



Important update

It has been brought to our attention that the doctor and facility search results on HealthSherpa and healthcare.gov are inaccurately showing certain Ascension Personalized Care doctors as not participating with the plan. We are working with CMS and HealthSherpa to correct this as soon as possible.

Until this is resolved, please search ascensionpersonalizedcare.com/find-a-doctor for the most up-to-date information. To ensure you are getting the proper results, please follow this step-by-step guide:

1. Make sure your search radius is set at 25 miles or more.
2. Enter the city and state you want to search (i.e. Indianapolis, IN)
3. Enter the last name of the doctor (i.e. Kaissar)
4. Click search

The screenshot shows the 'Find a doctor' search interface. At the top, there are navigation links: HOME, MEMBERS, HELP CENTER, MAKE A PAYMENT, GET A QUOTE, FIND A DOCTOR, LOG IN, and SEARCH. Below the navigation is a breadcrumb: Home > Find A Doctor. The main search area has two tabs: 'Find a doctor' (selected) and 'Find a location'. Under 'Find a doctor', there are three input fields: 'FIND WITHIN 25 miles OF:' with 'Indianapolis, IN', 'FIND BY LAST NAME (OPTIONAL):' with 'Kaissar', and 'FIND BY SPECIALTY (OPTIONAL):' with a dropdown menu. A 'SEARCH' button is to the right. Below the search area, there are filter options: LANGUAGE, GENDER, SCHEDULING OPTIONS, and ACCEPTING NEW PATIENTS. The search results show '1 result within 25 miles of Indianapolis, IN'. The result is for 'Amy J Kaissar, MD', Internal Medicine, located 10.1 MI FROM INDIANAPOLIS, IN. Her address is 8424 Naab Rd, Indianapolis, Indiana 46260, and her phone number is (317) 415-6300. There is a 'SCHEDULE APPOINTMENT ONLINE' button and a 'View Profile' link.

This should display any doctors in the APC network with that name within that specified city and state. If for some reason this does not return any results, please try the following:

1. Add a zip code to the city and state search (i.e. Indianapolis, IN 46260)
2. Re-enter the doctor's last name (you **must delete** the original entry and retype the name)
3. Click search

If this is still not returning any results you will need to clear the cache in your web browser. Please note this a temporary fix and our IT department is working diligently to ensure proper search results.

Please contact our customer service department at **833-600-1311** if you need additional assistance.

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