



Frequently asked questions

Ascension Personalized Care members now have a place to find answers to their most commonly asked questions which include but are not limited to:

- How does autopay work?
- Why are my dependents not listed?
- Where can I find the member reimbursement form?
- What if I have an emergency and need to see an out-of-network doctor or facility?

Access the website page at ascensionpersonalizedcare.com/help/faqs.



Enrollment and billing questions

We are aware that Ascension Personalized Care's customer service center is currently experiencing high call volume and there are questions regarding billing and enrollment. We are working diligently to address these.

In the meantime, the best way to communicate with us is to email agent support at APCAgentSupport@ushealthandlife.com.

We monitor emails throughout the day. Please allow 24 hours for a response.

Medical and Rx ID cards

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

Reminders 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.

Reminders about Cigna pharmacy cards:

- ID cards will be generated in each member's name.
- Cigna pharmacy cards are mailed within 5-7 days of the premium showing paid in our system.
- 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. The member will need their date of birth and social security number to view and print a temporary ID card.

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

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

[Cigna ID cards at your fingertips](#)

We are here to help

Just a friendly reminder to please be courteous when emailing about Ascension Personalized Care members. Please include:

- Member's name
- Date of birth or the member's ID number
- What the issue is
- The date the issue occurred
- Screenshot of errors

By including this information in your email, we won't need to request additional information.

***Keep in mind if the information isn't clearly stated, emails will be returned.**



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