



# Extra Benefits Booklet

Ascension **Complete**



# Welcome to Ascension Complete!

**In this booklet, you'll have access to all the information you need for extra benefits included with your plan.**

Most of these benefits are not covered by Original Medicare and not always offered by other health plans.

**See what Ascension Complete has to offer!**

You can also contact us or each benefits' individually contracted business partner with questions or for more information about these services.

See your Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Ascension **Complete**



# Meals after Hospitalizations\*

## Did you know?

After release from the hospital, you can get meals delivered to your home!

## How it works

Service includes up to three meals per day for 14 days that meet nutritional requirements of major health conditions. High-quality meals designed by dietitians are shipped to the member's home in a temperature-controlled cooler and can be refrigerated for up to one week or frozen up to six months.

Call your Care Manager or the Member Services number on the back of your ID card to start this benefit.

*Not available on all benefit plans.*

*\*Prior authorization may be required.*





# Silver & Fit Fitness Membership

It's easy to stay fit, have fun and make new friends with Ascension Complete. Learn how Ascension Complete is dedicated to helping you stay healthy by getting started now!

## Follow these simple steps:

- 1 Go to **SilverandFit.com**.
- 2 Register to use the website.
- 3 Find a participating fitness center, or sign up for the Home Fitness program.
- 4 Take your fitness Silver&Fit ID card to the gym with you.

## All members can get access to:

- 48 Healthy Aging classes available online or by mail
- *The Silver Slate®* newsletter 4 times a year (online, by email, or by mail)
- The Silver&Fit Connected!™ tool, a fun and easy way to track your exercise activity from wearable fitness devices and apps and earn rewards
- Other web tools like a fitness center search and online classes



**Remember:** Check with your physician first before beginning any new exercise programs! The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit, Silver&Fit Connected! and *The Silver Slate* are trademarks of ASH and used with permission herein.



# Telehealth or Virtual Visits

## **Do you need to talk to a doctor?**

Our plan offers 24 hours per day, 7 days per week virtual access to board certified clinicians to help address a wide variety of health concerns/questions. A virtual visit is a visit with a clinician via the internet using a smart phone or a computer's web cam. For more information, or to schedule an appointment, visit **Teladoc.com/AscensionComplete** or download the Teladoc app available in the App Store or Google Play store.

Telehealth is also called telemedicine.

## **This service includes access to:**

- In-network Providers for urgent care or non-emergency care.
- Spiritual Care.\*
- Mental health providers

*\*May require specific medical criteria.*



# Mail-Order Pharmacy

Our home-delivery service through CVS<sup>†</sup> Caremark<sup>®</sup> lets you have up to a 90-day supply of your medications mailed safely to your door. You save time, and in many cases, you save money too. We can even automatically refill and renew your home-delivery prescriptions at no extra cost.

- Get a 90-day supply of your most-used medications for \$0 copay.\*
- Delivered from CVS<sup>†</sup> Caremark<sup>®</sup> right to your front door.
- Refill and renew prescriptions.
- Get started by calling CVS<sup>†</sup> Caremark<sup>®</sup> at **1-866-808-7471** (TTY: **711**) 24 hours per day.

Be sure to ask about SimpleDose, CVS's<sup>†</sup> individual pill-packaging product for those who take multiple doses throughout the day.

*Not available on all benefit plans.*

*\*Tier 1, Tier 2, and Tier 6 medications only. Must use Preferred Mail Order.*





# Personal Emergency Response System (PERS)\*

**Medical Alert systems can provide peace of mind if you have a medical emergency.**

As a member of Ascension Complete, you will have access to a Personal Emergency Response System (PERS) at no additional cost. PERS provides you with an easy way to call for help with the press of a button any time of day or night. Both mobile and in-home devices are available to suit your lifestyle.

## **Not an emergency?**

That is okay, PERS is also available to lend a hand with things like:

- Making doctor's appointments
- **Help with finding transportation**
- Assistance with medications and much more

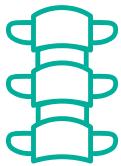
If you elect to have an at-home PERS, you plug the device into an outlet in your home and then keep the small, lightweight, battery-operated "Help" button around your neck on a lanyard or on your wrist on a wristband.

For an on-the-go system, you wear the "Help" button around your neck on the lanyard or on your wrist with the wristband. This can be worn both in and outside the home. Plug the charging cradle into an outlet and set the "Help" button on top when it needs to be charged.

- Feel safe 24/7/365.
- \$0 additional costs.
- Run by the company VRI®.
- Call **1-800-860-4230** (TTY: **711**) to enroll.

*Not available on all benefit plans.*

*\*May require prior authorization or specific medical criteria.*



# Acupuncture and Chiropractic Care

**Sometimes natural healthcare practices can be just what you need.**

Ascension Complete provides you with chiropractic and acupuncture care from excellent providers at no additional cost.

- Up to 30 routine (non-Medicare covered) chiropractic visits every calendar year. Visit limit combined with acupuncture services.
- For chronic lower back pain.\*
- Use network chiropractors for the lowest out-of-pocket cost.
- Copay or coinsurance due at the time of each visit.
- Please see your EOC for exclusions and limitations.

*Not available on all benefit plans.*

*\*Prior authorization may be required.*





# Transportation

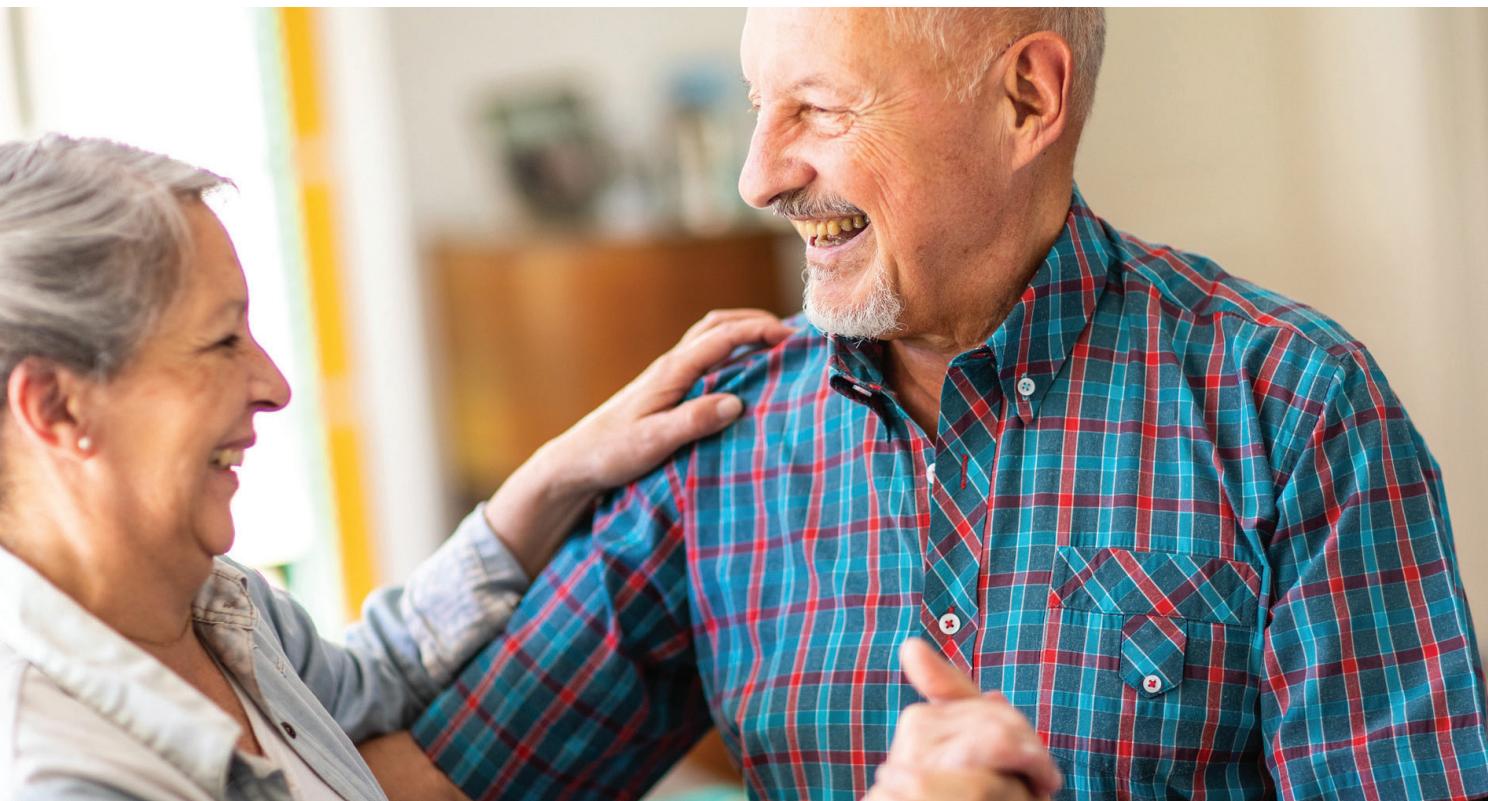
## Need a ride?

Ascension Complete offers enrolled members transportation coverage to the doctor and other approved health-related locations for no additional cost!

### Benefits include:

- Curb-to-curb transportation to plan-approved locations
- Taxi, passenger car, wheelchair vans, rideshare services and other modes of transportation to meet people's physical needs
- Check your Summary of Benefits for the number of trips available on your plan.
- Call the Member Services number on the back of your ID card to schedule a ride.

*Not available on all benefit plans.*





# Over-the-Counter (OTC) Benefit

## **Take Advantage of Over-the-Counter Products per Quarter with NO COST TO YOU.**

As a member of Ascension Complete, you have an Over the Counter (OTC) benefit. Your plan includes a quarterly allowance to buy the OTC medications and products you need to stay healthy. View your Summary of Benefits (SB) for your quarterly allowance dollar amount.

- Catalog mailed with your Welcome Kit.
- View your Summary of Benefits for your quarterly allowance dollar amount.
- Order by phone, online, or in some participating CVS<sup>†</sup> stores.
- Limited to three orders per quarter. Some items may have limits.
- Visit **CVS.com/otchs/AscensionComplete** to download a copy of the catalog or call the Member Services number on the back of your ID card to get one by mail.



# Special Supplemental Benefits for the Chronically Ill (SSBCI)\*

Special Supplemental Benefits for the Chronically Ill (SSBCI) help qualified members with chronic illnesses improve health outcomes. \*Members who are clinically eligible for high-risk care management for one or more CMS listed chronic condition(s) are eligible to receive our SSBCI benefit(s).

## **Available benefits may include:**

- Grocery delivery;
- Financial help with utility bills;
- Extra help at home; and
- Companionship.

Call your Care Manager or the Member Services number on the back of your ID card to learn more.

*Not available on all benefit plans.*

*\*Specific medical criteria required.*



## Flex Card\*

Ascension Complete offers a Flex Card\* that is a prepaid debit card that can be used to cover out-of-pocket expenses at any dental, vision, or hearing provider that accepts VISA.

- Annual benefit amount depends on your plan.
- Some plans have limitations for vision benefits.
- Contact Member Services using the number on the back of your ID card for more info.
- Benefit must be used by end of year (i.e. "use it or lose it").

*\*Not available on all benefit plans.*





# Nurse Advice Line

**Let our nurses help you when you have questions about health concerns or need health information.**

The Nurse Advice Line is available 24/7 to any member of Ascension Complete. The call is free and easy. A caring nurse will listen to your health problem and help you decide the following:

- 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

To contact the Nurse Advice Line, refer to the toll-free number on the back of your member ID card.





# Dental Benefits\*

## Keep smiling! Dental benefits made easy!

Ascension Complete offers coverage for several dental procedures, including preventive services at low or no copayment.

- Network available through Envolve Benefit Solutions.
- Includes oral exam, cleanings, x-rays, and fluoride.
- Use the “Find a Doctor” tool at **ascensioncomplete.com/findadoctor** to find a dental provider or call Member Services using the number on the back of your ID card.

*\*Not available on all benefit plans.*



# Vision Benefits\*

## **Do you need an eye exam or eyewear?**

Ascension Complete offers an easy to use Vision benefit that includes one routine vision exam per calendar year. Eyeglass lenses and contact lenses are included! Check your Summary of Benefits (SB) for your annual benefit amount.

Use the “Find a Doctor” tool at [ascensioncomplete.com/findadoctor](http://ascensioncomplete.com/findadoctor) to find a vision provider or call Member Services using the number on the back of your ID card.

*\*Not available on all benefit plans.*



# Hearing Benefits\*

## Did you know you have access to hearing coverage too?

As an Ascension Complete member you will receive the following benefits:

- Routine hearing exams and hearing aid evaluation.
- Limited to one hearing aid per ear, per calendar year.
- Choose from a wide selection of fully digital hearing aids.

Check your Summary of Benefits for your annual allowance towards hearing aid equipment.

*\*Not available on all benefit plans.*



Ascension Complete is contracted with Medicare for HMO and PPO plans. Our D-SNP plans have a contract with the state Medicaid program. Enrollment in Ascension Complete depends on contract renewal.

Benefits mentioned may be a part of Special Supplemental Benefits for the Chronically Ill. Not all members will qualify.

<sup>†</sup>Other Pharmacies/Physicians/Providers are available in our network.

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