

Quick Reference Guide

Ascension **Complete**



Ascension
Sacred Heart

Simplify Office Administrative Tasks

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website: Florida.AscensionComplete.com

- Patient care forms
- Pre-Auth Needed tool
- Ascension Complete Sacred Heart news
- Provider Manual
- Preferred Drug List
- Provider Alert

Secure Provider Portal: Florida.AscensionComplete.com

- Verify member eligibility
- Access patient health records
- View patient gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

Member Eligibility

Check member eligibility via:

- Secure Web Portal
- Provider Services: 1-833-603-2971
- TTY: 711

Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

Pre-Visit Planning Checklist

- Verify member eligibility.
- Check for patient care gaps and address them during upcoming office visit.
- Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

Florida.AscensionComplete.com

Provider and Member Services: 1-833-603-2971

Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorizations via:

- Secure Provider Portal
- Medical Fax: 1-844-901-0069
- Behavioral Health Fax: 1-844-901-0069
- Phone: 1-833-603-2971

Claims

Timely filing guidelines: Participating providers must submit first time claims within 180 days of the date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to:
Ascension Complete
PO Box 8050
Farmington, MO 63640-8050

Other Partners

To contact our other health services partners:

- Dental: 1-833-910-0117
- Vision: 1-833-910-0117
- Behavioral Health: 1-833-603-2971

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