SmartHealth

Ascension SmartHealth Member Newsletter: June 2025

New Virtual Behavioral Health Options

SmartHealth continues to add Tier 1 virtual behavioral health options to ensure access to services. A couple new additions are highlighted below, in addition to the broad behavioral health resources found here.

Bend Health

Bend Health is a clinician-founded organization providing virtual access to the broadest continuum of support for pediatrics and young adults. Bend Health is a family-centered, multidisciplinary approach integrating coaching, therapy, psychiatry, and primary care in a virtual setting.

They offer various levels of care for ages 1 through 25, supporting families from subacute through acute services, including neuropsychological testing and virtual IOP. Bend aims to get patients into care quickly, streamline diagnosis, and ultimately keep them out of the costly ER.

To Learn More Click Here

Change to Tier 2 OOP Maximums in the HDHP

During a review of the High Deductible Health Plan (HDHP), SmartHealth identified an error in the Tier 2 Out Of Pocket (OOP) maximum amounts. The revised annual limits are $8,300 for the Individual OOP maximum and $16,600 for the Family OOP maximum. These reduced OOP maximum limits are effective retroactively to January 1, 2025. Note that these changes are **only** applicable for the Tier 2 network claims in the HDHP. **Services received from Ascension Network providers are not affected.**

SmartHealth has reprocessed claims for those impacted by these lower OOP amounts.
If you have any questions or concerns, please call Customer Service at 888-492-6811.

Utilize Tier 1 facilities and laboratories to get the best benefit

If you are heading to your provider for your annual wellness visit, or you are working with your Ascension provider to plan an outpatient surgery or labs services, be sure to confirm those facilities are within our Tier 1 network or you could pay more out of pocket.

For facility information, click here.
For lab services information, click here.

Maintenance Medication Update

In alignment with our pledge to deliver exceptional benefits to SmartHealth members, Ascension Rx is now the preferred pharmacy for specialty and maintenance medications. As members, you have unique needs and Ascension Rx was established with the aim of providing you with a superior option for your medication needs. This change means affordability is improving, and your patient experience is simpler and more personalized.

If you have a maintenance medication, you will need to fill that prescription through Ascension Rx. You can still fill your maintenance medications at a pharmacy of your choosing, but you will have to cover the full cost of the medication. Switching to Ascension Rx will ensure you continue to pay a low copay and enjoy all the benefits of Ascension Rx, which also includes members of your household.

What does this mean for you?
We are always looking for ways to improve your experience. We know that change – especially when it comes to your routine health care – can be inconvenient, but we are confident that this update will make the process of filling recurring medication prescriptions easier, faster and more affordable than ever.

Ascension Rx already delivers over 250,000 medications to SmartHealth members each year and we've been working hard behind the scenes to make this transition as simple as possible and ensure that the Ascension Rx program offers best in class experience, price, and reliability.

Make the change now

- Switching to Ascension Rx will ensure you continue to pay a low-copay and enjoy all the benefits of Ascension Rx.
- This change allows us to optimize our procurement strategies and negotiate better pricing with vendors, which means more value for you as a member.
- By making the change now, you can take advantage of a more flexible and convenient way to receive your maintenance medications.
- You will have the freedom to access your prescriptions through on-site Ascension Rx retail facilities and convenient mail-order services, which means you have easy and timely access to the medications you need to manage your health effectively.

Make the switch in less than 15 minutes

Call Ascension Rx at 833-MedsARx (833-633-7279) or click here to sign up to have your medications delivered to your home. To use a local Ascension Rx community pharmacy for your medications, find one here.

If you have questions or would like to learn more about Ascension Rx and moving your maintenance medications, please attend one of our Ascension Rx town halls where we will cover information on Ascension Rx services, details about this program and have an open question time.

Thank you for being a valued SmartHealth member. If you have questions about your SmartHealth plan, please call customer service at 888-492-6811 or visit MySmartHealth.org.

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