



Autopay and APC website

Our automatic payment enhancement is now available for all members through their member portal account. Things for members to remember prior to enrolling:

- The binder payment for the member's first month of coverage must be paid in full.
- Member accounts have to be paid current with no outstanding balance.
- Monthly premium is deducted on the 22nd of every month, prior to the due date.
- At this time, autopay can only be deducted from a debit and credit card.



Reminder about appointment packages

Agent/agency appointment packages and additional required documents must be received by Dec. 15, 2022 to ensure the documents will be processed and appointed prior to Jan. 1, 2023. This includes emails sent for any missing documents.

The additional required documents include state license, error and omissions, W-9, and articles of incorporation (agencies only).

APC customer service

If you need help, customer service representatives are available Monday through Friday, 8:00 a.m. to 6:00 p.m. EST. You can reach an agent at APCAgentSupport@ushealthandlife.com or call 844-828-5968.

"In a world where you can be anything, be kind"-Caroline Flack

Please be courteous and polite to our CSR's when speaking on the phone, emailing, or using the chat feature on our website. Kindness goes a long way and we are all on the same team.



Welcome to the APC network

In the Detroit, Evansville, Indianapolis and Kansas markets, we have seven new provider groups. In the Evansville and national markets, we have two new ancillary groups.

APC is continuously working to improve our network. Please click the links below to see what changes have been made.

Please allow 30-60 days for their information to appear in our online doctor directory.

[New provider groups](#)

New ancillary groups



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