

APC and customer service

Ascension Personalized Care offers a customer service team who helps members navigate their coverage and understand the value and benefits of their plan.

While we are currently experiencing longer than normal wait times to speak to a customer service representative, there are three ways to access this department:

- Call 833-600-1311 Monday through Friday, 8:00 a.m. to 6:00 p.m. EST
- Click on the "Chat with us" feature in the bottom right corner of each web page on ascensionpersonalizedcare.com.
- Leave a voicemail when prompted. Members will receive a call back within 48 hours if they choose not to wait on hold.

APC urgent care and express care locations

Ascension Personalized Care offers many treatment options to choose from including urgent care and express care. Our facilities are located throughout Indiana, Kansas, Michigan, Tennessee, and Texas.

[APC urgent care in Texas](#)

[APC urgent care clinics in IN, KS, MI, TN](#)

Pharmacies on cigna.com

Ascension's prescription drug plan is automatically included in a member's Ascension Personalized Care medical coverage and is covered by Cigna. Use [Cigna.com](https://cigna.com) for 24/7 access to a pharmacy claim history, benefit details, drug comparisons, pharmacy locations and more.

Here are the steps to search for a pharmacy on Cigna.com:

- Click the "find a doctor" button
- Click the "employer or school" button
- Enter your zip code and click "health facilities"
- In the box, enter "pharmacy"
- Select "continue without a plan"



APC billing cycle reminder

Please keep in mind if an Ascension Personalized Care member renews their coverage, their January invoice will be generated on Dec. 20, 2023.

Invoices for new APC members are generated within a couple days of being entered into our system. After the first invoice, invoices will generate on the 20th of each month.

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