

New USHL email address

As a reminder, US Health and Life Insurance Company has a new email address. The new email address is APCAgentSupport@ushealthandlife.com.

A dedicated support team is ready to help with your questions if you need assistance. This includes providing information on BoB reports, commission questions, appointment documents, or other concerns.

You can also contact us at 844-828-5968 Monday through Friday, 9:00 a.m. to 5:00 p.m., EST.



Remind members to choose in-network doctors

Please remind members to use Ascension Personalized Care's in-network doctors and specialists for visits, procedures, and testing.

Whether members need primary care, their child needs to see a pediatrician, or someone needs specialty care, the APC network has a variety of doctors and facility locations to serve them.

- They can visit the website at ascensionpersonalizedcare.com/find-a-doctor to locate an in-network doctor that is right for them.
- They can search by a location or doctor name, and filter results by online scheduling, gender, language, and more.
- They can also schedule an appointment directly with their doctor.

[Find a doctor on APC](#)

New "chat with us" feature

Don't forget that Ascension Personalized Care's website now has a "Chat With Us" button. This feature allows members and agents to connect with a customer service representative. It can also direct them to specific sections of the APC website.

The "Chat With Us" button is located in the lower right corner of the screen. There are 7 options to choose from including:

- Plan options and benefits
- Premium payments
- Member account assistance

Once members or agents click on a topic and agree to the terms of service, they can begin chatting with a customer service representative.



Like and follow us on social media

Make sure to follow Ascension Personalized Care on all of your social media channels including Facebook, Twitter, Instagram, and LinkedIn. You'll have access to interesting and useful content that you can't get anywhere else. Encourage members to follow and like us too. It's a great way to connect and learn more about APC.

So go ahead and like us today!

