

Important notice about in-network acute inpatient hospitals in TN

As we are now in the Open Enrollment Period, we want to ensure our members have the right information to make informed decisions.

Specifically In Montgomery and Robertson counties in Tennessee, we have been unable to contract with an acute inpatient hospital to serve our members. We will continue to work on addressing this issue. Most importantly, we want to make sure members have all the information they need to evaluate their options for 2024.

As a reminder, members can use our [Find a Doctor](#) tool to locate in-network doctors and facilities.

***Currently, these inpatient hospitals are the closest in-network options available for Montgomery and Robertson county residents:**

- Ascension Saint Thomas Midtown
- Ascension Saint Thomas West
- Sumner Regional Medical Center
- Williamson Medical Center

If members need to visit an out-of-network facility, doctors will need to submit a prior authorization request to our utilization management department, unless it is an emergency.

If you have any questions or need further assistance, please contact us at 844-828-5968 or email us at APCAgentSupport@ushhealthandlife.com.

APC agent outreach

Ascension Personalized Care benefits for 2023 will continue through December 31st if all premium payments are current and paid in full. Please reach out to your clients to make sure they are up-to-date on payments and don't need assistance.

The deadline to enroll in a new plan for coverage beginning Jan. 1, 2024 is quickly approaching. If members are satisfied with their current plan, they don't need to do anything and will automatically be re-enrolled at the close of the Open Enrollment Period on December 15. However, if they need to make any changes, they will need to visit [healthcare.gov](https://www.healthcare.gov) to update their information and find the plan that is right for them.

As a reminder, APC plans are only available in select counties in Indiana, Kansas, Tennessee and Texas for 2024. If the member is in Michigan or a county we no longer serve, they will need to visit healthcare.gov to enroll in a new plan for 2024. To see a list of counties visit our [service areas](#) page.

Ascension Personalized Care benefits are underwritten by US Health and Life Insurance and offers individual Marketplace health plans in Indiana, Kansas, Tennessee and Texas for 2024.

APC holiday party hours

As a reminder, Ascension Personalized Care will be closed on Dec. 14, 2023 from noon to 4:00 p.m. EST for our office holiday party. Our customer service team will be available that morning and will resume normal business hours on Dec. 15, 2023.

Agent support can be reached by emailing APCAgentSupport@ushealthandlife.com or calling 844-828-5968. Customer service can be reached the following ways:

- Call 833-600-1311, Monday through Friday, 8:00 a.m. to 6:00 p.m. EST.
- Leave a voicemail when prompted. Messages are returned within 48 hours.
- Click on the "Chat with us" feature in the bottom right corner on ascensionpersonalizedcare.com.
- Email us at apcsupport@ushealthandlife.com.



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