

Agent Newsletter



APC authorization for agent access

For an agent to speak about a member with customer service, the member must complete an APC Authorization for Agent Access form and identify the agent they want to have access to their information.

Once the completed form has been received, the system will update with the agent's name as someone that personal information can be released to.

The personal information available to agents includes premium payment amount, eligibility status, and claim status. To access the form, please click below.

[Agent access form](#)

Remind members to choose an in-network doctor

Please encourage members to use Ascension Personalized Care in-network doctors and specialists. Members can see in-network doctors without a referral.

For your convenience, we've put together a handy PowerPoint explaining our in-network policies and procedures. You can click the button below to access it.

As a reminder, out-of-network doctor visits are **not covered** under the APC plan.

Whether they need primary care, their child needs to see a pediatrician, or someone needs specialty care, the APC network has a variety of doctors and facility locations to serve them.

- They can visit the website at ascensionpersonalizedcare.com/find-a-doctor to locate an in-network doctor that is right for them.
- They can then search by location or doctor name, and filter results by online scheduling, gender, language, and more.
- They can also schedule an appointment with their doctor.

[In-network policies and procedures](#)

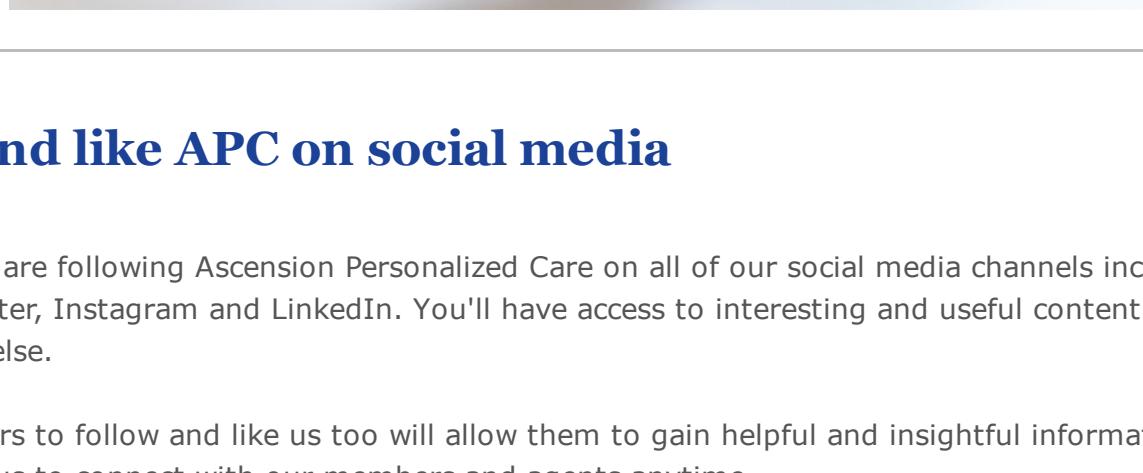
APC agent survey for OEP/SEP PY 2022

On February 2, 2022, an Ascension Personalized Care agent survey was sent out to GAs and Agents. We would love for you to fill out the survey and give us your feedback on the APC product. The survey includes questions about product and benefit characteristics, APC network, and more. Your opinion is very important to us.

Click here to access the survey: <https://www.surveymonkey.com/r/APCAgents>

Your opinions help us gain insight into what worked and didn't work and also provides us the opportunity to improve things for plan year 2023 and beyond.

All GAs and agents have until February 18, 2022 to complete the survey.



Follow and like APC on social media

Make sure you are following Ascension Personalized Care on all of our social media channels including Facebook, Twitter, Instagram and LinkedIn. You'll have access to interesting and useful content that you can't get anywhere else.

Asking members to follow and like us too will allow them to gain helpful and insightful information on APC. It will also allow us to connect with our members and agents anytime.

As an added incentive, agents that like and follow us on Facebook by February 23, 2022 will be entered in a giveaway for a \$50 Amazon gift card. The winner will be announced in the February 25th issue of the APC Agent Newsletter.

So go ahead and like us today!

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