

New website chat feature

Ascension Personalized Care's website now has a new "Chat With Us" button. This feature allows members to connect with a customer service representative. It can also direct them to specific sections of the APC website.

The "Chat With Us" button is located in the lower right corner of the screen. There are 7 options to choose from:

- COVID-19 help
- Help finding a doctor
- Member account assistance
- Plan options and benefits
- Premium payments
- Website questions
- Other

Once members click on a topic and agree to the terms of service, they can begin chatting with a customer service representative.



APC authorization for agent access

As a reminder, to speak with customer service regarding a member, an APC Authorization for Agent Access form must be completed by the member.

Once the form has been received and the system has been updated, agents will be able to access their member's information.

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](#)

Survey winners

Thank you to everyone who participated in the survey. Your opinions helped us gain insight into what worked and didn't work and also provides us with the opportunity to improve things for plan year 2023 and beyond.

Congratulations to the 3 winners that completed the survey and won a \$50 Amazon gift card:

- Alfred Frederick
- Dennis Fuente
- Kevin Moore



Like and follow us on social media

*Congratulations to Theresa Higgins! She won a \$50 Amazon gift card for liking us on Facebook!.

Make sure to follow 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.

Encourage members to follow and like us too. It is a great way to connect and learn more about APC.

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

So go ahead and like us today!

