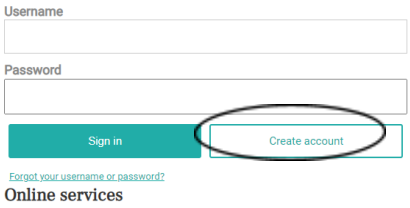
Ascension
Personalized Care

Agent Portal Instructions

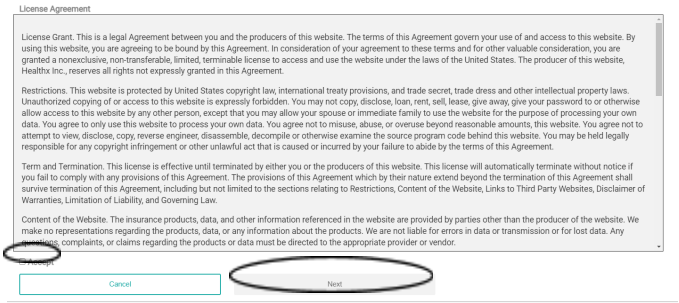
Creating an account

To create an account, you will need your broker ID number. This number is provided to you by an APC Agent Support team member. You can request the ID number by email at APCAgentSupport@ushealthandlife.com or by calling 844-828-5968.

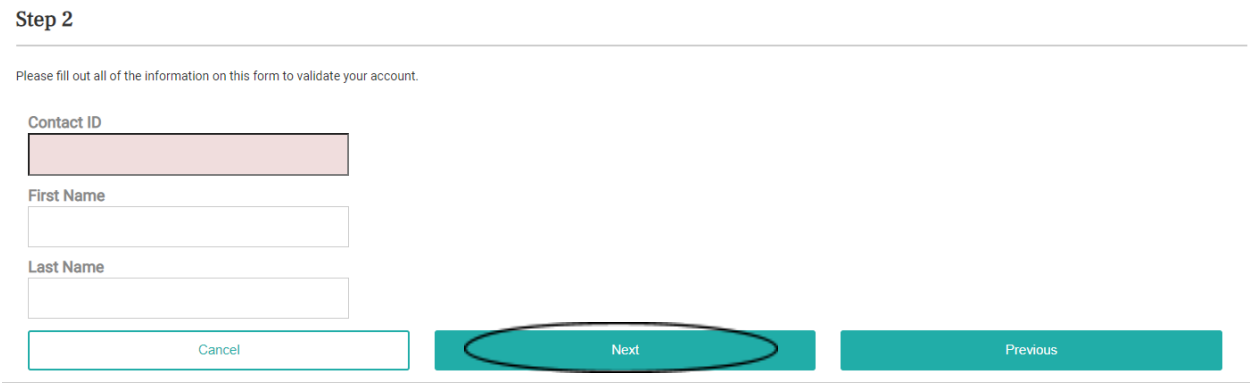
Go to secure.healthx.com/ascenion.broker
Click the “Create account” button.



After reading the license agreement, you will need to click the “Accept” box and then the “Next” button.



Enter the broker ID provided to you in the Contact ID box followed by your first and last name in the appropriate boxes.

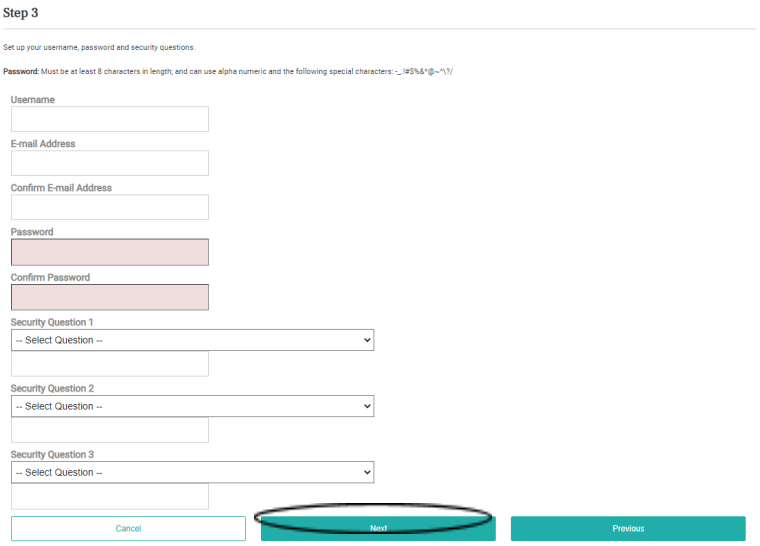


***Note: Your name must match what was submitted on your W-9 form.*
Click the “Next” button.

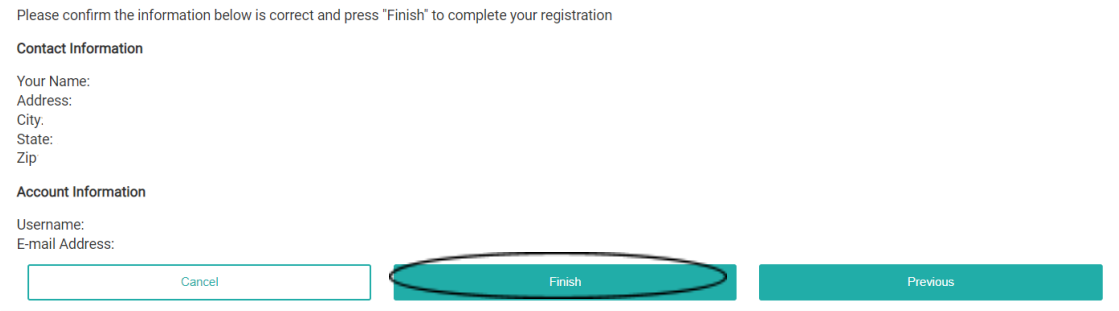
Create a unique username.
***Note: If you had a previous portal account with us, you will need to use a different username.*

Then enter your email address and password.
The password must be at least eight (8) characters in length and can use alpha numeric and only the following special characters: ~!@#$%^&.\?/*

Select three security questions and supply the answer.
Click the "Next" button.



Please be sure to confirm that the displayed information below is correct. If it is not, please contact APC Agent Support.



Click the "Finish" button.

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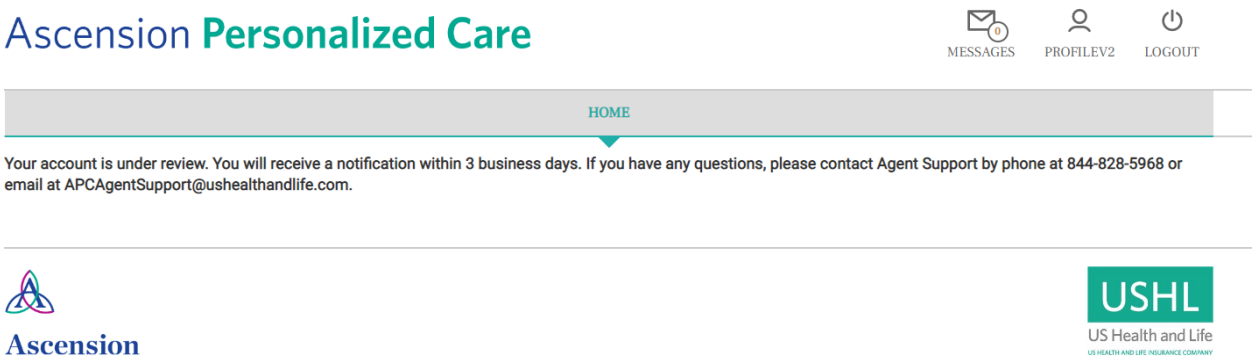
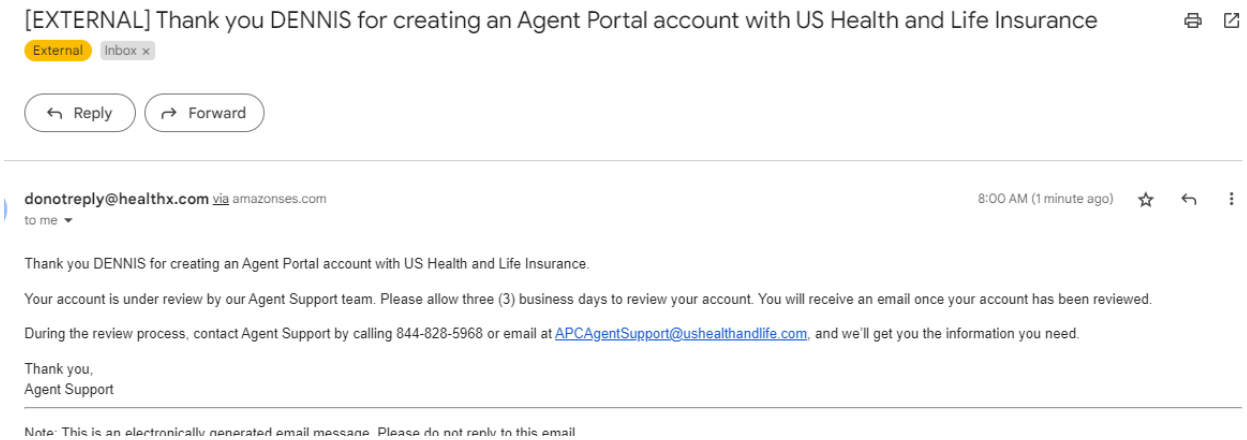
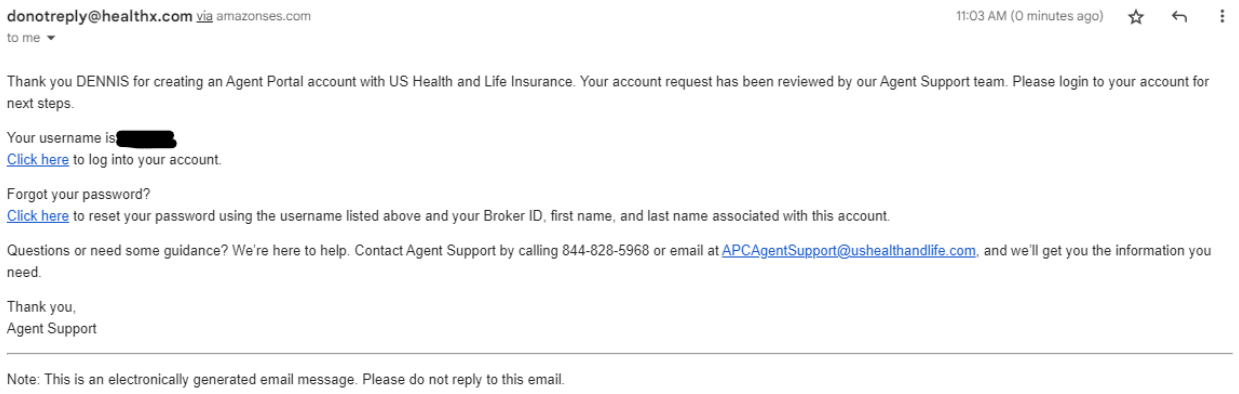
A confirmation message will appear on your screen..



You will also receive an email confirmation that you created a portal account.



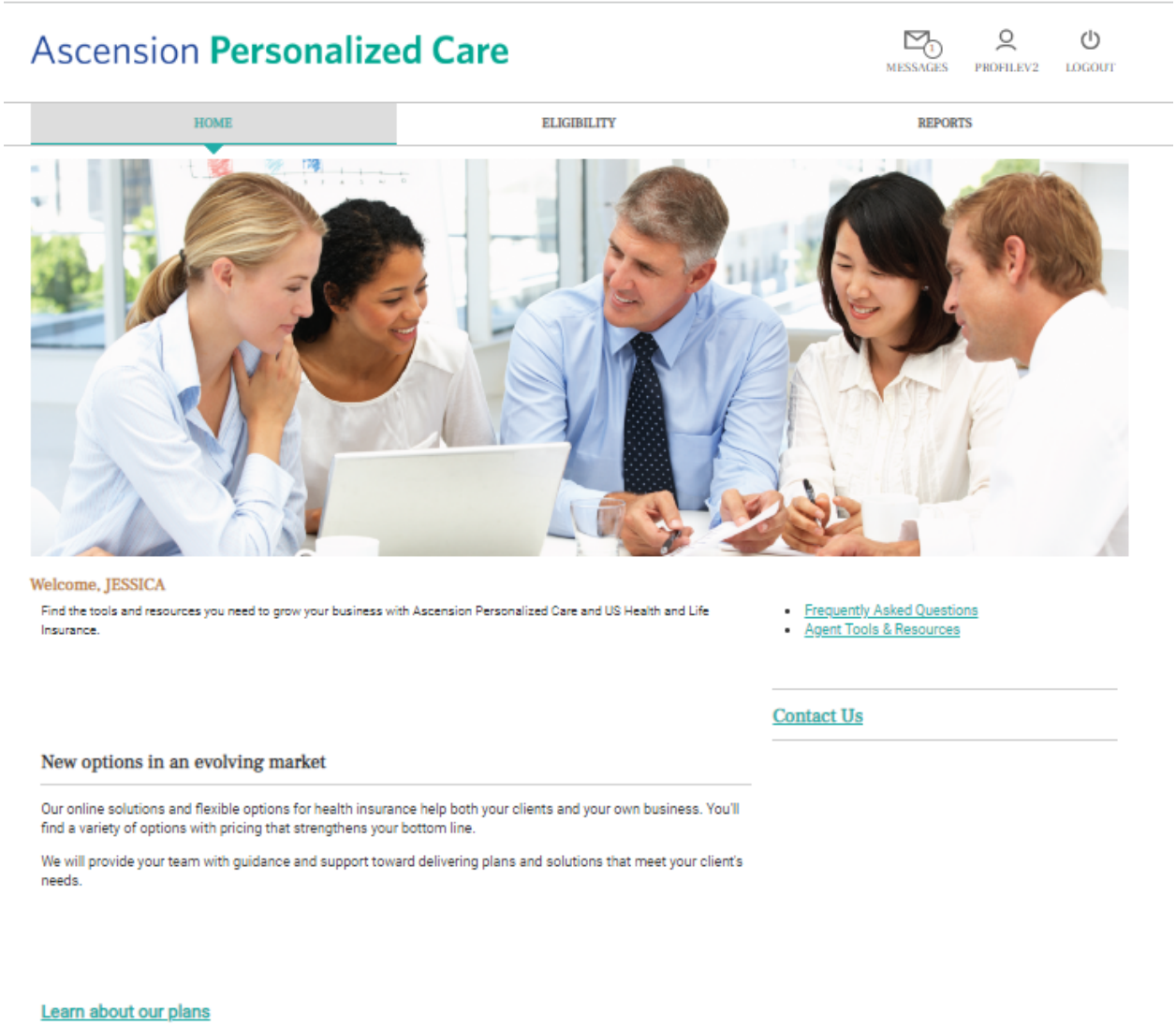
An email notification will be sent once your portal has been approved.



Once approved you can log into your portal account.

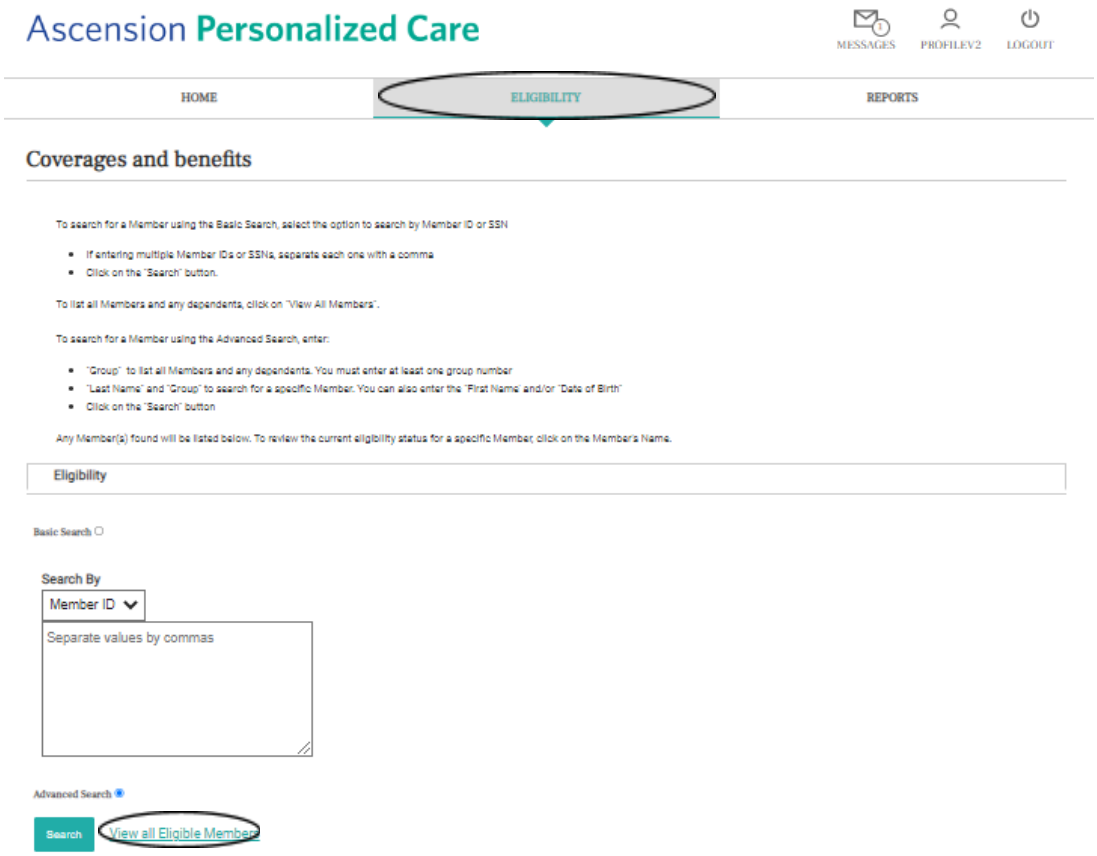
Portal capabilities

Once your access has been granted you will be able to log into your account to view your clients.



There are a few quick links on the landing page that will take you to the corresponding pages on our website, ascensionpersonalizedcare.com.

Click the Eligibility tab at top of the screen to view your clients.



If you know the member ID number you can enter it in the box, or you can click the “View all Eligible Members” link.

When viewing all members, you can click the column headers to sort the information.

To view more detailed information, click the member's name. Please note: Dependents do appear in the list view. A dependent can be identified by their member suffix that follows the ID number (ex. -01, -02).

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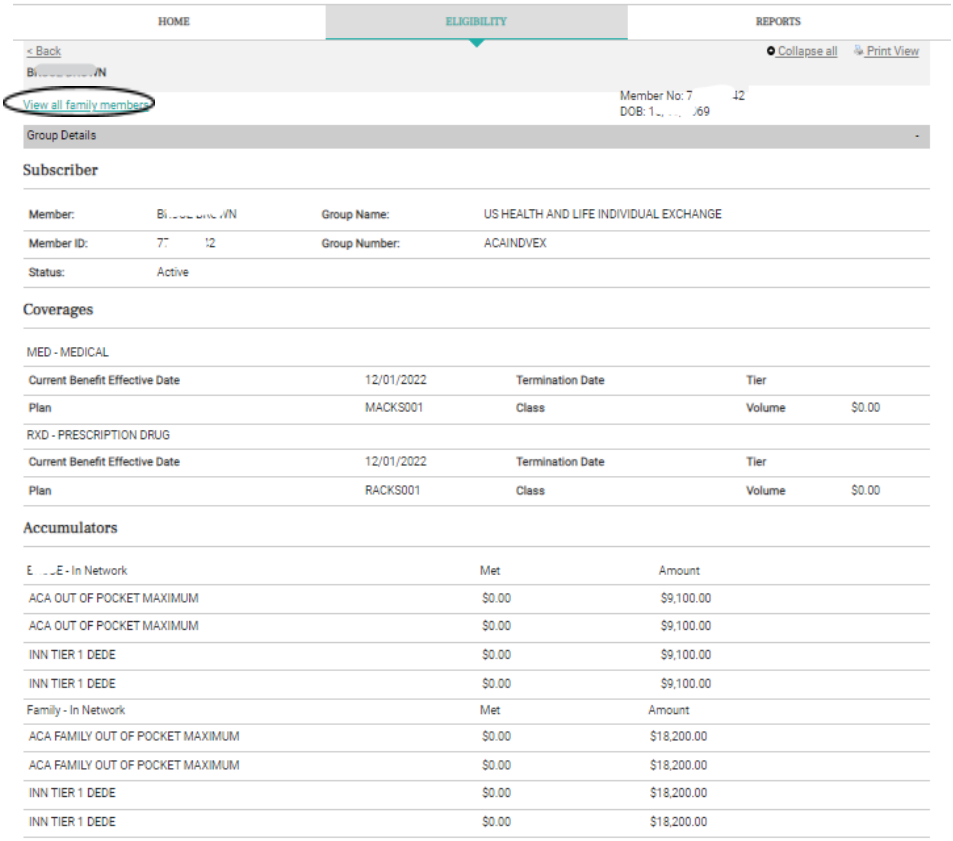
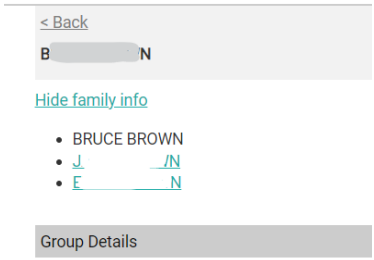
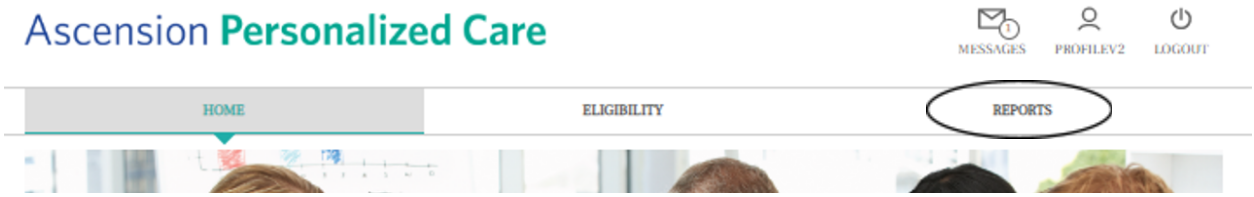


You can see any dependents tied to the subscriber by clicking the “View all family members” link.



Report tab – coming soon