

Complete Community

VOLUME 1 — 2023

Ascension Complete

What's New

We Want the Best for You

Welcome to Complete Community, [Ascension Complete's](#) member newsletter!

Thank you for putting your trust in us as your Medicare Advantage health plan. We look forward to meeting your needs throughout the year.

We want to assure you that quality is our top priority. We always want you to get the best care and the information you need to optimize your health. Ascension Complete sets goals on an annual basis to improve the quality of your healthcare. It's part of our Quality Improvement (QI) program. We have a Quality Improvement Committee chaired by Vincent Nelson, senior vice president and deputy chief medical officer of medical affairs, that meets at least quarterly to review quality programs and initiate actions where needed.



In 2022, Ascension Complete:

- Monitored your satisfaction with Ascension Complete and your providers.
- Provided more telehealth and in-home care options for you, including mental health services.
- Assisted with the coordination of your care to help you understand your medications, follow up with your medical appointments, and communicate with your caregivers.
- Helped you improve your health and quality of life with support from our staff, including care management teams where you live, to help you get well, stay well, and be well.
- Continued providing high-quality service to members who speak many different languages or who use TTY services in order to meet your needs and connect you with quality care in your community.
- Continued our regular review of quality outcome data to ensure that you are getting high-quality care.
- Supported safe options for face-to-face contact with your Primary Care Providers at least annually so that you can maintain better health.

To learn more about our QI program, please call Ascension Complete Member Services for a copy of our QI annual program evaluation or program description. The telephone number is on the back of your member ID card.

We are here each and every day delivering quality healthcare to you so that you get everything you need to be as healthy as possible.

All the best in 2023!



2023 Member Benefits

Expanding our Service Area for You!

We are happy to share that we've expanded our service areas in some of our markets. This means access to more providers for you!

Here are some of the new counties we began servicing in 2023:	
Alabama	Chilton, Escambia
Florida	St. John's
Indiana	Cass, Clinton, Henry, Miami, Randolph, Tipton
Kansas	Cowley, Kingman, Sumner
Michigan	Arenac, Bay, Tuscola
Tennessee	Dekalb, Hickman, Humphreys, Van Buren, Warren, White
Texas	Caldwell, Coryell, Hill, Lampasas, Lee, Llano

My Wellness Rewards

We want to make sure you get the most from your health plan. That's why we're excited to offer a new rewards program in 2023. There are new ways to earn and redeem rewards for completing healthy activities. There are also new ways to claim your rewards, including being able to self-attest using the online member portal, mobile app, or phoning an agent at Healthmine.

My Wellness Rewards provides money back in your pocket. Funds can be used for any of the gift cards listed on the [My Wellness Rewards](#) website or mobile app. To redeem rewards, members must register for the program. You can earn one reward per eligible health activity per member per year.

Thank you for being a valued Ascension Complete member. We look forward to serving you in the years ahead.



Reminders

For Members Living in Illinois Only: Your Plan Name has Changed

As you may have noticed from your new member ID card, the name of your health plan changed from Ascension Complete AMITA to Ascension Complete Illinois Health on Jan. 1, 2023.

This does not change anything related to your coverage or the plan itself, and no further action is needed on your part.

If you have any questions, please call the Member Services phone number on the back of your ID card. The phone number will not be changing.

Personalize your Healthcare by Completing your Health Risk Assessment (HRA)

Your Health Risk Assessment (HRA) is an important step in personalizing your healthcare. Your HRA helps us understand any potential health risks you may have so you can get the personalized care and services you need.

Your HRA is also a great way to keep your health information up to date and make sure you have access to the right providers and medications you need.

You can complete your HRA online, by mail, or by calling Ascension Complete Member Services using the phone number on the back of your member ID card. We are here to help you seven days a week, between 8 a.m. and 8 p.m. (an automated phone service is used some weekends and holidays).



Tools & Resources

How to Set up and Use Teladoc

As part of your benefits plan, you have access to telemedicine services through Teladoc, which you can use instead of going to an urgent care center. In this video, you'll learn how to log in, schedule a virtual meeting with a provider, and get the care you need, when you need it.

Click the image below to watch the [video](#).



24-hour Nurse Advice Line

Ascension Complete lets you talk to a nurse 24 hours a day, seven days a week. The Nurse Advice Line is a great resource to use from the comfort and safety of your home and is available to all members.

The call is free and easy. A nurse will listen to your question or concern and help you decide:

- If you need to see a doctor.
- If it is safe to wait, or if you need care right away.
- What to do if your symptoms get worse.
- What you can start doing at home to feel better.

You can call the 24-Hour Nurse Advice Line at **1-877-236-0230** (TTY: **711**).

Schedule a Ride to your Appointments

Ascension Complete offers transportation coverage on certain plans* through our contracted vendor, ModivCare, formerly known as LogistiCare. This benefit helps you get to medical appointments at no cost to you. You can schedule transportation using the [ModivCare website](#), or by downloading the ModivCare app to your Apple or Android device.

How It Works:

Call ModivCare at least 72 hours (three days) before you need a ride to make a reservation. ModivCare can be reached at **1-877-718-4201** (TTY: **1-866-288-3133**), Monday through Friday, from 8 a.m. to 6 p.m. You can also call Ascension Complete's Member Services at the phone number on the back of your member ID card.

- When scheduling a ride, provide ModivCare with a working phone number. They will call to confirm your reservation the day of your scheduled ride or, in some cases, the day prior to your reservation (if you have an early pick-up time scheduled).
- Check your plan documents for the number of trips per calendar year for which you're eligible.**

For more information on your transportation benefits, call Member Services at the phone number on the back of your member ID card.

Please Note:

- If a need arises within the 72-hour advanced notice, please call to see if you can still be accommodated.
- Pick-up times can be up to two hours prior to your scheduled appointment.

**Check your Summary of Benefits and Evidence of Coverage to see if you are covered.
**Mileage limits may apply.*

We've also created this quiz to see how much you already know about your transportation benefit.

True or False: *You must confirm your ride with the transportation vendor or they will not show up.*

Answer: True! Just like your doctor, the transportation vendor will call you the day before or the morning of your appointment to confirm you still need transportation. If you do not answer or if you miss the call, you must call them back to confirm or they will not come to pick you up.

True or False: *The transportation vendor can provide transport for your wheelchair.*

Answer: True! Just be sure to let ModivCare know that you will be bringing your wheelchair, if you have one. Please also let them know if you have any other physical needs so they can arrange for the appropriate vehicle to pick you up.

Question: *To which of the following plan-approved locations can our transportation vendor take you?*

- A. Your Primary Care Physician's office.
- B. Your Silver & Fit fitness center.
- C. An Ascension Complete local hospital or medical center.
- D. An Ascension Complete network pharmacy.
- E. All of the above.

Answer: E, all of the above.

All plan-approved locations listed above offer curb-to-curb transport.



Managing Your Care

Diabetes Screening & Antipsychotic Medications

Are you taking antipsychotic medicine for schizophrenia, bipolar disorder, or other mental health conditions? If so, talk to your doctor about diabetes. Tell your doctor if you notice any changes after you start taking your medicine. One side effect is weight gain, which may increase your risk for diabetes.

While taking medications for these conditions, it is important to have regular checkups. This should include testing your blood sugar levels, which could help prevent diabetes or heart disease. If you haven't had this screening, call your provider to schedule one. If you have diabetes, there are ways to manage it, such as staying active and eating healthier foods.

Do not stop taking your medication without first talking to your provider. Be sure to let your provider know if you feel better or worse.

Talk to your provider to learn more.

SOURCE: American Diabetes Association, "Patients on Atypical Antipsychotic Drugs: Another high-risk group for type 2 diabetes," retrieved from: <https://diabetesjournals.org/care/article/26/5/1597/24475/Patients-on-Atypical-Antipsychotic-DrugsAnother>

Medicare Annual Wellness Visits

Annual wellness visits are included in your benefits. A wellness visit can help you manage your chronic conditions, identify early signs of new conditions, and prevent complications. Your annual wellness visit is your opportunity to talk to your provider about health concerns and options for care.

During your visit, your provider will ask questions about your medical history and lifestyle. They may also:

- Discuss any changes to your functional status.
- Discuss safety concerns.
- Review any new symptoms or concerns.
- Review your plan of care.
- Review all medications.
- Recommend screenings and vaccinations.
- Discuss ways to manage:
 - Falls
 - Incontinence
 - Pain
 - Depression
 - Chronic conditions

SOURCE: Medicare.gov, “Yearly Wellness Visits,” retrieved from:
<https://www.medicare.gov/coverage/yearly-wellness-visits>

Depression and You

Depression goes by many names, like “the blues” or “the dumps.” *It happens when you feel sad or down for two weeks or more.*

With depression, you may feel:

- Hopeless.
- Tired all the time.
- Unfocused.
- Unable to sleep or sleep too much.
- Unable to enjoy the things you once liked to do.

Depression can happen to anyone — even kids and teens can get it. Women are more likely to have depression than men. Symptoms are not the same for everyone.

Does this sound like you? Your primary care provider has tool kits to help screen you for depression. Ask your provider about depression screenings, and take charge of your mental health.

Here are some things you can do:

- Talk with your Primary Care Physician. If you and your provider decide medication is right for you, it may take time to work. Once it starts working, don't stop taking it. If you have side effects or have any questions about your medication, call your provider.
- Go to counseling or talk therapy. Counseling may lessen negative thoughts, provide support, or help you cope with stressful life events.
- Call our Nurse Advice Line at the number on the back of your member ID card. It's there for you 24 hours a day, seven days a week.
Call toll-free: **1-877-236-0230** (TTY: **711**).

SOURCE: National Institute of Mental Health, "Depression: What is depression?," retrieved from: <https://www.nimh.nih.gov/health/publications/depression>



Member Stories

Recent member testimonials

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

"Wait time is normal. No delays or problems. Front desk was very helpful. Reception was very kind and helpful." – Adeeb, TN

"I appreciated Dr. Ryman's empathy, thoroughness, and knowledge. It was very evident that she is concerned about my well-being." – Nicole, TX

"I was given choices about my future treatments, and each was described well so I could make a good decision." – Patty, KS

"Dr. Glenn is the best primary care doctor I have ever had, very possibly the best doctor I have ever had. I cannot speak highly enough of him. He is so kind and understanding and goes out of his way to help." – Brian, MI

“I think Dr. Motl is a fabulous doctor. He listens and honors what you know about your own body. He is never in a rush to leave and is very thorough in his examination. He has a sense of humor and a warm, inviting personality.” – Sean, TX

“I enjoy using the [doctor's web] portal to send messages, read my lab reports, and order medicine. Easy tool for seniors.” – Helmut, TX

“Nicole Bailey greets me with a beautiful warm smile. She is a great listener and gives good advice. She is knowledgeable and explains my situation very well. I always feel I’m in good hands.” – No Name, FL

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.

Ascension **Complete**