

Complete Community

VOLUME 2 — 2022

Ascension Complete

What's New

Make life easier by using pill packs

At Ascension Complete, we know how difficult it can be to manage your medications—especially if you take multiple medications at different times throughout the day and evening. As an Ascension Complete member, you may benefit from SimpleDose™, a product offered by CVS Pharmacy that presorts your prescription drugs into individual packs at no additional cost.

SimpleDose will count, sort, and package your prescription drugs into individual packs. You'll receive all the medications you need for each dose sorted by day and time, all in individual "dose" packs!

These packs are a convenient way to organize your medications, and help you track when to take them. No more sorting through your prescription drug bottles. No more trying to remember which pills you took or didn't take at multiple times throughout the day. No more driving, parking, and waiting in line at the pharmacy.

Each medication box contains a 30-day supply of your personal prescriptions delivered right to your front door at no additional cost.

To get started, have the following information available:

1. A list of your medications and the names of the doctors who prescribed them
2. Your current pharmacy name and address location
3. Your Ascension Complete member ID card

Create a [CVS account](#), or if you already have a CVS account, log on to <https://www.cvs.com/pharmacy/multidose>. You may also call to speak with someone on the CVS pharmacy team at **1-800-753-0596 (TTY: 711)**.

Please note, SimpleDose only works for people who have multiple medications, and some medications may not be eligible for pre-sorted packs.

Be aware of fraudulent schemes targeting Medicare patients

Recently, there has been an increase in fraudulent companies calling Medicare patients to request that they order a "free" cheek swab kit to perform genetic heart testing. **This is a scam.**

These fraudulent companies identify themselves with names that may sound legitimate, and they will likely:

- Know your Social Security number, date of birth and address
- Ask for the name of your primary care physician
- Tell you to visit their website (which does not exist)

- Tell you the test is covered under Medicare (it isn't!)
- Request your Medicare information

If you fall victim to this scam, Medicare will likely deny this claim, leaving you responsible for the cost of the test (thousands of dollars).

Remember, if someone outside of your doctor's office requests your Medicare information, do not share it. If you think you might be a victim of Medicare fraud, contact the [Office of Inspector General Hotline](#) at the U.S. Department of Health and Human Services.

Current COVID protocols, according to the CDC

As the COVID-19 and COVID-19 variants continue to rise and fall globally, it is crucial to stay aware and follow the protocols set in place by the CDC (Centers for Disease Control and Prevention). By following these guidelines, you can protect yourself and others from getting sick. Although the specific protection requirements may vary from state to state, the following guidelines are recommended for everyone.

Vaccines

- COVID-19 vaccines are the most effective method for prevention of getting sick. They continue to be highly effective at preventing severe illness, hospitalization, and death.
- Getting vaccines is also the best method to slow down the spread of the virus.
- If you are eligible, the CDC recommends you get fully vaccinated against COVID-19.

Masks

- If you are in an area with high infection rates and high risk for COVID-19 exposure, the CDC still recommends wearing a mask in indoor public spaces regardless of vaccination status if you are over age 2.
- Masks work best when they fit correctly to provide both protection and comfort.
- If you are currently sick or taking care of someone with COVID-19, it is vital to wear a mask when around others.
- Properly fitting masks may still be required in medical facilities, including hospitals and provider offices due to the risk of infection.

In addition to these preventative measures against COVID-19, the CDC also recommends staying at least six feet away from those who are sick, avoiding poorly ventilated spaces and crowds, washing your hands regularly, and getting tested if you are sick.

For the most up-to-date information regarding the CDC's COVID-19 guidelines, visit the [CDC's COVID-19 resource webpage](#). You should also check your local county's COVID-19 community levels and recommended prevention steps for the contamination risk levels in your area [here](#).



Upcoming Events

Have you attended a Member Welcome Session?

It's not too late to attend a Welcome Session webinar! Learn all that we have to offer by attending one of these sessions held monthly. If you've not attended one yet, look for the invitation in your email inbox. This is the best way to learn about your value-added benefits and how to use them!

You may also watch our video, located [here](#). The video allows the flexibility for you to pause, start, and stop when it's convenient for you.

If you have not received an invitation, it could be that we do not have an email address for you on file. When you register for your [Ascension Complete Online Account](#), our systems will be updated with your email address. You can expect a Member Welcome Session webinar invitation within six weeks following your account registration. Register soon because these webinar events only run through September.

These convenient options allow you to attend the webinar or view the video in the privacy of your own home. If you have additional questions, contact our Member Services department using the phone number on the back of your member identification card.



Reminders

Explore your spiritual care benefit

Ascension Complete has a unique benefit for members who need to voice their concerns during challenging times. With the Spiritual Care benefit, members can speak directly with a qualified chaplain using our telehealth tool at [AscensionOnlineCare.org](#). At Ascension Complete, we understand the important role spirituality plays in the daily lives of our members.

According to Rev. Cathy Chang, Director of On Demand Spiritual Care at Ascension, "Spirituality is a part of our overall health. By improving our spiritual health, we increase our overall well-being, finding healing in mind, body and spirit."

When you need someone to talk with to help ease your mind and lift your spirits, log on and speak one-on-one with a chaplain trained in compassionate care. Spiritual care empowers people to find healing considering many circumstances, past and present.

Spiritual care is available virtually 24/7.

If you have already registered for your Ascension Online Care account and would like to speak to someone today, log onto [AscensionOnlineCare.org](#) and enter the service key "COMPLETE" when prompted.

If you have not, see our article on [telehealth](#) for step-by-step instructions.

Certain restrictions apply to the eligibility of the benefits.

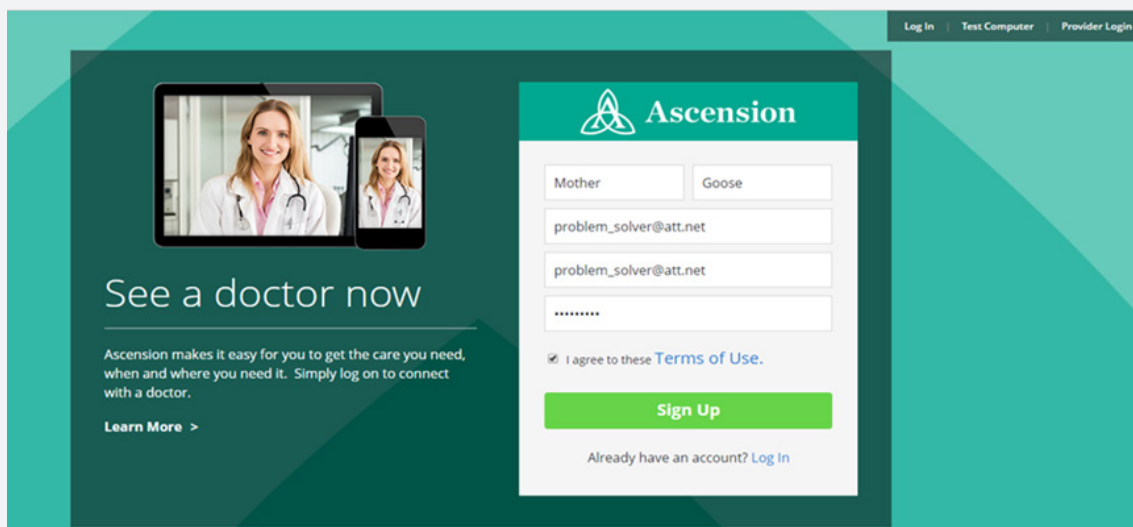
Prepare now for urgent care—in case you need it later—with telehealth

Being prepared for urgent situations can help decrease stress if you become ill or need to see a doctor immediately. Registering for [telehealth](#) in advance will provide a smoother experience if you should become ill.

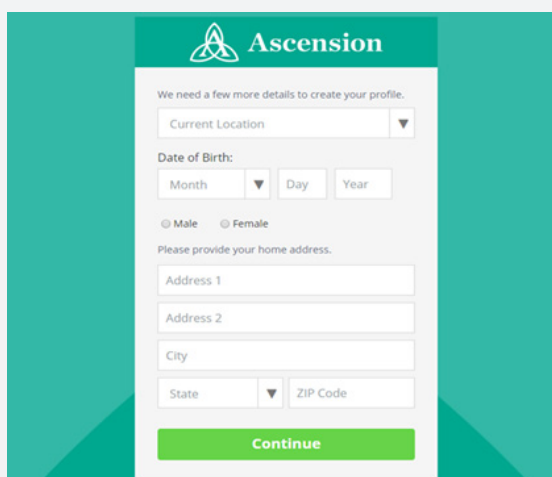
Here are step-by-step instructions to set up an account and request a telehealth appointment.

Set up your Ascension Online Care account

1. Go to [AscensionOnlineCare.org](#) or download the application from the App Store (for Apple devices) or Google Play (for Android devices).
2. At the login page for Ascension Online Care, create an account by entering your first and last names, email address, and creating a password. Check the box to agree to the Terms of Use, and then click *Sign Up*.



3. Complete your profile by entering your location (state), date of birth, gender/sex, and address. Click *Continue*.



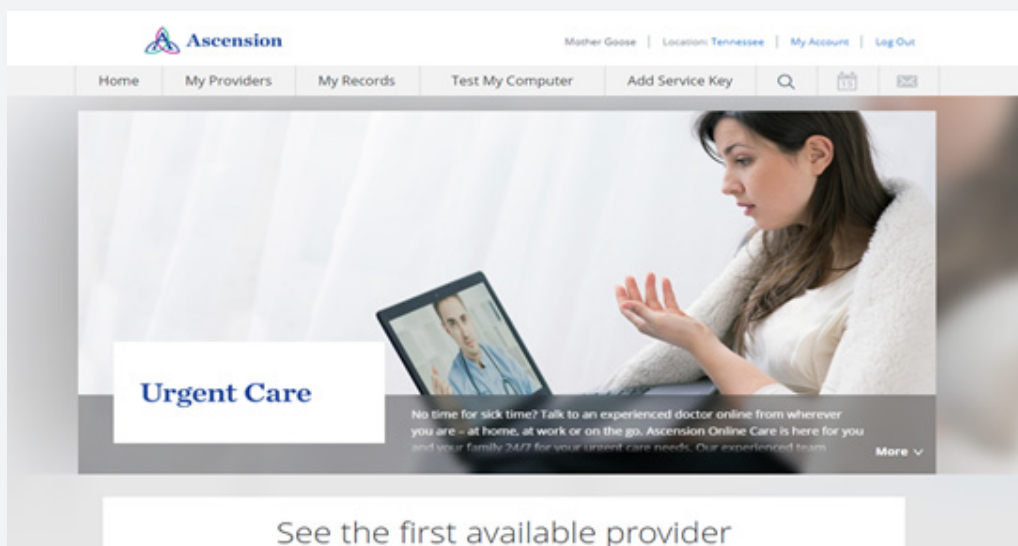
4. On the Health Insurance page, select the button for *I have insurance*, then select your health plan from the dropdown menu.

Enter your Subscriber ID in the field provided. Click on the radial button to indicate if you are the primary subscriber or not.

Skip the Service Key field; no response is necessary for your telehealth visit. Click *Continue*.

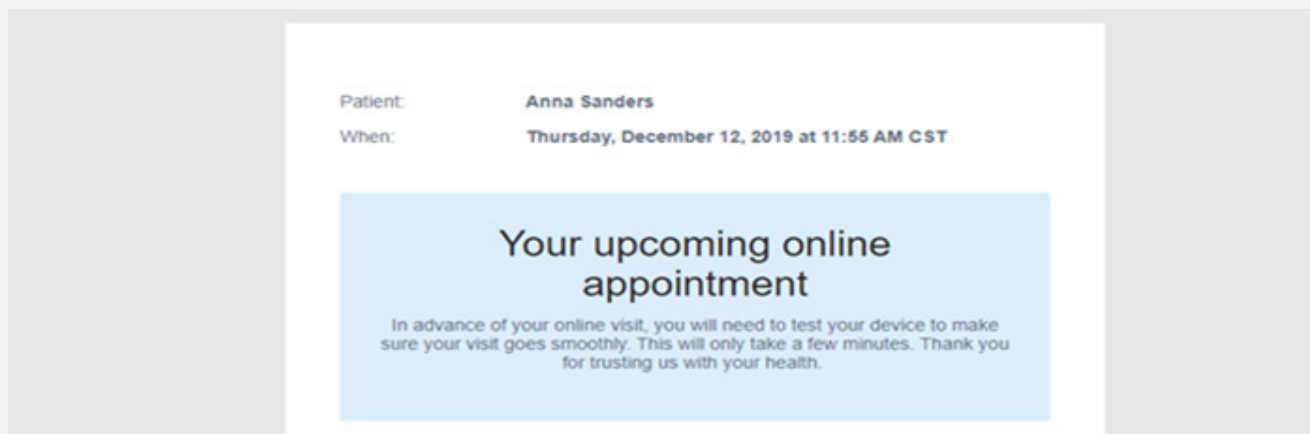
The screenshot shows the Ascension Health Insurance registration page. At the top, the Ascension logo is displayed. Below it, the heading "Health Insurance" is followed by a brief explanation: "Insurance may cover all or part of your visit. If you don't have insurance or your plan isn't listed you can still have a visit." The main question is "Do you have health insurance?" with three radio button options: "I have insurance" (selected), "I don't have insurance", and "My plan isn't listed/Skip this step". Below this is a section for "Ascension Complete Via Christi Secure (TV)" with a "Subscriber ID" field. A red error message "This field is required" is shown below the field. The next question is "Are you the Primary Subscriber?" with two radio button options: "Yes, I am the primary subscriber" (selected) and "No, I am not the primary subscriber". The "Service Key" section includes a brief instruction and a "More info" link, followed by an optional "Service Key" input field. A green "Continue" button is at the bottom. An inset image shows a "Subscriber ID Card" with the Ascension logo and Medicare logo, along with various identification details.

5. Once you have completed your profile, you will be directed to the following page. Your Ascension Online Care account is now set up. You may log out or continue to request a telehealth appointment.

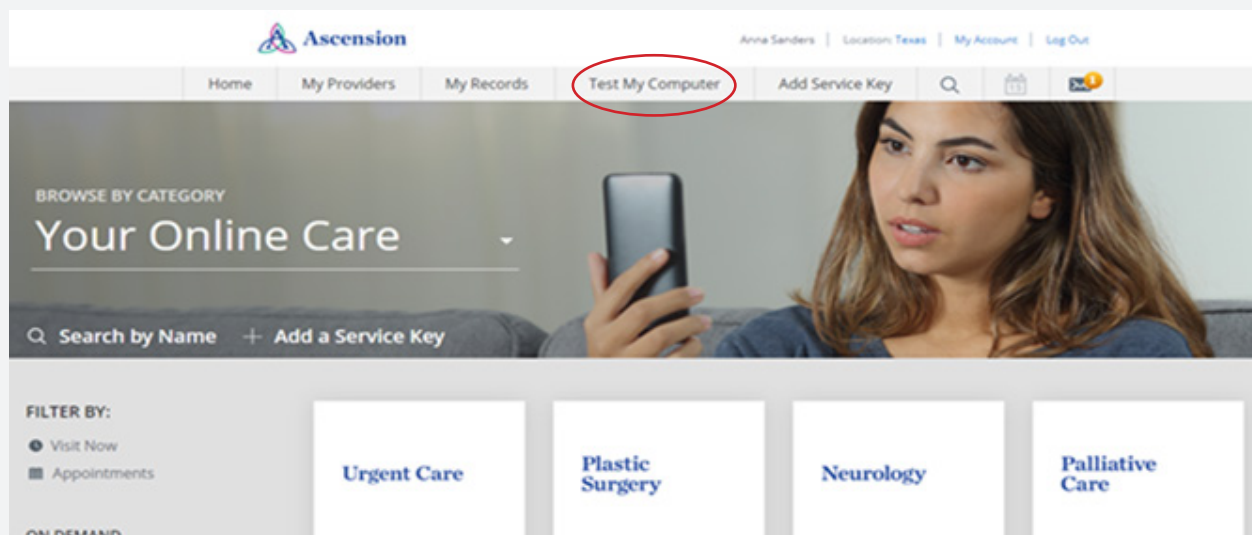


Prepare for your Telehealth Appointment

1. After your appointment is scheduled by your provider's office, you will receive an email that notifies you of your appointment date and time.



2. Click on the link provided in the email and log in to your Ascension Online Care account.
3. Using the device (desktop computer, laptop, tablet or phone) that you will use to connect with your provider for your appointment, complete the technical check from the tool bar tab at the top that indicates *Test My Computer*.



You will receive reminder emails 1 week and 2 days prior to your appointment. If you have completed your technical check on your device, there is nothing else you need to do in advance.

Attend your Telehealth appointment

- On the day of your appointment, log in to your Ascension Online Care account or select the link from your reminder email 5-10 minutes before your scheduled appointment.
- Remember to use the same device with which you completed the technical check.
- If you aren't immediately placed into the waiting room, select your scheduled appointment on the main page.
- Your provider will meet you virtually at the time of your appointment.
- If you had surgery, the provider may want to view your surgical site incision. So, remember to wear clothing that makes the incision site easily visible.

Ascension Online Care is one more way that we make sure you have the care you need—wherever and whenever you need it. If you have any questions about using the Ascension Online Care app, please call **1-833-999-1089 (TTY: 711)** or email our support team at ascensionsupport@americanwell.com.



Tools & Resources

Connect with the Ascension Complete online community

Staying connected with friends and family is more important now than ever before. Luckily, there's no shortage of ways to connect virtually. By joining our Facebook and YouTube communities, you can interact with other members and access useful content from the comfort of your home.

Interested in learning new stretching exercises or how to make a healthy meal in your slow cooker? Ascension Complete shares fun activity ideas, healthy exercise tips and recipes, Medicare education and more! Follow us on [Facebook](#) and subscribe to our [YouTube channel](#) today.

Explore your Ascension Complete benefits online

Ascension Complete provides plan benefit information and money-saving tips in many formats for your convenience. Here are a few helpful tools on YouTube to watch where and when it's convenient for you.

- [Over-the-Counter Benefit](#): explore your OTC benefit to save money and be as healthy as possible.
- [Lowering Your Out-of-Pocket Costs](#): make the most of your Ascension Complete plan with four tips to help lower your out-of-pocket costs.
- [Member Welcome Sessions](#): includes how to save money using your 2022 medical benefits, the importance of your plan documents, using the Ascension Complete online tools and more.



Managing Your Care

From hospital to home: Ascension Complete is here to help

Experiencing a hospital stay can be a very stressful time, especially once you've returned home. Even the smallest task may seem more difficult than it was before you went into the hospital. Ascension Complete understands this and wants to ensure that your transition from hospital to home is as easy as possible.

Here are a few helpful reminders:

- **\$25 Member Reward:** Be sure to see your primary care physician (PCP) within 30 days after your hospital discharge. This is an important step because your doctor will ensure that you understand your discharge plan, have access to medications and any additional care you need to get better. Plus, did you know you will receive a \$25 member reward if you see your PCP within 30 days after discharge from the hospital?
- **Meals Benefit:** It might be hard for you to prepare your meals after coming home from the hospital. Call Ascension Care Management at **1-844-623-2998 (TTY: 711)** and ask to have a Care Manager help get you registered for your post-discharge food benefit. You'll receive up to 3 prepared meals per day for 14 days.
- **Additional Support:** If you need extra support preparing to go home or after you are discharged, call Ascension Care Management at **1-844-623-2998 (TTY: 711)**. Your Care Manager can help you understand your condition and discharge plan, review your medications and connect you with all the resources you need to get well.

Schedule your Annual Wellness Visit for a healthier 2022



According to Dr. Aaron Shoemaker, M.D. (Chief Medical Officer at Ascension), "If you have not scheduled your Annual Wellness Visit with your Primary Care Physician (PCP), now is a good time to do so. During this visit, you will fill out a questionnaire regarding your health history and work with your doctor to create a personalized plan to help control chronic health conditions, such as diabetes and cancer."

Your Annual Wellness Visit is available at no charge when you see an Ascension Complete participating provider. Make an appointment soon if you have not already done so. Your doctor will determine any health screenings or tests you may need and review your:

- Medical and family history
- Prescription medications and over-the-counter supplements
- Height, weight, blood pressure and other routine measurements
- Risk factors and preventative counseling.

You will earn a \$100 reward for taking care of yourself and completing your Annual Wellness Visit. Call your PCP to make your appointment today.

Diabetes: 10 ways to maximize your health plan benefits

If you have type 1 or type 2 diabetes, it's critical to take preventive measures to manage your condition. By talking to your doctor during your next visit and making sure you're completing the following steps, you can stay in control of your diabetes. Take full advantage of all that your Ascension Complete plan offers with the list of activities below.

1. **HbA1c test:** Most doctors recommend that you get your A1c test twice per year to ensure that your average blood sugar levels are in their target range. By monitoring your blood sugar levels on a frequent basis, it will help you and your doctor understand how well your diabetes is being managed and if adjustments need to be made.
2. **Insulin and / or other diabetic prescription drugs:** Your cost-share for a 30- or 90-day supply of prescription drugs will depend on your benefit plan option. If your diabetic prescription drug is on Tier 6 of our formulary, you may be eligible for a \$0 copay for a 90-day supply. Generic drugs also offer the lowest member cost-share.
3. **Dilated retinal eye exam:** This exam should be done at least once every two years. Your doctor can help you find an optometrist or you can look for one using the [Find-a-Doctor](#) search tool.
4. **Nephropathy screening test:** Make sure your doctor knows you need to get a nephropathy, or kidney disease, screening test. The test typically happens through a urine check. Kidney disease is a common complication of diabetes, so it's important to screen for this at least once a year.
5. **Nutritional/dietary counseling:** Ascension Complete covers a registered dietician or nutrition professional consultation with an order from your physician. This counseling can help you better manage your diet and best control your diabetes.
6. **Blood pressure tests:** Keeping healthy blood pressure levels is critical to diabetes care. Blood pressure testing should be done daily or at every visit.
7. **Diabetic supplies at \$0 cost:** A blood glucose monitor, test strips, lancet devices, lancets, and a glucose-control solution for checking the accuracy of test strips and monitors are available to all members, whether insulin dependent or not, at no cost*.
8. **Diabetic shoes and inserts:** For people with diabetic foot disease, you are entitled to one pair of therapeutic, custom-molded shoes (with inserts), plus two additional pairs of inserts per calendar year*.
9. **Diabetic self-management training:** This service is a Medicare-covered benefit provided either in-person or virtually. Contact [Solera](#), our Ascension Complete provider for this service, by visiting their website or calling **1-866-369-2877**.
10. **Enhanced Disease Management Program:** If you need help managing your diabetes, we have a staff of dedicated enhanced disease management nurses available just for you. Call **1-844-623-2998 (TTY: 711)** to schedule a meeting to be included into the program.

*Prior authorization may be required.



Ascension Care Management Spotlight

Spotlight on Amy Matyas

Ascension Complete is unique in the way that we care for you. To help meet your needs, Ascension Complete offers care management through [Ascension Care Management](#) (ACM). ACM creates a seamless experience for our members by helping lower costs, providing a better member experience, and in the end, improving health outcomes.

Ascension Complete would like to introduce Amy Matyas, RN.



Amy Matyas, RN Navigator

As an RN Navigator, Amy Matyas is one of the many dedicated professionals on the ACM team. Amy joined Ascension last November and has ten years of nursing case management experience. Prior to her nursing career, Amy was a social worker where she worked as a behavioral health case manager for adults and children.

Amy lives in Pennsylvania with her husband John, and six rescue animals—two dogs and four cats. She has two grown children living in New Mexico and California. Amy enjoys the outdoors—taking early morning walks and bike riding. Stemming from her passion to help people live healthy, vibrant lives, Amy teaches cooking using wildcrafted plants for food and medicine and is also a reflexologist, practicing for more than 32 years.

About Ascension Care Management

The ACM unit is comprised of nurses, social workers, and community health workers—each dedicated and compassionate in caring for our members—to ensuring these members have access to the care that they need when they need it.

Our nurses work with members who have chronic ailments and complex medical needs. Our social workers and community health workers assist members who have health-related social concerns (such as safe housing, access to nutritious food, reliable transportation, and adequate social connections) to help them find necessary resources.

If you are experiencing a chronic ailment, complex medical needs, or have social needs, call **1-844-623-2998 (TTY: 711)** to speak with an Ascension Care Manager.