






# INTRODUCTION

We're pleased to work with you as a provider for the SmartHealth Benefit Plan and as a member of the Ascension Care Management Network. This manual contains information on SmartHealth policies and procedures to help you as you provide services to covered SmartHealth members.

**SmartHealth and Ascension Care Management share a common purpose: to change the way our members experience healthcare.** We start by offering access to a clinically integrated network of physicians and providers – including hospitals, outpatient facilities and supporting caregivers. This network is well coordinated, so doctors are all working together to make sure members get the best care.

**We also help members navigate the complex healthcare system.** Members can take advantage of an Ascension Care Management Health Partner, a healthcare professional who provides the support and resources they need to take charge of their health. This approach allows them to focus on what's important – their health and their family's health. Health Partner services are offered to all members as part of the Plan.

## A Coordinated Healthcare Team

	<p>SmartHealth is the <b>Health Benefit Plan</b> for Ascension associates.</p>
	<p>Cigna is the <b>Pharmacy Benefit Manager (PBM)</b> that provides prescription drug coverage for SmartHealth participants.</p>
	<p>ABS (Automated Benefit Services) is the <b>Third Party Administrator (TPA)</b> that works with providers and SmartHealth to pay claims within the Ascension Care Management network.</p>
	<p>The Ascension Care Management network is a <b>high quality, clinically-integrated network</b> of local providers.</p>
	<p>BlueCross BlueShield of Michigan is the <b>National Network</b> that provides access to BCBS physicians and facilities through the home BCBS plan for your market.</p>

Every member of the coordinated healthcare team above is continually working to enhance our service to you and your organization. We value your comments and feedback.

# TELEPHONE DIRECTORY

Service	Phone Number
<p><b>Customer Service (ABS)</b> 8:00 AM – 7:00 PM (ET) Monday – Friday</p> <ul style="list-style-type: none"> <li>• Confirm member eligibility</li> <li>• Confirm benefit information</li> <li>• Notify SmartHealth of in-patient admissions</li> <li>• Verify copayment and deductible information</li> <li>• Verify payment of services</li> <li>• Get assistance resolving fee schedule issues</li> <li>• Initiate claims inquiry process</li> <li>• Inquire about appeal process</li> </ul>	<p><b>888-492-6811</b></p> <p>24/7 Automated System: <b>888-494-4600</b></p>
<p><b>Provider Service (Ascension Care Management)</b> 9:00 AM – 6:00 PM (ET) M – F</p> <ul style="list-style-type: none"> <li>• Notification of any provider additions, terminations or status changes</li> <li>• Network provider contracting</li> <li>• Clinical integration and In-Network references</li> <li>• Quality Reporting</li> <li>• Request for forms: adds/terms, Marketplace Access, etc.</li> <li>• Request Fee Schedule Allowable Amounts</li> <li>• Obtain education and training assistance</li> </ul>	<p><b>855-288-6747</b></p> <p>acmproviders@ascension.org</p>
<p><b>Electronic Payments (Zelis, Inc.)</b></p>	<p><b>866-489-9444</b></p>
<p><b>Utilization Management (SmartHealth)-</b> 8:30 AM – 4:30 PM (ET) M – F</p> <ul style="list-style-type: none"> <li>• Request prior authorization of a service</li> <li>• Report clinical information</li> <li>• Submit Appeals</li> <li>• Questions regarding the Medical Management Program</li> <li>• Notify SmartHealth of in-patient admissions</li> </ul>	<p><b>888-492-6811</b></p> <p>Fax: <b>586-238-4363</b></p>
<p><b>Cardiac Telemetry &amp; Event Monitors (LifeWatch)</b></p> <ul style="list-style-type: none"> <li>• Customer Service 8:00 AM – 8:00 PM (ET) M – F</li> <li>• Clinical and Device Questions 24 hours / 7days</li> </ul>	<p><b>800-418-4111</b> <b>800-700-3788</b></p>
<p><b>Infusion Therapies and Specialty Medications (Cigna)</b></p> <ul style="list-style-type: none"> <li>• Provider - Prior Authorization (prompts #3, #4, #1) 8:00 AM-6:00 pm (ET) M-F</li> <li>• Provider – Prior Authorization Fax number <b>855-840-1678</b></li> <li>• Provider - Claim/Benefit (prompts #3, #3) 8:00 AM-6:00 pm (ET) M-F</li> <li>• Cigna Home Delivery Pharmacy (CHDP) 24 hours / 7 days <ul style="list-style-type: none"> <li>o Medical Specialty Injectables</li> </ul>                     (For those providers who do not buy and bill – the medications may be fulfilled by CHDP)                 </li> </ul>	<p><b>855-281-8312</b> <b>855-281-8312</b> <b>800-351-3606</b></p>
<p><b>Pharmacy Benefits (Cigna)</b> 24 hours / 7 days</p>	<p><b>855-281-8312</b></p>
<p><b>Women's Contraceptive Services (UBA/Cigna)</b></p> <ul style="list-style-type: none"> <li>• Medical Services (UBA with First Health and Cofinity) 8 AM – 7 PM (ET) M–F</li> <li>• Pharmacy Services (Cigna) 24 hours / 7 days</li> </ul>	<p><a href="http://uba-llc.com/">http://uba-llc.com/</a> <b>800-438-0302</b> <b>800-622-5579</b></p>