

# Agent Newsletter



**Have a merry holiday season!**



## **APC holiday hours**

In observance of the holidays, Ascension Personalized Care will be closed on December 25, 2023 and January 1, 2024. Our customer service team will be available during normal business hours December 26, 2023 - December 29, 2023 and resume

normal business hours January 2, 2024. There are four 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](https://ascensionpersonalizedcare.com).
- Leave a voicemail when prompted. Members will receive a call back within 48 hours (excluding holidays) if they choose not to wait on hold.
- Members can also reach out to customer service via email at [apcsupport@ascension.org](mailto:apcsupport@ascension.org)

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## End of year reminders

- New agent agreements must be completed by December 31, 2023.
- Binder payments for January 1, 2024 coverage must be received no later than January 30, 2024.
- ID cards have started mailing out to members. Members will receive two different ID cards in the mail. Medical cards will be in the subscriber's name only. MaxorPlus prescription cards will list the subscriber and any dependents, if applicable.
- January invoices were generated on December 20, 2023. Members should be able to log into their portal accounts or visit our website at [ascensionpersonalizedcare.com](https://ascensionpersonalizedcare.com) to make a payment. If the member is already set up on auto-pay, the premium will continue to be deducted.



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