

# Ascension Complete

## Provider Newsletter, October 2022

Review the latest updates related to the medical plan. Access our provider portal [here](#).

### Medicare Annual Enrollment Period (AEP) is coming

In September, Medicare AEP communications began going out to patients ages 65+. These will conclude in December. Patients will receive various direct mail letters and emails during this time. [Click here](#) to view a list of meetings, hosted by HealthShare360, Ascension's trusted Medicare advisor. Please feel free to share this list with your patients to learn about their Medicare options, including Ascension Complete.

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### Provider training

To learn how to compliantly speak to patients about Ascension Complete, staff training is available. For AMG providers, training is available on MyLearning. For non-AMG providers, visit [ascensioncomplete.training.com](https://ascensioncomplete.training.com). The password is AC2022.

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### Here to help you: Insurance navigators

Your local Insurance navigator is here to help you navigate the Ascension Complete plan. They can help you with items such as:

- Educating providers and office staff on the plan.
- Assisting providers/clinics with portal access.
- Triaging member issues from sales agents, practice managers and providers.
- Triaging billing and claim issues.
- Triaging provider portal and find-a-provider tool issues to network team.
- Requesting care management referrals for members.

Market	Navigator
Birmingham, Alabama and Jacksonville, Florida	<a href="mailto:joanna.leach@ascension.org">joanna.leach@ascension.org</a> , 615-761-3818
Pensacola, Florida and Mobile, Alabama	<a href="mailto:anita.thaxton@ascension.org">anita.thaxton@ascension.org</a> , 904-451-6737
Kansas	<a href="mailto:katherine.gann@ascension.org">katherine.gann@ascension.org</a> , 316-708-2953
Illinois	<a href="mailto:chesla.emerick@ascension.org">chesla.emerick@ascension.org</a> , 872-210-7624

Indiana	<a href="mailto:theodore.horton@ascension.org">theodore.horton@ascension.org</a> , 317-800-0388
Michigan (Wayne, Oakland, Macomb, Livingston and St. Clair)	<a href="mailto:arlene.bell@ascension.org">arlene.bell@ascension.org</a> , 586-362-0151
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## Tips on how to show empathy to patients

Research shows that there are numerous benefits of expressing empathy. It can result in improved doctor-patient relationships and patient satisfaction, according to study results published in PLoS One, as well as increased adherence to medications, according to a study published in the Journal of Research in Medical Sciences.

[Read more.](#)

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## Help protect your patients from the flu

You have the best interests of your patients at heart — and you have their trust, too. Take these steps to help protect them from the flu:

1. Make a strong recommendation to your patients to get their flu shot. Research shows that patients are more likely to get a flu shot if their doctor recommends it.
  2. You can use the SHARE method<sup>[1]</sup> to provide information:
    - SHARE reasons to get the flu shot based on their age or other risk factors.
    - HIGHLIGHT positive experiences with the flu shot to reinforce benefits.
    - ADDRESS concerns about the vaccine, including effectiveness, side effects, safety and misconceptions. Patients are less likely to push back than you may think.
    - REMIND patients that the flu shot not only protects them but also everyone around them.
    - EXPLAIN that getting the flu can mean taking sick days from work or missing fun with family and friends
  3. Follow up is important! If your patient did not get the flu shot during their visit, there's a chance they didn't get it at all. Talk to your patients about where and when they'll get their flu shot, and make a note to confirm during their next visit.
  4. Talk with your patient about any questions or concerns — and be sure to repeat your strong recommendation. Most people know the flu shot is important. They may just need your reminder!
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*[ascensioncomplete.com](http://ascensioncomplete.com)*