

Complete Community

VOLUME 1 — 2022

Ascension Complete

What's New

Spring is coming; let your new Ascension Complete Medicare Advantage Prescription Drug (MAPD) plan help you to a healthier 2022.

Get to know your benefits!

Great News

Your new plan benefits and services for 2022 all start with your member ID card. Here is a quick snapshot of the important information your ID card provides.

HMO Cards

Plan Name

CMS Number

For eligibility, prior authorizations, and other copayments

PCP Copayment

Claims

The diagram shows an HMO Member ID Card. Callouts point to the following information:

- Plan Name:** AMITA Health Secure (HMO)
- CMS Number:** CMS#: H7399-002
- PCP Copayment:** PCP Office Visit: \$0
- Claims:** For eligibility, prior authorizations, and other copayments

Ascension Complete

MEMBER INFORMATION
Name: John Doe
Member ID#: C49212526-01
Issuer ID#: (89840) 9151014609

PROVIDER INFORMATION
PCP Name: Doe, Jane
PCP Phone: 1-999-999-9999
PCP Office Visit: \$0

PHARMACY INFORMATION
MedicareRx
Prescription Drug Coverage
RX Claims Processor: CVS Caremark®
RXBIN: 004336
RXPCN: MEDDADV
RXGRP: RX8922

FOR MEMBERS
Member Services: 1-833-293-5966 (TTY: 711)
Website: AscensionComplete.com
Clinical Care Line*: 1-833-981-0915
Virtual Care*: AscensionOnlineCare.org

FOR PROVIDERS
Medical eligibility & Prior Auth: 1-833-293-5966
Pharmacy Prior Auth: 1-800-867-6564
For help: (Pharmacy use only) 1-888-865-6567
Enroll Dental with United Concordia National Medicare Advantage Network*: 1-833-910-0117
Enroll Vision*: 1-833-910-0117
*Please refer to your EOC for your extra covered benefits.

FOR EMERGENCIES
Dial 911 or go to the nearest Emergency Room (ER).

Submit Part D Drug claims to:
Ascension Complete
Attn: Member Reimbursement Dept.
P.O. Box 31577
Tampa, FL 33631-3577

MEDICAL CLAIMS EDI Payor ID: 68069
Ascension Complete
Attn: Claims
P.O. Box 8050 Farmington, MO 63640-8050

PPO Cards

Plan Name

CMS Number

For eligibility, prior authorizations, and other copayments

In-Network Copayments

Claims

The diagram shows a PPO Member ID Card. Callouts point to the following information:

- Plan Name:** Via Christi Access (PPO)
- CMS Number:** CMS#: H6830-001
- In-Network Copayments:** In-Network Office Visit Copays: Primary Care: \$0, Chiropractor: \$20, Specialty Care: \$35
- Claims:** For eligibility, prior authorizations, and other copayments

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MEMBER INFORMATION
Name: John Doe
Member ID#: C49212526-01
Issuer ID#: (89840) 9151014609

PHARMACY INFORMATION
MedicareRx
Prescription Drug Coverage
RX Claims Processor: CVS Caremark®
RXBIN: 004336
RXPCN: MEDDADV
RXGRP: RX8922

FOR MEMBERS
Member Services: 1-833-431-1356 (TTY: 711)
Website: AscensionComplete.com
Clinical Care Line*: 1-833-981-0916
Virtual Care*: AscensionOnlineCare.org

FOR PROVIDERS
Medical eligibility & Prior Auth: 1-833-623-0771
Pharmacy Prior Auth: 1-800-867-6564
For help: (Pharmacy use only) 1-888-865-6567
Enroll Dental with United Concordia National Medicare Advantage Network*: 1-833-910-0117
Enroll Vision*: 1-833-910-0117
*Please refer to your EOC for your extra covered benefits.

FOR EMERGENCIES
Dial 911 or go to the nearest Emergency Room (ER).

Submit Part D Drug claims to:
Ascension Complete
Attn: Member Reimbursement Dept.
P.O. Box 31577
Tampa, FL 33631-3577

MEDICAL CLAIMS EDI Payor ID: 68069
Ascension Complete Via Christi
Attn: Claims
P.O. Box 8050 Farmington, MO 63640-8050

Highlights for 2022

We have expanded into Texas (Waco and Austin areas). We've also added more plan types in our other markets. We also increased the benefits of our legacy Health Maintenance Organization (HMO) plans and, for many members, these plans offer the lowest out-of-pocket costs. Our Preferred Provider Organization (PPO) plans are available in Alabama, Indiana, Kansas, Michigan, Tennessee, and Texas. These plans—called Access PPO and Access Plus PPO—provide the option for members to use out-of-network doctors and facilities. In our Florida market, our Point-of-Service (POS) plan type option is available as of **January 1** also offering the flexibility of using out-of-network doctors and facilities.

Plus, we are offering a DSNP option, which stands for Dual Eligible Special Needs Plan—for those who qualify for both Medicare and Medicaid. This plan type is available in Alabama, Florida, Indiana, and Michigan. We've also expanded into more counties across Florida, Illinois, and Michigan.

Here are some benefit highlights that are available to members in 2022. Please note that not all benefits are available to all members or all plan types. **In some cases, you must qualify for these options:**

- \$0 premium, \$0 primary care office visit and \$0 deductible
- Many plans offer a low out-of-pocket maximum of \$2,900
- \$1,000 Flex Card for dental, vision and hearing*
- Medicare Part B monthly giveback of \$100*
- Some plans offer \$5,000 coverage limits for dental coverage (including dentures, extractions and implants)*
- Special Supplemental Benefits for Chronically Ill (SSBCI) members**
- Unlimited transportation*
- Offer prescription drug gap coverage (coverage through the donut hole)*
- Free fitness benefits through the Silver&Fit® Program

**Not available to all members in all plan types.*

***Qualification required.*

Ascension Complete offers a wide range of benefits to help you maintain your health. We've added these with you in mind—we encourage you to use them.



Upcoming Events

Member Welcome Sessions: You Have Options!

Ascension Complete wants you to be in control of your healthcare and any decision-making that goes along with it. You should have received a meeting invitation via postal mail for our in-person Member Welcome Sessions. These sessions are geared to get you familiar with your health plan benefits.

Our goal is to host these in-person Member Welcome Sessions in locations as close to your home as possible. However, your health and safety remain our top priority, so depending on the status of the current pandemic, these in-person sessions may change. In case of a session cancellation, as long as you RSVP leaving your contact information, we will make every attempt to contact you by phone to make you aware of the cancellation.

If you have any urgent concerns regarding the spread of illness—or in some cases, going out in inclement weather—please stay home, even if you have registered. It is not worth the risk. There is always another option for you to learn about your health plan.

From January through March, we're offering three ways to see our Welcome presentation.

You may:

1. Join us for an in-person meeting. Meeting invites were sent to your mailbox in early February.
2. Attend a webinar from home, using your computer or smartphone. Invitations were sent to your email address that we have on file.
3. Watch our video, located [here](#), which you may start and stop when it's convenient for you.

As a reminder, if you plan to attend an in-person meeting, please remember to wear a facemask for your safety and the safety of others. We look forward to seeing you there!



Reminders

Your opinion matters, let us know what you think.

Every year, the Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is administered by the Centers for Medicare & Medicaid Services (CMS) to evaluate patients' experiences with their healthcare. The purpose is to make sure you are satisfied with your health outcome and healthcare experience. Your feedback helps us improve the member experience. The confidential survey asks about your experience(s) with your doctor, healthcare services, and insurance plan. If you would like to take part in improving the quality of your health plan, please complete the survey and return it as instructed. Please don't hesitate to call us if you have any questions. Our phone number can be found on the back side of your member ID card.

Earn money with Member Rewards.

Earn money through the Healthy Rewards program when you complete routine screenings listed below:

- Annual Wellness Visit and earn \$100
- Diabetes Eye Exam and earn \$75
- Follow-Up Visit after In-Patient Hospitalization and earn \$25

Everyone's health is a little different, so your eligible rewards may vary. Visit the Ascension Complete [Member Rewards webpage](#) for details.

Completing your Health Risk Assessment (HRA) can help you get the care you need.

Ascension Complete wants to make sure you have the care you need to manage your health issues and needs. Our Health Risk Assessment (HRA) takes into consideration your physical, social, emotional, and spiritual needs. We believe all of these different aspects of who you are impact how you feel and are important to your health and well-being. After you complete your HRA, we will review the information you provided. The information you provide helps us know how much help you may need to access medical care, social programs, and/or spiritual care. Your health is our only priority. Please help us help you by completing your HRA today. If you have not yet completed your HRA, you can do so by:

- Calling us at 1-844-699-3128 (TTY: 711), Monday – Friday, 7 a.m. to 5 p.m. (Central Time), or
- Logging into your [Member Portal](#). Click on *Complete Your Assessment* on the left side of the screen



Tools & Resources

Your online member account is waiting for you.

Ascension Complete puts our members' experience first. We are continually making improvements to our member portal to help you access the information you need regarding your health benefits plan.

Did you know that you can access the following information, electronically through your online account?

- Change your primary care physician
- Print your member identification card or request one be mailed to you
- Complete your Health Risk Assessment in a confidential environment
- Access your Summary of Benefits
- Communicate in a safe environment with one of our Member Services Agents
- Make changes to your home address, telephone number, and any other contact information
- Contact a Care Manager

In addition, we've recently:

- Improved the portal design and navigation based on member feedback and user experience
- Redesigned our mobile device design, which allows you to use your member portal just as you would on your desktop computer
- Developed a new, digital identification (ID) card available for you to access and download to a device
- Add the ID card to your Apple Wallet to show to your doctors
- and more!

Create your online member account today by logging onto Member.AscensionComplete.com.

Have questions?

Please call Member Services at the telephone number on the back of your member ID card. From Oct. 1 to March 31, you can call us seven days a week from 8 a.m. to 8 p.m. From April 1 to Sept. 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after-hours, weekends and on federal holidays.

Our Formulary – list of drugs

Our list of drugs shows the Part D drugs that we cover. In general, we cover your drugs if they are medically necessary. You can search for a drug by using either the drug search tool or by opening the PDF document. Each option gives you a complete list of covered drugs and any restrictions or limits. The search tool also shows you covered drug alternatives. Our formulary search tool is available on our website at www.ascensioncomplete.com/formulary.

Your Telehealth Benefit

[Ascension Online Care](#) offers convenient care that fits your schedule. No driving, no parking, and no waiting room. We work quickly to understand you and your unique situation so we can provide the care you need to get you feeling better faster.

Use Ascension Online Care when:

- You have a non-emergency condition and should probably see a doctor, but can't find an appointment time that fits your schedule
- Your provider's office is closed
- You feel too sick to drive
- You are struggling emotionally and it's difficult to leave the house

Register for your [Ascension Online Care](#) account today to avoid having to complete the information when you're not feeling well. You can go online or download the app from your app or Google Store.

For more information, visit the Ascension Complete [Telehealth webpage](#).

If you need assistance, or have additional questions, we're here to help.

Please call Member Services using the phone number on the back of your member ID card. From Oct. 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to Sept. 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends and on federal holidays.



Managing Your Care

Don't forget your colorectal cancer screening.

Cancer didn't stop when the COVID-19 pandemic started. Colorectal cancer screenings can help save your life. Take control of your health today—understand your risk and get checked now. To get help setting up an appointment for a colorectal cancer screening, or if you have questions, please don't hesitate to call us. Our phone number can be found on the back side of your member ID card.

Schedule your Annual Wellness Visit for a healthier 2022.

The start of the new year is a good time to schedule your Annual Wellness Visit with your Primary Care Physician (PCP). During this visit, you will fill out a questionnaire regarding your health history and work with your doctor to create a personalized plan to prevent chronic health conditions, such as diabetes and cancer.

Your Annual Wellness Visit is available at no charge when you see an Ascension Complete participating provider. Make an appointment soon if you have not already done so. According to Dr. Rich Haskett, Vice President of Ascension, your doctor will determine any health screenings or tests you may need and review your:

- Medical and family history
- Prescription medications and over-the-counter supplements
- Height, weight, blood pressure and other routine measurements
- Risk factors and treatment options

You will earn a \$100 reward for taking care of yourself and completing your Annual Wellness Visit. Call your PCP to make your appointment today.

Take medications as directed for your best possible health.

Taking your medications as directed gives you the best opportunity to manage your chronic condition and maintain the best possible health. Think about what a difference being adherent might make in your life—do you want to attend your grandchild's baseball game, or walk your child down the wedding aisle, or lower your blood pressure by 20 percent? Whatever your goal may be, use it as a motivator to manage your medications and your health.

Chapter 5, Section 10 of your [Evidence of Coverage](#) outlines some programs to help manage your medications. One of the best ways to meet your goal is to talk with your doctor or pharmacist about the medications you are taking. Establishing a strong relationship with your doctor or pharmacist can create an open environment where you feel comfortable asking questions and expressing concerns about a medication. Having a conversation with your doctor about how your medication impacts your chronic condition is crucial to managing your condition and your health.

Here are some tips on how to manage your medications:

1. Create a routine by taking your medication regularly.
2. Be open with your doctor about your medication habits.
3. Tell your providers about barriers that hinder you from taking your medication.

To access a form that will help you manage your list of prescription drugs, please visit ascensioncomplete.com/mtmp and click on the PML (Personal Medication List).

Enroll in Enhanced Disease Management to better manage your care.

Our Enhanced Disease Management (EDM) program is available for members with chronic conditions like diabetes, chronic obstructive pulmonary disease or COPD, and heart failure. Through the EDM program, our Care Management team aims to teach skills and effective techniques to regulate your chronic condition on your own.

The first step is to complete a Health Risk Assessment (HRA). By completing the HRA, we can identify areas of risk, find out if you may benefit from a program like EDM, and help improve your quality of life.

Your care manager, along with a health coach and/or specialty health coach, will work with you to achieve successful outcomes by providing education, support, and adherence to a care plan. Our team has received condition-specific training that allows us to support you and your goals.

If you have not completed an HRA, there are two ways you can do so. Click [here](#) to find out how. For more information about the EDM program, or any of our Care Management programs, visit our website at acmmembers.com or call **1-844-699-3128 (TTY: 711)**. We are here to assist you Monday through Friday, between 8 a.m. and 5 p.m. CT (our automated phone service is used some weekends and holidays).



Member Stories

Share Your Success Story

As a valued member, we'd love to hear from you if you've had an exceptional experience with Ascension Complete. Whether you received compassionate care from a doctor or care manager, or you've experienced a condition improvement due to Ascension Complete benefits, share your story with us at Complete_Community@AscensionComplete.com for a chance to be featured in an upcoming edition of *Complete Community*.