

# Ascension Personalized Care

## Clinician Newsletter - June 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 SmarHealth 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.

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### Changes to APC pharmacy provider

Ascension Personalized Care is always looking for ways to provide APC members with high-quality healthcare benefits and services and be good financial stewards of Ascension. Effective Jan. 1, 2024, APC will have a new pharmacy benefit manager (PBM) that will replace Cigna.

The new PBM is MaxorPlus and this change will provide our APC members with improved pharmacy services and online tools while providing Ascension with improved service in terms of customization, better linkage with Ascension RX and cost savings.

Announcements taking place to APC members over the next few months:

- a.) Communication about these changes is going out to clinicians starting this month through open enrollment this fall.
- b.) Online tools and Call Center support for members will be available this fall. These tools will allow members to easily access information about their benefits, search the formulary list and manage their medications. They will receive more information in the fall about these tools:
  - [Drug Search Tool \(available Oct. 1, 2023\)](#): This interactive tool provides insight into 2024 formulary tier, drug class coverage, and MaxorPlus standard utilization management edits,

such as prior authorization and quantity level limits.

- MaxorPlus award winning\* customer service will be available beginning Oct. 1, 2023: MaxorPlus can provide general 2024 pharmacy benefit support, such as formulary coverage and finding a participating in-network pharmacy.
- MaxorPlus Customer Service call center for estimated Rx copay information (available Dec. 10, 2023): In addition to formulary coverage and pharmacy network assistance, MaxorPlus can also provide estimated copay information.

\*MaxorPlus was rated #1 in patient satisfaction by the PBMI Customer Satisfaction Report (2017, 2018).

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## Updated preventive care services

The Patient Protection and Affordable Care Act (PPACA) and the Health Care and Education Reconciliation Act of 2010 (HCERA) has designated certain services as preventive benefits and available at a \$0 cost share to Ascension Personalized Care members.

As an in-network clinician, this comprehensive list is a reference tool for your convenience.

Preventive care services

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## 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.

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## Important reminders

**The Ascension Personalized Care website:** Don't forget the APC website provides tools and support you need to deliver quality care. You can access the Clinician manual, plan requirements, newsletters and other resources at your fingertips [here](#).

**Need to update your information or speak with customer service?** Contact us at 833-600-1311. Texas clinicians please call 512-324-3125, option 4.

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## 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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