#).

Medical Specialty/Medical Benefit Drugs:

To request a prior authorization, the following may be utilized:

- [Interactive Provider Portal](#) (NEW)
- Fax a completed [prior authorization form](#) to 512-831-5499 with supporting clinical documentation (NEW)
- Call Ascension Medical Specialty Pharmacy at 833-980-2352 (NEW)

Eligibility verification:

- Please refer to the [provider portal](#). The provider portal is updated with claims that have been received through our clearinghouse, SDS, or paper claims received in the mail.

Claim submission, status or questions:

- For claim questions, please refer to the [provider portal](#). Providers may continue to submit claims electronically.
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Explanation of benefits will go paperless

As a reminder, on August 1, 2024, all SmartHealth members began receiving electronic explanation of benefits (EOBs) through the SH app. This will allow them to view their EOBs on their phones.

Educating SH members on how to read their EOB is important because it can help them understand the costs and benefits associated with the services they receive.

Members will still be able to request the paper version of their EOB. Additional information on the process is coming soon.

Referral reminder-tier 1 facilities and specialists

As a reminder, SmartHealth (SH) members who use the Ascension Network (Tier 1) will pay lower out-of-pocket costs when compared to services through the National Network or out-of-network.

Please refer your SH patients to Tier 1 facilities and specialists so they can receive high quality care and cost savings with Ascension employed or contracted doctors.

Click [here](#) to view Provider Resources that will help you care for your SH patients.



Ascension

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