



Open Enrollment ends Jan. 15, 2023

The Ascension Personalized Care ACA Open Enrollment Period for 2023 coverage ends Jan. 15, 2023. For an effective date beginning Feb. 1, 2023, clients will need to sign up for a plan by this Sunday.

If you have any questions or need assistance, please contact sales support at 844-828-5968.



Faxback instruction

If a member's doctor is having trouble confirming eligibility, Ascension Personalized Care offers numerous options for verification including:

- visiting the online portal
- connecting with a customer service representative
- **24/7 fax recall**

To use the FaxBack system, doctors can call 888-494-4600 and have the member's ID and their fax number available. Once eligibility is confirmed, doctors will receive a fax including instructions on how to submit claims and a benefits schedule for the Ascension Personalized Care member's plan.

APC medical and RX ID cards reminder

Ascension Personalized Care members will receive two types of insurance cards in the mail - an APC medical card and a Cigna pharmacy card.

Things to know about APC medical ID cards:

- Subscribers with single coverage will receive one medical ID card.
- Subscribers with one or more dependents will receive two medical ID cards.
- Members can request additional cards through their member portal or agents can submit the request on the member's behalf by emailing APCAgentSupport@ushealthandlife.com.

Please note that ID cards are generated in the subscriber's name only.

Medical ID cards are mailed within 2-3 business days of the premium showing paid in our system. Members can visit their member portal for a digital version of their ID card. Images are usually loaded two business days after the premium is shown paid. Agents can also assist by contacting us at APCAgentSupport@ushealthandlife.com or calling 844-828-5968.

All members effective Jan. 1, 2023 should receive their member ID cards by Jan. 15, 2023 (subject to the premium being paid).

Things to know about Cigna pharmacy cards:

- ID cards will be generated in each member's name.
- Cigna pharmacy cards are mailed within 5-7 days of a member being effectuated.
- There is a 24 hour lag time between a member becoming effectuated in the Cigna system and being able to enroll at my.cigna.com to view their pharmacy card online. All the member needs is their date of birth and social security number to view and print a temporary ID card.

Click below to view the steps members can use to get secure access to their ID cards.

Members can also download the Cigna app to their phone to access their pharmacy ID card. They can also send their digital pharmacy card to their Apple Wallet to view it.

[Cigna ID cards at your fingertips](#)

Autopay and APC website

As a reminder, 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.



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