

# Complete Community

VOLUME 3 — 2022

Ascension Complete

## What's New

### Health information right at your fingertips

Krames Online is an accredited, award-winning resource library containing 6,000 images, 4,000 health and wellness topics, and more than 2,000 drug information sheets. The resources on Krames, along with information from your healthcare providers, can help you deal with minor illnesses or manage a chronic health condition such as diabetes. All content is available in English and Spanish, with some content available in up to 13 additional languages. Topics include preserving your memory, caring for your loved one, quitting tobacco use, and much more. Go to our website at [AscensionComplete.com/Krames](https://www.krames.com/krames) to access this great new tool.

Source: <https://www.krames.com/krames-on-demand>

### Dental and vision calls: all using one number

We made some changes to our Interactive Voice Response (IVR) system to provide a better experience for our members. You can now speak with a representative from Envolve Dental or Envolve Vision by calling the same Member Services toll-free phone number listed on the back of your Member ID card. Listen for the call prompts on the IVR for the corresponding function. For more information, see our article below titled "[Your IVR tool and how to navigate it.](#)"



## Upcoming Events

### Refer a friend – receive a reward

Ascension Complete understands that your doctors are your strongest advocates when it comes to your healthcare. And we trust them too, which is one of the many reasons we asked for input from doctors when creating our Ascension Complete health plans.

You have many choices when selecting a Medicare Advantage plan, and we want to thank you for choosing Ascension Complete. If you want to help spread the word about Ascension Complete's trustworthy plans, and you know someone who is eligible for Medicare within one of our service areas, refer them to Ascension Complete.

If they contact us by filling out the web form below, we will send you a free gift, while supplies last. Have them visit [AscensionComplete.com/Contact](https://www.ascensioncomplete.com/contact) and click on *interested in more information* at the bottom of the page.

When they complete the form, ask them to identify you by including your full name and contact information in the message box underneath “I was referred by an Ascension Complete Member.” Or, they can contact us at **1-866-233-5775** (TTY: 711).

From Oct. 1 to March 31, our hours of operation are seven days a week from 8 a.m. to 8 p.m. From April 1 to Sept. 30, our hours of operation are Monday through Friday from 8 a.m. to 8 p.m. That way, we can personally thank you by mailing you a free gift within 30 days of receiving the referral.



***Must be Medicare eligible. One offer per person. This gift is subject to CMS guidelines and is not contingent upon enrollment. Quantities are limited. Referred person must not already be enrolled in Ascension Complete.***



## Reminders

### How to understand your Annual Notice of Changes (ANOC) document

The Federal government requires all Medicare Advantage and Prescription Drug Plans to send a document called the Annual Notice of Changes (ANOC) to members each year. The document comes in a booklet format, and you will receive it by First-Class mail before the Annual Election Period (AEP) begins. The AEP season runs from Oct. 15 through Dec. 7.

#### Here are some key points:

- This document outlines the benefits that will be changing if you are to stay in the same health plan for the coming year.
- Only benefits that will be changing are included in the document. If a specific benefit is not included in the ANOC, that means it is staying exactly the same.
- Benefits that will be changing are placed in a grid with one column for 2022 and another column for 2023, indicating before and after scenarios.
- The ANOC document is divided into separate sections for your medical care and your prescription drugs.
- Changes outlined in the ANOC letter could affect each Ascension Complete Member differently, which is why you should review the letter with your own personal healthcare needs in mind.
- Consider how many times you see your primary care provider (PCP) and specialists throughout the year. You should also review the prescription drugs you take to see if they are in a cost-effective tier on our List of Drugs (also called a formulary) for the 2023 plan year. Tiers 1 and 6 tend to offer the richest benefits at a \$0 copay.

You can also go to **Ascension Complete's** [Plan Benefit Materials page](#) to download or print a copy of your ANOC.

If you have any questions or need help understanding your ANOC, call us using the phone number on the back of your Member ID card. We're here to help!

## Open enrollment is almost closed!

The Medicare Annual Election Period (AEP) — also called the Medicare open enrollment period — runs from Oct. 15 to Dec. 7. This is the time of year to re-evaluate your plan and determine whether it is the right one for you.

- During this period, you're able to make changes to your Medicare Advantage plan coverage for the coming year.
- If you choose to stay with your current health plan, you do not need to take any action. You will be automatically re-enrolled in your current plan.

When evaluating your choices, we hope that you decide to stay with Ascension Complete. The doctors you know and trust took an active role in designing this plan with your health in mind, so you can be sure you're getting the care you need, when and where you need it.

We strive to provide a simplified member experience. No referrals are necessary, which means there's no delay when you need to see a specialist.

With Ascension Complete, you get everything that comes with basic Medicare, plus extra benefits like prescription drugs, dental, vision, transportation, and much more. It's all covered in one simple plan.

If you have any questions about Open Enrollment, call us using the phone number on the back of your Member ID card.

## Your time is important: avoid high-volume call days and times

Your time is important. So that you can minimize time waiting on hold, ensure that you avoid calling during the busiest days and times below.

- **Monday and Tuesday are our busiest days of the week.** For a better member experience, we recommend calling later in the week: Wednesday, Thursday, and Friday. Thursdays are the lowest call volume day of the week.
- **From 10:30 a.m. to 12:30 p.m. and from 2:00 to 4:00 p.m. are our busiest times of the day.** The best time of day to call is after 5:00 p.m.




## Tools & Resources

### Using in-network providers can save you money

Using our Find-a-Provider search tool can help you search for a doctor or pharmacy that's right for you. Real-time updates ensure that we provide you with the most up-to-date providers and pharmacies in our network.

#### Three quick steps for using the [Find-a-Provider](#) search tool:

- 1 Where are you searching?** Once you click on the link above, be certain to enter the street address where you live and hit SUBMIT to set your location. This will find doctors within your area.
- 2 What is your health plan?** Select the provider network for your plan, including your home state and your plan type. If you don't know your plan type, you can find it in the upper right corner on the front of your Member ID card.
- 3 What you are searching for?** Then, you can either enter the provider type in the search bar, choose from a dropdown menu, or click on the image to choose a category. The same images that you will see on the search tool are shown below. From there, you will have access to in-network providers in your area.







Select... 

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 SEARCH

#### or Choose a Category

Want to explore? Choose a category to narrow your search.

 <p><b>Medical Professionals</b> Find a doctor, primary care provider or medical specialist</p>	 <p><b>Medical Facilities</b> Find a primary care facility, hospital, clinic, urgent care center, medical lab, or FQHC</p>	 <p><b>Behavioral Health</b> Find a mental health care provider</p>
 <p><b>Vision</b> Find an eye doctor or vision clinic</p>	 <p><b>Dental</b> Find a dentist or dental specialist</p>	 <p><b>Pharmacy &amp; Medical Supplies</b> Find a pharmacy or medical equipment retailer</p>

## Here are some additional features of our Find-a-Provider search tool:

- Filter options, such as Provider Name, appear on the left side of the screen.
- Search results alphabetically (A-Z and Z-A).
- Start a new search from the results page.
- Synonym Search — this feature utilizes your search criteria and gives you suggested specialties (for example, brain doctor = neurologist).
- Popular Search Functionality — this feature suggests popular results to help you find doctors, pharmacies, hospitals, and facilities based on searches by other members.
- National Provider Identifier (NPI) search option — now you can search by your doctor's NPI number.
- Doctor Type/Specialty Search option — search by the type of doctor or specialty you need.
- Narrow your search within a closer distance. Use the filter option at the top right of your screen to change the distance of your search.
- Mapping Enhancements — gives us the ability to use your current location to search for the doctors and pharmacies closest to you.

## Need to find a doctor or pharmacy today?

Visit our [Find-a-Provider Tool](#) and get the care you need.

## Use tier 6 select care drugs and save money

At Ascension Complete, we're always working to lower your prescription drug costs. We've grouped the most frequently used generic drugs for chronic medical conditions such as diabetes, high cholesterol, or high blood pressure into a tier on our [List of Drugs \(Formulary\)](#). We call these our Tier 6 Select Care drugs. These generic drugs are available for **\$0** using in-network retail and mail-order pharmacies.

We've also made it easier to find out if your drugs are included in our \$0 Tier 6 Select Care list. Now you have more ways to search our List of Drugs.

- At the top of the Ascension Complete [website](#), select **Pharmacy Benefits**, then click [List of Drugs \(Formulary\)](#). Click on your state. Typically, the Search Tool is the first link listed.
- Once you've navigated to our List of Drugs page, use the [Search Tool](#) to type in your drug name, which provides quick access to specific details. You also can review the complete drug list, in PDF format, which is the second link listed, to find information about the drugs you take — whichever is easiest for you!

## How to Use the Search Tool

Once you select the [Search Tool](#) option, there are a few ways to find your specific drug(s):

- Click on the first letter of your drug's name in the alphabetical search section.
- Type in the full name of the drug in the search box.
- Click on the drug's therapeutic class (group of similar drugs used to treat a medical condition).

The resulting page displays information about your drug, including generic (listed in *italics*) or brand name (CAPITALIZED), along with its therapeutic class, strength, tier status, and any notes, restrictions, or alternatives.

Formulary drug copayment amounts in other tiers can be found in your Summary of Benefits or your Evidence of Coverage, both located on the [Plan Benefit Materials page](#) of our website.

## Your IVR tool and how to navigate it

Our Member Services call center agents are each trained on different key functions for answering your calls.

Some agents are trained in claims research, while others work only with our provider office staff members, and some only assist members in finding a PCP. We do this for better efficiency and to make your call experience quicker and easier.

For your call to go to the appropriate call center agent to handle your inquiry, we offer an Interactive Voice Response (IVR) system. This system allows calls to be routed to the right person for the request by using the corresponding options provided.

We would like to share our current "call tree" with you, to help provide you with a better, easier experience. Please view the image below to find the functional area you need prior to making your call. We hope this image will help steer you in the right direction, providing a better experience for your future calls.

# Ascension Complete

## Understanding our Interactive Voice Response (IVR) system

An Interactive Voice Response (IVR) system is used in large call centers to direct your call to the team that is specifically trained to answer your questions effectively. Using the Ascension Complete IVR (see diagram below) will help get you to the right place more quickly.

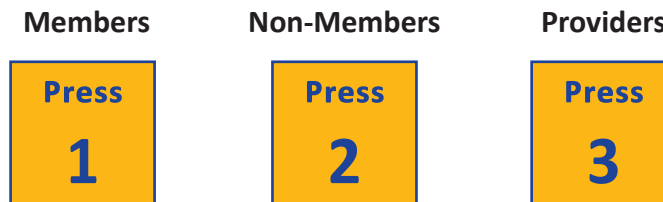
### Recorded messages for all callers.

During each call, members hear the following messages prior to the opportunity of making any selections.

- 1 “Thank you” greeting
- 2 Enter extension, if you have one.
- 3 Spanish speaking prompt. This portion of the IVR allows Spanish-speaking members to hear all prompts in Spanish.
- 4 “Long hold time” statement, if applicable.
- 5 “Emergency” message. This message alerts members to call 911 if the call is an emergency.

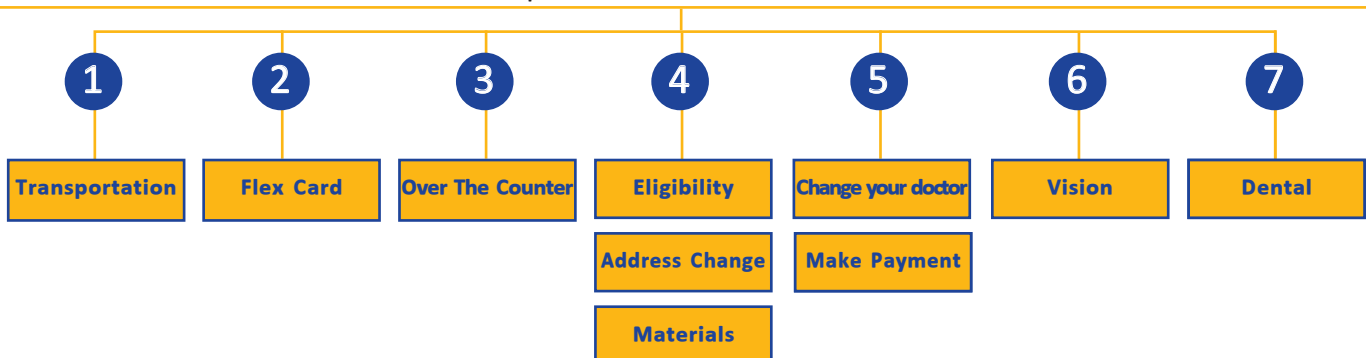
### Prompt for Current Members, Non-Members, or Providers.

At this stage of the call, press “1” to indicate that you are a Member. Your call is then routed to the Member Services team.



### Identity Theft and Medicare Fraud warning.

Medicare has asked that we alert all members of the rise in identity theft and Medicare fraud for beneficiaries. Once you have heard this message, you may enter the corresponding prompt below for your call needs. Your call will then be routed to the appropriate team. If you do not choose an option, your call is routed to the next available representative.





## Managing Your Care

### Do you need a flu vaccine?

It may seem like COVID-19 vaccines are the only thing people are talking about, but they aren't the only vaccines that help your immune system and community. Flu vaccinations are still an essential part of preventing illness and hospitalizations during the upcoming flu season.

#### Top two reasons to get the flu shot:

- 1 Protects you from flu illness, hospitalization, and death**  
As you may know, getting vaccinated results in increased immunity against the flu. You are less likely to be hospitalized or have a severe illness if you get the flu after being vaccinated. If you want to limit your chances of contracting and being very sick with the flu, getting the shot is your best choice.
- 2 Protects more vulnerable people**  
Since not everyone can get the flu vaccine, those that are eligible should get the shot. When more people are vaccinated, the seasonal flu spreads less. More vulnerable people such as seniors and high-risk individuals will be less likely to contract the illness and have complications.

#### Who is eligible for the flu shot?

According to CDC recommendations, everyone over the age of six months can get the seasonal flu shot with very few exceptions. If you have a normal immune system and are over six months old, you should get vaccinated. People over the age of 65 can safely get the flu vaccine.

#### What are the exceptions?

Again, there are very few cases where getting the flu vaccine is unsafe if you are over the age of six months. These rare cases include factors such as specific chronic illnesses, health history, and allergies. Talk to your doctor if you are concerned about your eligibility.

#### Are flu vaccines safe?

Yes, the flu vaccine is safe. The vaccine for seasonal influenza has been used for more than 50 years to protect millions of people against the flu. It is very effective and safe. If you have questions about the flu vaccine, you can find detailed information on the [CDC's website](#).

#### When and where should you schedule your flu vaccine appointment?

September and October are the best months to receive the flu vaccine, and any participating pharmacy or doctor's office should be able to provide you with one.

Although some people may still get the flu if vaccinated, studies have shown that the severity is limited. So this flu season, make sure you are up to date on your flu vaccine and all other vaccinations.



“Now is the time to get your flu shot — it is safe and it works to protect you, your family, and your community from the flu.” – Dr. Aldolfo Valdez, MD, MPH, Chief Medical Officer and Vice President for Ascension Insurance in Austin, Texas.



## Your OTC benefit

Ascension Complete offers a quarterly over-the-counter (OTC) allowance that gives you money to purchase everyday personal care and wellness products like vitamins, bandages, and toothpaste without leaving your home. Here's how to use it:

- 1 Find your quarterly allowance dollar amount in your Summary of Benefits, located online [here](#). Click on your state, then select your benefit plan and the document you need. The name of your benefit plan can be found in the upper-right corner of your Member ID card.
- 2 View and select the items you would like from your [OTC catalog](#). Be certain that your items do not add up to more than your quarterly amount.
- 3 Visit the [CVS Health OTC website](#) to register and complete your order. Or, you may place your order by phone at **1-866-528-4679** (TTY: **711**). Your order will be shipped directly to your home.
- 4 Still have questions about how your OTC benefit works? Just visit our dedicated [OTC web page](#) or call the Member Services phone number on the back of your Member ID card.

## Combatting loneliness

Your overall health drives your quality of life and your physical and emotional health. For those who live with loneliness, sadness, anxiety, or stress, each day can be a struggle and can make the activities of daily life difficult. Reflecting on simple ways you can lift your spirits helps when you are feeling downhearted or blue.

### **Your physical health could be affecting your mental health**

Certain symptoms of depression can be linked to physical health problems. Living with long-term pain affects your energy level and is emotionally draining. If you have this type of pain, talk with your doctor. Remember that emotional pain may be a sign of something else and talk about that too!

### **Get moving**

When feeling down, try moving around. Stretching, moving to music, or walking around are good ways to help you feel better. Find ways to build these activities into your daily life.

### **Sleep and eat your way to mental clarity**

Getting enough sleep and eating correctly are important to staying healthy. Eat wholesome meals and snacks full of whole foods like fruits, vegetables, lean meats, nuts and seeds, and healthy oils. Stay away from sugary foods since they cause your blood sugar to go up and down, which worsens anxiety and brain fog.

### **The power of positive people**

Surrounding yourself with positive influences can rub off. Spend more time with friends and relatives who make you laugh and less time with people who bring you down. Do you care for or live with a person who makes you feel bad or think negative thoughts? If so, talk with your doctor or a trusted friend. Look for ways to avoid that person's negative energy and the stress that follows. Learning skills to redirect negative energy can help you feel calmer and more peaceful in tough situations. This calm and peaceful state of mind gives you the energy to stay active and social.

### **STOP negative thoughts in their tracks**

Perhaps you feel yourself being negative a lot but don't know how to change it. Retraining your thought process to work in a different way is possible with a little practice. If you want to be a more positive thinker, you can be.

#### **Here's how:**

- Catch yourself when you are thinking negatively. Stop that thought in its tracks by literally visualizing a STOP sign.
- Reframe that thought in a way that sheds a more positive light, even if it feels forced at first. You may have moments where positivity is difficult, but each time you choose to be positive, it proves how hopeful you truly are.

## Use your spiritual care benefit

You may communicate directly with a qualified chaplain to help ease your mind and lift your spirits. To speak with someone today, register online at [AscensionOnlineCare.org](https://AscensionOnlineCare.org) and enter the service key “COMPLETE” when prompted.

Source: “Improving My Mental Health,” Centers for Disease Control and Prevention, MedlinePlus (U.S. Department of Health and Human Services)



## Member Stories

### Recent member testimonials

We’re excited to share some of the many positive testimonials we received from our recent member survey.

“Dr. Calwell is very upbeat and energetic; this is the second time I have seen her. She seems willing to go the extra mile for her patients. I really liked her.” – Linda, FL

“I had a wonderful experience. Dr. Lane was very attentive and open-minded about my ideas about health care.” – Dorothy, FL

“I have previously seen other orthopedic doctors, none of whom matched Dr. Padalecki’s care and attention as well as his quick written responses to my questions.” – Sheila, TX

“Dr. Crowder is patient, empathetic, kind, and knowledgeable. I trust and respect her completely and would not hesitate to recommend her.” – Laura, TN

“Drs. Mattson and Carmen always listen. I feel they know me and care. They always take the time needed to ensure all my questions and concerns are answered. They respond promptly to any emails I send.” – Arbra, TX

“I really like having Ascension Complete as my new insurance. [They] are very courteous and friendly, and I can see my doctor just about any time I really need her. [With] my other doctor, I could never get a appointment — up to four months out; by then, I didn't need her. Thanks, Ascension Complete for being there for us.” – Constance, TX

“I have been a patient of Dr. Machesky for nine years and have never had a bad experience. She takes her time, and I feel that she genuinely cares about my welfare.” – Donna, MI

“Dr. Sherman is the best! My other doctor I've been seeing every other month for the past 3 years didn't diagnose my heart murmur but Dr. Sherman did. He is great! Sent me to the other doctors that I need to be seeing. I can't say enough good things about Dr. Sherman. If you need a doctor, he's the one you need to see. ABSOLUTELY FABULOUS! I've found my doctor and never need to go anywhere else for a GP!” – Frances, AL

“I have been a patient of Edward Fry, MD since the summer of 2014 after major heart surgery by another surgeon. Over the years, Dr. Fry has always listened attentively to all my medical concerns, especially chest pains, and responded with appropriate testing, if needed. He has never been dismissive about any of my questions. His thorough explanations have always made me comfortable and given me confidence in his care. I know that Dr. Fry has been a nationally recognized cardiologist for years, and in addition, in the last month, he has been elected as President of the American College of Cardiology.”

– Margaret, IN

If you’ve had an exceptional experience with Ascension Complete, share your story with us at **Complete\_Community@AscensionComplete.com** for a chance to be featured in an upcoming edition of *Complete Community*. We look forward to hearing more from you on our next survey, and, as always, continuing to provide the right kind of care for you.