

New agent and agency agreement in 2024

Emails will be sent out the week of August 21 with links for the new agent and agency agreement. The new agreement includes language that allows US Health and Life to change the Ascension Personalized Care commission and bonus structure with a 30-day notice. The new agreement is due back immediately. Delayed execution of the new agreement could result in a suspension of commissions.

In addition to the agreement, the following changes to the agent and agency commission arrangement are also effective January 1, 2024:

- 5% commission option is eliminated and all commissions will be paid on a per member per month (PMPM) basis
- PMPM commission will change to \$20 PMPM

Please note there will be **no** changes to the quarterly bonus program.

APC footprint in 2024

In an effort to better serve our members, beginning January 1, 2024 APC will reduce the number of counties we currently have a presence in. It is important that our members have full access to our Ascension facilities so they can better manage their health.

2024 counties that will be removed:

- Michigan: Wayne
- Indiana: Carroll, Clinton, Daviess, Fountain, Gibson, Hancock, Henry, Jennings, Johnson, Knox, Martin, Montgomery, Parke, Perry, Posey, Putnam, Randolph, Shelby, Spencer, Tipton, Warren, and White
- Kansas: Harper, and Harvey and Kingman
- Tennessee: Bedford, Coffee, Dickson, Giles, Hickman, Houston, Humphreys, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry, Stewart, and Wayne
- Texas: Off-exchange only plans will be offered in Bell, Blanco, Bosque, Coryell, Falls, Fayette, Hamilton, Hill, Lampass, Lee, Limestone, Llano

More information will be shared in our upcoming agent training sessions.

FFM training for plan year 2024

Agents can prepare for open enrollment now by completing PY24 Marketplace registration and training via the CMS Marketplace Learning Management System (MLMS) and INSXCloud.

INXS offers an Enhanced Direct Enrollment (EDE) platform that allows you to shop, quote, enroll, and track on-exchange Federal Marketplace applications for your clients in a fast and easy-to-use format. For more information click [here](#).

Please note: This program is not affiliated with Ascension, Ascension Personalized Care (APC), Automated Benefit Services (ABS) or US Health and Life Insurance Company (USHL).

Updates on APC and auto payment

- Some APC members have been experiencing difficulties when viewing their medical cards online. A fix has been implemented to resolve the issue.
- We have established a limit of three autopay transaction attempts for enrollees in cases where payments fail for any reason.
- The default autopay date for all autopay enrollees has been adjusted to the 24th of the month.



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