

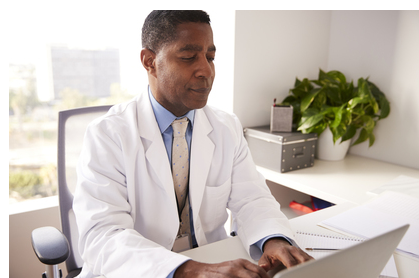
## Ascension Complete May Newsletter

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

### Prior authorization

#### New updates to list of prior authorization services

Effective June 1, 2020, Ascension Complete has implemented several changes to its list of services that require prior authorization. For the latest listing of services/procedures, please use our [Online Prior Authorization Tool](#).



#### Review how to submit prior authorization

Please view the following video for details on Ascension Complete's prior authorization process.

[Click here to view prior authorization video](#)



### Provider billing and telehealth guidance during COVID-19

Thank you for serving our Ascension Complete members during this unprecedented time.

We are closely monitoring and following all guidance from The Centers for Medicare and Medicaid Services (CMS) to ensure we can address and support the prevention, screening and treatment of COVID-19.

Please continue to review the billing guidance information related to COVID-19 along with our updated telehealth policies located on our [site](#) under the notifications section for the latest updates.

### Medical records request for medicare risk adjustment chart review

Ascension Complete is committed to improving the quality of care provided to our members and is required by CMS to submit complete diagnostic data regarding our members enrolled in certain Medicare-covered health plans. Ascension Complete requests your cooperation to facilitate a medical record review of 2019 dates of service for a certain number of your patients enrolled in such plans.



We have engaged Optum and Ciox Health (Ciox) to conduct the medical chart review. If this is applicable to your practice, a Ciox representative will work with you to provide retrieval options and a list of the requested members' medical records for services rendered from January 1, 2019 to December 31, 2020.

For more information, please review the following letters for [physicians](#) and [Healthcare Reform \(HCR\)](#).



### Working together for data accuracy

As part of Ascension's reach and impact goals, we are making a concerted effort to improve the accuracy of our provider directory.

When a patient needs care, they start with a directory. They may search for a practitioner based upon specialty or location. If the patient picks up the phone to find that their practitioner of choice has moved or is not accepting new patients, they have to begin their search again. Accurate directory listing information is the first step toward creating a positive patient experience and ensuring immediate access to care at the moment patients need it.

As early as **July 1st, 2020**, you will be receiving a notification from our new partner, **BetterDoctor**, who will work with you to verify practitioners accepting appointments at your practice.

Please take a few minutes from your busy schedule to carefully review your listing and edit as needed. Thank you in advance for your participation.

### CMS monitors polypharmacy use of ACH & CNS medications

Did you know CMS monitors for the polypharmacy use of certain Anticholinergic (ACH) and Central-Nervous System (CNS) medications? CMS will require provider action if this is flagged through patient claims. Click this [link](#) to ensure you are not prescribing more than one of these drugs to your patient.



To learn more about polypharmacy and high risk medications in the elderly, visit this [website](#).



### Member rewards

Ascension Complete rewards members for healthy behaviors. Members are automatically enrolled in the plan's My Health Pays Rewards Program. Members receive a pre-loaded debit card in the mail for completing each service below (once the claim is processed).

- \$100 Annual Wellness Visit
- \$15 Breast Cancer Screening
- \$15 Ongoing Diabetes Care
- \$25 Statin Therapy Medication\*
- \$15 Colon Cancer Screening

\*Reward can be earned on a medication refill if the member has a diagnosis of cardiovascular disease.

For more information about how the program works, visit [kansas.ascensioncomplete.com](#). You can also view the member flyer [here](#).

[www.ascensioncomplete.com](#)

[Manage](#) your preferences | [Opt out](#) using TrueRemove®  
Got this as a forward? [Sign up](#) to receive our future emails.  
View this email [online](#).

523 Mainstream Drive  
Nashville, TN | 37228 US

This email was sent to .  
To continue receiving our emails, add us to your address book.

emma

[Subscribe](#) to our email list.