

# Ascension Personalized Care

Clinician Newsletter, April 2023

*This newsletter shares important updates, reminders, and resources related to the Ascension Personalized Care medical plan.*

## Correct insurance plan

As a reminder, Ascension Personalized Care claims should be listed under 654644 Automated Benefit Services - US Health and Life (EPO).

APC members are not a part of the Smarthealth insurance plan and should not be billed under this insurance. Having incorrect insurance plans selected could result in a delay of claims payment or denial of the claim. We have found a large percentage of patients impacted, so please be sure to review and update patient data accordingly.

## Is a new clinician joining your group?

Accurate directory listing information is the first step towards creating a positive experience with your practice. In addition to the provider directory accuracy, claims may be denied due to lack of prompt notice. Please send us your new clinicians, location changes, or clinician terms to [ACMproviders@ascension.org](mailto:ACMproviders@ascension.org).

**Please note**, clinicians in Texas need to send this information to [shpproviderservices@seton.org](mailto:shpproviderservices@seton.org).

## Genetic testing awareness

Recently, APC has experienced a high volume of appeals for genetic testing.

Please keep in mind genetic testing is **not** covered unless an authorization is requested and approved for medical necessity at an in-network lab.

## Prior authorization

Clinicians may be required to complete a prior authorization request before certain services can be rendered. Prior authorization is not required for emergency services or urgent care services.

To request a prior authorization clinicians can:

- Log in to the clinician portal and view the status of an authorization at [secure.healthx.com](https://secure.healthx.com).
- Fax a completed prior authorization form to 512-380-7507.
- Call Ascension Care Management Insurance Holdings at 844-995-1145.
- Email Ascension Care Management Holdings at [shp-authorization@ascension.org](mailto:shp-authorization@ascension.org).

For a comprehensive list of procedures with the appropriate ICD-10 or CPT codes click here.

[https://www.ascensionpersonalizedcare.com/-/media/project/aca/aca/clinician-pages/prior-authorization/ascension-personalized-care-pa-list\\_all-states-effective-412023.pdf](https://www.ascensionpersonalizedcare.com/-/media/project/aca/aca/clinician-pages/prior-authorization/ascension-personalized-care-pa-list_all-states-effective-412023.pdf)

## Review claims on the ABS portal

Access the ABS portal to:

- View claims history and payment status
- Verify eligibility
- Inquire on status of prior authorizations

When using the portal, you will be able to tell if a member is in the Ascension or APC group once you search under the "eligibility, claims, authorization" tab. You would use the "eligibility" tab to search for a member using the SSN or alternate member ID.

Once you hit the search button, a row will come up and it will include the name, date of birth, group, location, gender, status, and effective date of the member.

Under "group" it will show "ASCENSION" or one of the following for APC: ACEXCHKS, ACEXCHMI, ACEXCHIN, ACEXCHTN or ACEXCHTX.

[ABS portal](#)



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