

### Making payments for APC health plans

Making payments for Ascension Personalized Care health plans is easy for your clients to do. We accept many forms of payment.

- Members can log in to their member portal to pay with their debit or credit card, prepaid debit card, Google Pay, or Apple Pay. **However**, auto pay will not be available until June or July.
- They can also pay by mail by sending in a check, cashier's check, or money order made out to US Health and Life Insurance Company. The invoice number or Federal Exchange ID must be included on the check too. Members can submit their payment to:

US Health and Life Insurance Company  
Ascension Personalized Care  
PO Box 72152  
Cleveland, OH 44192

- Members also have the option for guest online payment. They can make a payment to their account without logging in. They will be asked to provide their name, date of birth, and zip code.
- For payment assistance by phone, they can contact the Uniquely Ascension Service Center at 833-600-1311, Monday through Friday, 8:00 a.m. through 6:00 p.m. EST.

[APC payment options](#)

### APC binder payment change reminder



Please be advised that there is a **policy adjustment** to Ascension Personalized Care health plans regarding binder payments:

**Binder payments:**

*New policy: Ascension Personalized Care will allow the CMS maximum window to accept binder payments 30 days beyond the effective date.*

- If you have any questions, please call Sales Support at 844-828-5968 or the Uniquely Ascension Service Center at 833-600-1311, Monday through Friday, 8:00 a.m. through 6:00 p.m. EST.

### Book of business reports and agent commission payments

Please review the book of business reports for accuracy. Make sure to look in the following columns for member information:

- Subscriber ID (column G)-has the member's ID number
- Subscriber name (column H)-has the subscriber's name
- Premium amount (column Y)-total monthly premium amount
- Tax credit amount (column Z)-monthly subsidy (if any)
- Member amount (column AA)-member's responsibility
- Paid amount (column AB)-amount received from member

Also, **please note** that agent commission payments will begin around February 20, 2022.

### Remind clients to choose an in-network doctor

It's important to remind clients to use Ascension Personalized Care in-network doctors and specialists.

Whether members 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](https://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.

[Find-a-doctor on APC](#)

[Manage](#) your preferences | [Opt-Out](#) using TrueRemove™  
Got this as a forward? [Sign up](#) to receive our future emails.  
View this email [online](#).

PO Box 1707 | Troy, MI 48099-1707 US

This email was sent to .  
To continue receiving our emails, add us to your address book.

emma

[Subscribe](#) to our email list.