

| QUESTION  | PRE-TRANSITION ANSWER  |
|---|--|
| Will existing prior authorizations stay active after close?   | Any prior authorizations obtained before the transition will still be valid with Aspirus. Services do not need to be reauthorized.   |
| I am currently approved for financial assistance through Ascension. Will my current financial assistance be valid with Aspirus?   | Yes. Aspirus will honor financial assistance that is currently approved.   |
| Where do I go if I need help paying my Ascension bill?  | If you need help paying your current Ascension bill continue to call Ascension's Customer Service team at 877-348-9718.  |
| Where do I go if I have questions about my Ascension bill?  | You may contact Ascension Customer Service for questions about your bill at 877-348-9718.  |
| How do I refill a medication?   | The most efficient way to request a medication refill is to contact your pharmacy. Pharmacy staff will reach out to your provider with any questions. Ascension patients may also request prescription refills through the existing Ascension patient portal.  |
| Where/how can I get forms completed? (FMLA, disability, etc.)   | Please contact your provider's office by telephone or through the patient portal to request any needed forms.  |
| Will I or my family have to switch physician/provider with the transition? Can I still seek care from my past Ascension physician/provider?                                   | You and your family can continue to seek care from your current Ascension physician/provider.  |
| I need a new physician. Can I go to any Aspirus physician/provider now (either my Ascension provider or a new Aspirus provider)? Where do I go to learn more about providers? | After August 1 <sup>st</sup> , you and your family can see any Aspirus provider, including former Ascension North Region providers. Please go to <a href="http://aspirus.org/find-a-provider">aspirus.org/find-a-provider</a> to learn more about our providers.   |
| Can I go to any Aspirus Hospital or Aspirus Clinic now? Can I continue to go to my current local Ascension Hospital? Ascension Clinic?  | You can continue to visit the Ascension Hospitals and Clinics that are part of this transition.  |
| Did any of the Ascension locations change at the time of the transition? Did any close?   | No. There are no current plans to change or close services or locations that are part of this transition.  |
| How do I schedule an appointment?   | The process for scheduling an appointment is not changing pre/post-close. Patients should continue to call their local facility to schedule or visit <a href="http://aspirus.org">aspirus.org</a> to schedule an appointment online.   |
| What name will my bill have on it once the acquisition is complete? Later?  | You will continue to see the Ascension name on your bill for a period of time after the transition is complete. Over time, we will integrate billing systems and the name will change to Aspirus.  |
| Will my current insurance be valid with Aspirus?  | Aspirus is currently working with Ascension payors to ensure your insurance is still valid.  |
| Where/How can I access my medical records? Immediately? Later?  | You may see some of your clinic information through the Ascension patient portal. If you need additional information, please contact Ascension Release of Information at:<br><b>Telephone: 715-346-5475</b> <b>Fax: 715-346-5277</b>   |
| Where do I go if I have questions about my medical records?   | You may contact the Ascension Health Information Management Department at 715-342-7670.  |
| Why should I sign up for MyAspirus? How can I sign up?  | With MyAspirus you can schedule appointments, pay your bill, communicate with your provider, view test results and more. Prior to August 1 <sup>st</sup> , this tool will not include Ascension North Region providers. Visit <a href="http://aspirus.org/myaspirus">aspirus.org/myaspirus</a> to sign up. |
| Where do I go if I need a Covid Test? Vaccine?  | For Aspirus locations, please visit <a href="http://aspirus.org/covid19">aspirus.org/covid19</a> or call the COVID Call Center at 844-568-0701. For Ascension locations, please visit <a href="http://ascension.org/covid-19">ascension.org/covid-19</a> or call your local hospital or clinic.            |

AFTER AUGUST 1, 2021

# Post Close Responses

For up-to-date questions & answers,  
please visit [aspirus.org](http://aspirus.org)

| QUESTION  | POST-TRANSITION ANSWER  |
|---|---|
| Will existing prior authorizations stay active after close?   | Any prior authorizations obtained before the transition will still be valid with Aspirus. Services do not need to be reauthorized.  |
| I am currently approved for financial assistance through Ascension. Will my current financial assistance be valid with Aspirus?   | Yes. Aspirus will honor financial assistance that is currently approved.  |
| Where do I go if I need help paying my Ascension bill?  | If you need help paying your current Ascension bill continue to call Ascension's Customer Service team at 877-348-9718.   |
| Where do I go if I have questions about my Ascension bill?  | You may contact Ascension Customer Service for questions about your bill at 877-348-9718.   |
| May I continue to pay my Ascension bill online?   | Yes. Please visit <a href="http://aspirus.org/pay-bill">aspirus.org/pay-bill</a> .  |
| How do I refill a medication?   | The most efficient way to request a medication refill is to contact your pharmacy. Pharmacy staff will reach out to your provider with any questions. Ascension patients may also request prescription refills through the existing Ascension patient portal.   |
| Where/how can I get forms completed? (FMLA, disability, etc.)   | Please contact your provider's office by telephone or through the patient portal to request any needed forms.   |
| Will I or my family have to switch physician/provider with the transition? Can I still seek care from my past Ascension physician/provider?                                   | You and your family can continue to seek care from your current Ascension physician/provider.   |
| I need a new physician. Can I go to any Aspirus physician/provider now (either my Ascension provider or a new Aspirus provider)? Where do I go to learn more about providers? | You and your family can see any Aspirus provider. Please go to <a href="http://aspirus.org/find-a-provider">aspirus.org/find-a-provider</a> to learn more about our providers.  |
| Can I go to any Aspirus Hospital or Aspirus Clinic now? Can I continue to go to my current local Ascension Hospital? Ascension Clinic?  | Yes. You may now seek care at any Aspirus Hospital or Clinic, or continue to visit the Ascension Hospital and Clinics that are part of this transition.   |
| Did any of the Ascension locations change at the time of the transition? Did any close?   | No changes have been made to the locations at the time of the transition.   |
| How do I schedule an appointment?   | The process for scheduling an appointment is not changing. Patients should continue to call their local facility to schedule or visit <a href="http://aspirus.org">aspirus.org</a> to schedule online. For transitioning Ascension patients visiting <a href="http://aspirus.org">aspirus.org</a> , please look for the prominent green <b>COMING FROM ASCENSION</b> search bar located on the home page. |
| What name will my bill have on it once the acquisition is complete? Later?  | You will continue to see the Ascension name on your bill for a period of time after the transition is complete. Over time, we will integrate billing systems and the name will change to Aspirus.   |
| Will my current insurance be valid with Aspirus?  | In the vast majority of cases, your insurance will allow you to receive "in-network" coverage for transitioning Ascension providers and Aspirus providers. Aspirus has successfully secured contracts with all major insurance companies. To be certain your current insurance provider is contracted with Aspirus, please visit our website at <a href="http://aspirus.org">aspirus.org</a> .            |
| Where/How can I access my medical records?  | If you are a transitioning Ascension patient, please visit <a href="http://aspirus.org">aspirus.org</a> and click on the prominent tab on the home page.  |
| Where do I go if I have questions about my medical records?   | If you are requesting Ascension records, please call 715-346-5475. If you have general questions regarding your Ascension medical records, please call 715-342-7670.  |
| Why should I sign up for MyAspirus? How can I sign up?  | With MyAspirus you can schedule appointments, pay your bill, communicate with your provider, view test results and more. Visit <a href="http://aspirus.org/myaspirus">aspirus.org/myaspirus</a> to sign up.   |
| Where do I go if I need a Covid Test? Vaccine?  | Please visit <a href="http://aspirus.org/covid19">aspirus.org/covid19</a> or call the COVID Call Center at 844-568-0701.  |