

SmartHealth®

Provider Newsletter, October 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.

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.

Additional education, including sample ID cards, will be shared in the December provider newsletter.

To access prior authorization documents, visit mysmarthealth.org/plan-coverage/explore-plans/epo. With questions, email acmnetworks@ascension.org.

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, Rinvoq, Rybelsus, and Skyrizi will be removed from the SH formulary.

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 November 1, 2024

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 **August 2024** National Ascension TAG Committee. Beginning **November 1, 2024**, the medical benefit drugs (medical specialty drugs) listed below that require PA approval have an updated JCode:

HCPCS Code	Brand name	Generic name	HCPCS Description	Clinical Category
J2267	OmvoH IV	mirikizumab-mrkz	Injection, mirikizumab-mrkz, 1 mg	Auto-inflammatory Conditions
J3247	Cosentyx IV	secukinumab	Injection, secukinumab, intravenous, 1 mg	Auto-inflammatory Conditions
J3263	Loqtorzi	toripalimab-tpzi	Injection, toripalimab-tpzi, 1 mg	Oncology
J7171	Adzyna	adamts13, recombinant-krhn	Injection, adamts13, recombinant-krhn, 10 iu	Thrombocytopenia
J7355	iDose TR	travoprost	Injection, travoprost, intracameral implant, 1 microgram	Ophthalmic Disorders
J9361	Ryzneuta	efbemalenograstim alfa-vuxw	Injection, efbemalenograstim alfa-vuxw, 0.5 mg	Neutropenia
J7201	Alprolix	factor ix, fc fusion protein	Injection, factor ix, fc fusion protein, (recombinant), alprolix, 1 i.u	Hemophilia
J1569	Gammagard	immune globulin	Injection, immune globulin, (gammagard liquid), non-lyophilized, (e.g., liquid)	Immunodeficiency
J3285	Remodulin	treprostinil	Injection, treprostinil, 1 mg	Pulmonary Arterial Hypertension (PAH)
J9023	Bavencio	avelumab	Injection, avelumab, 10 mg	Oncology

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](#)

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.*

SmartHealth timely filing extension

Due to the previous cyber events on Change Healthcare and Ascension, we have decided to extend the deadline to submit certain claims. If you are a contracted provider and have a claim with a timely filing deadline that expired between February 20, 2024, and July 31, 2024, **we are extending the deadline to submit those claims until December 1, 2024**. As a reminder, the Payor ID's are:

38261 Dell Children's Health Plan

38260 Women's Health Plan

38259 SmartHealth, Ascension Personalized Care, Theramatix, MyMichigan, TRIMEDX, Bronson, Seton Charity

Rejections will be sent back in a 277CA/999 and/or a rejection report.

For questions please contact the following:

- **SmartHealth:** 888-492-6811, Monday through Friday, 8:00 a.m. to 7:00 p.m. EST.

Thank you for your continued support and partnership.

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.

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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