

Ascension SmartHealth Member Newsletter: May 2025



May is Mental Health Awareness Month

May is recognized as Mental Health Awareness Month, a time dedicated to raising awareness, breaking stigma and encouraging open conversations about mental well-being. It's a reminder that mental health is just as important as physical health, and everyone deserves access to resources and support. Through SmartHealth, individuals can find valuable tools, guidance and care options to support their mental well-being. Whether you're managing stress, anxiety or simply looking to strengthen your emotional resilience, SmartHealth offers a variety of services listed below designed to meet you where you are and help you thrive.

Rula - Virtual therapy and psychiatry

SmartHealth members can access virtual mental health services through Rula for quick and easy access to high-quality therapists and psychiatrists delivered virtually. In under five minutes, you can easily find a therapist matching your preferences, accepting your insurance and available for appointments within the week. Rula provides therapy support to SmartHealth members ages 5+ nationwide and offers psychiatry support for those ages 13+ in many states. Schedule your first appointment using the 24/7 online scheduling system or by calling the live agent center. Be on the lookout for a May Mental Health Awareness month home mailer soon. [Click here to get started.](#)

Amwell - Virtual therapy, psychiatry and urgent care

SmartHealth members can schedule a mental health appointment online with an experienced psychiatrist, psychologist or counselor. You can also speak with an experienced doctor or advanced practitioner through a video visit 24/7 for your urgent care needs. Visit smarthealth.amwell.com or download the Amwell mobile app to get started. 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.

[Click here for more information on Behavioral Health and Well-being benefits.](#)



Ascension One for SmartHealth: Enhanced Identity Verification

Earlier this year, we retired the SmartHealth app and asked members to start using Ascension One to manage their plan. If you haven't set up your account yet – or haven't finished – now's a great time to get started.

To protect your personal health information, you'll need to **verify your identity** before logging in. If you had trouble setting up your new account before, we've made things easier for you with:

- An improved identity verification process
- A new identity verification option – you can now verify your identity over a **video call** with our support team (web only).

[Click here for more information](#)



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](#).



Sword Thrive: Digital physical therapy program

Sword Thrive is designed to help you overcome your joint, back or muscle pain – all from home. Combining licensed PT with easy-to-use technology, Sword Thrive is more than just convenient. This program is open to all SmartHealth members ages 18+ except in the Nashville, Tennessee market.

Hear what one SmartHealth member said about Sword Thrive:

I wanted to send an email to say Thank You for providing SWORD to Ascension employees. I will admit, I was a skeptic of virtual therapy – as I've always received my physical therapy in person and didn't know how it would work, let alone benefit me. I have been made a believer!

I have struggled with back issues for 20+ years, went through multiple therapists, and two years ago underwent back surgery. My pain had returned and I was of the thought that I'd have to return for more back surgery.

I then received the email on Ascension providing the SWORD benefit and decided to sign up.

Well, I just completed my 19th therapy session and am so excited!! I am experiencing relief and feeling myself get stronger in my core (which is essential for the lower back issues that I have). I definitely have a way to go; however, it is making a huge difference.

I love being able to do my sessions in my home and on my time frame. BONUS!! Additionally, my therapist is very easy to contact and discuss both concerns and wins. After speaking to her about some difficulty I was having with some exercises, she was able to adjust my sessions to improve the outcome. She also checks in with me and sends motivational notes weekly.

I am definitely sharing this with my Ascension colleagues. I hope and pray that Ascension will continue with this Amazing Benefit!!

To learn more about Sword Thrive, [click here](#).

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](https://www.MySmartHealth.org).

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