

# Ascension Personalized Care

## Quick reference guide for clinicians

### About Ascension Personalized Care

Ascension Personalized Care is a health plan built by Ascension. It is designed to deliver the coverage and benefits that matter most. We created our health plans to be easy to understand and easy to use, so members can focus on their well-being. Ascension Personalized Care is committed to providing flexible, affordable, and balanced coverage.

Ascension Personalized Care aims to change the way our members experience healthcare. We start by offering access to a network of physicians and clinicians – including hospitals, outpatient facilities, and supporting caregivers. Our network is well-coordinated, so doctors and care teams are all working together to deliver the right care for each patient.

Ascension Personalized Care benefits are underwritten by US Health and Life Insurance Company. This insurance product will once again be offered in Indiana, Kansas, Tennessee and Texas for plan year 2024 as part of the Affordable Care Act.

### Ascension Personalized Care products

Ascension Personalized Care health insurance products are designed to allow flexibility and enhanced benefits to its members. There are three categories offered by Ascension Personalized Care: Bronze, Silver and Gold. Each category reflects the amount members and the health plan will pay. Ascension Personalized Care will offer three Bronze plans, three Silver plans and one Gold plan.

### Benefits\*

- \$0 medical deductible Bronze and Silver plans
- Care for the whole person including physical, mental, emotional and spiritual health
- Care management services offered to all members
- Pharmacy benefits included with all plan levels
- No referrals needed within the Ascension network

### What this means for doctors

As a member of the Ascension network care team, you play a critical role in providing and planning care as well as engaging and supporting our patients in their healthcare needs. Ascension Personalized Care reflects the mission, vision and values of Ascension and is dedicated to providing access to care for those who need it most. As a participating doctor in this plan, you will help empower our members to make educated and informed healthcare decisions while listening to understand their needs. By offering this plan, we hope to provide a compassionate, personalized experience for our members that will help them achieve and maintain their personal health goals.

### Ascension Personalized Care medical plan ID card

- Example of the card that will be presented by APC members or covered dependents
- The member's plan name is not included on the card
- Only subscriber names will appear on the card (no dependent information)



\*benefits and offerings may vary by plan and location

# Contact and claims information

## How to get a clinician portal account

To confirm member eligibility and benefits, or to check claim status and history, clinicians will need to log in to the Ascension Personalized Care provider web portal. To obtain an Ascension Personalized Care clinician web portal username and password, complete the application form located on the Ascension Personalized Care portal and return it to ABS. Each form allows several users to request access. You can also visit [secure.healthx.com/Provider\\_2022](https://secure.healthx.com/Provider_2022) for more information.

## How to submit a claim

Ascension network clinicians should submit claims as follows:

### Submit paper claims to:

Ascension Personalized Care  
for Ascension Personalized Care  
PO Box 1707  
Troy, MI 48099-1707

### Submit electronic claims to:

Payer ID: 38259\*\*

\*\* EDI clearing houses currently contracted: SDS

### Online provider claims submission portal:

[Portal.SmartDataStream.us](https://Portal.SmartDataStream.us)

## Who to contact

### Eligibility and verification

- Call ABS at 833-600-1311, Monday through Friday, 8:00 a.m. to 6:00 p.m. EST
- Visit the portal at [secure.healthx.com/Provider\\_2022](https://secure.healthx.com/Provider_2022)
  - There are two ways to verify dependent information in the portal:
    - Search by dependent's last name and date of birth **or** search by the Subscriber ID number plus dependent code. Example:  
Jane Doe (Subscriber): 55555555  
John Doe (Dependent): 55555555-01  
Jack Doe (Dependent): 55555555-02
- 24/7 fax recall confirmation: 888-494-4600
  - Please have the Member's ID and clinician's fax number available

### Authorizations

- Visit the portal at [secure.healthx.com/Provider\\_2022](https://secure.healthx.com/Provider_2022)
- Fax a completed prior authorization form to 512-380-7507
- Email [shp-authorization@ascension.org](mailto:shp-authorization@ascension.org)
- Call Ascension Care Management Insurance Holdings at 844-995-1145

### Clinician relations

To become an Ascension network clinician, receive a copy of the Provider Network Maintenance Grid or to notify Ascension Personalized Care of any clinician additions, terminations or changes in status, please call 855-288-6747 or email [acmproviders@ascension.org](mailto:acmproviders@ascension.org) (IN, KS, TN) or [SHPproviderservices@seton.org](mailto:SHPproviderservices@seton.org) (TX).

## Additional training and support

- Clinicians and staff will be required to complete compliance training.
- Brochures and other collateral will be provided as a reference for you and your patients
- Visit [ascensionpersonalizedcare.com](https://ascensionpersonalizedcare.com) for more information

## Pharmacy provider

Ascension's prescription drug plan is automatically included with Ascension Personalized Care. MaxorPlus is the pharmacy provider for 2024. For specialty pharmacy medication, Ascension does offer access to Ascension Rx.