

Ascension
Personalized Care

**In-network policies and
procedures**



Ascension

Agenda

- What is an Exclusive Provider Organization (EPO)?
- Finding a doctor on Ascension Personalized Care
- Out-of-network (OON) requests
- Prior authorization
- Contact us



APC is an Exclusive Provider Organization (EPO)

- Remind members that APC is an EPO
- This managed care plan **only** covers services if members visit doctors, specialists, or sites of care in the plan's network (except in an emergency)
- Out-of-network doctors are **not covered** by a member's APC plan. If they see a doctor outside of the APC network, claims will be denied and they will be responsible for the full amount of the service.





In-network policies and procedures

Finding an in-network doctor on APC

- Having APC means members will always have access to a large network of doctors and locations
- Finding the right doctor is only a click away when they access ascensionpersonalizedcare.com/find-a-doctor
- Click the “Find a Doctor” button in the top right corner of screen
- Searches can be narrowed to last name, specialty, distance, and accepting new patients
- For tips on how to find a doctor, click [here](#)

In-network policies and procedures

Out-of-network requests

- While APC only covers in-network care, exceptions will be made in the **rare** instance that the needed service is medically necessary and not currently offered in network.
- [Out-of-network \(OON\) request form](#)
- Return the OON form to SHP-authorization@ascension.org or fax it to 512-380-7507.
- This form must be **completed and approved** prior to members receiving services.
- Without prior approval, services will **not be covered** at in-network pricing and claims will be **denied**.
 - Forms are not required for out-of-network medical emergencies





In-network policies and procedures

Prior authorizations

- A prior authorization is an approval that a member must receive from their health plan before receiving certain treatment, medications, or services.
- Doctors will request a prior authorization for members.
- Members must have a prior authorization from Ascension Personalized Care before the service or procedure is completed.

Please note: In case of an emergency, prior authorization is NOT required. If a member is admitted to the hospital because of an urgent or emergency care need, APC should be notified by the second business day of their stay by their doctor or admitting facility.



In-network policies and procedures

Contact us

If you have any questions or need assistance, we are here to help:

Members:

Uniquely Ascension Service Center

833-600-1311

Monday through Friday, 8:00 a.m. to 6:00 p.m. EST

Agents:

Sales Support

844-828-5968

Monday through Friday, 9:00 a.m. to 6:00 p.m. EST