

APC medical and pharmacy ID cards

Ascension Personalized Care members will receive two insurance cards in the mail - an APC medical card and a Cigna pharmacy card. Subscribers with single coverage will receive one medical ID card. Subscribers with dependents will receive two medical ID cards. If additional cards are needed, members can make a request 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.**

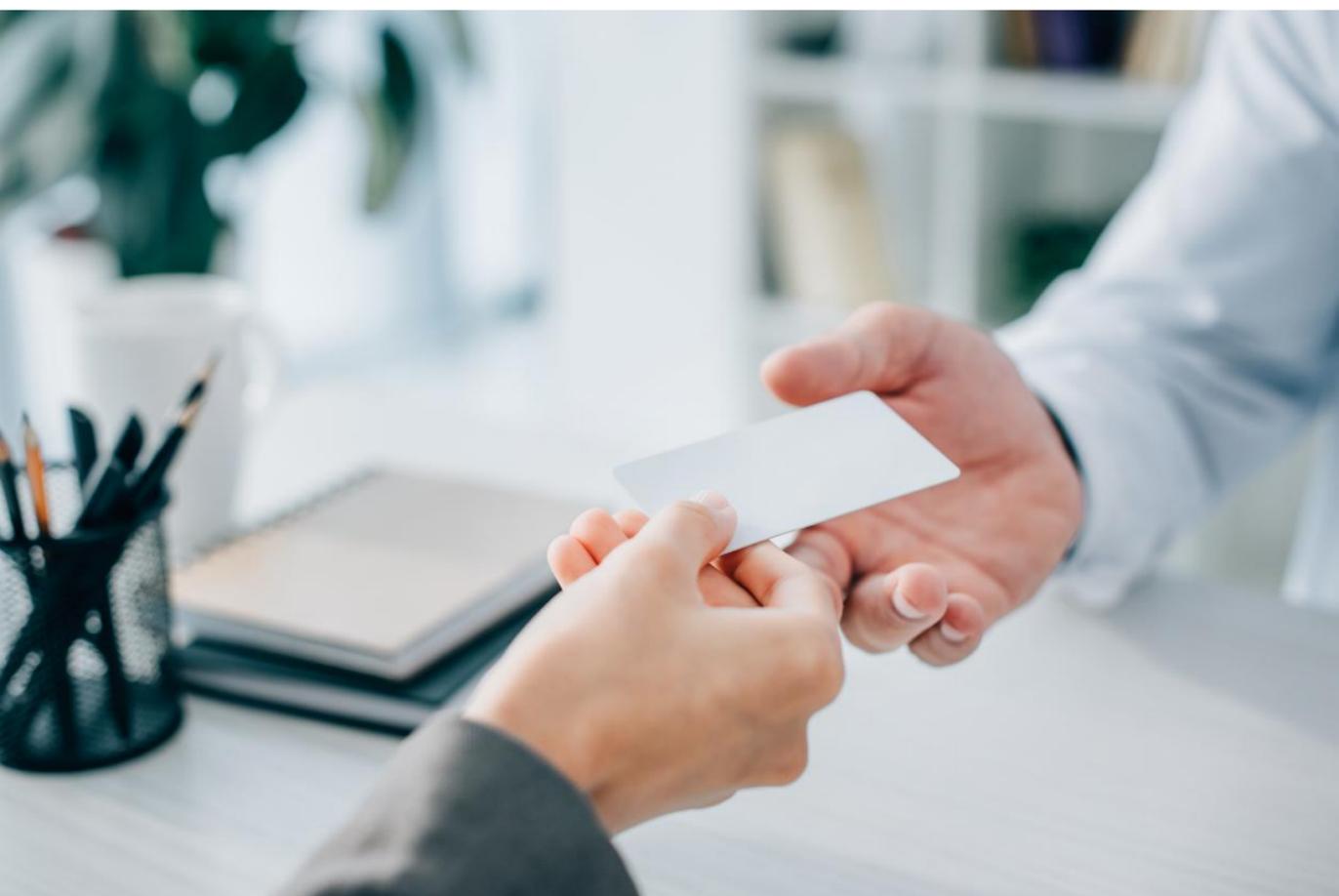
Medical ID cards are mailed within 2-3 business days of the premium showing paid in our system. Members can visit their member portal for a digital version of their ID card. Images are usually loaded two business days after the premium is shown paid. Agents can also assist by contacting agent support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

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 they need is their date of birth and social security number to view and print a temporary ID card.

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 and view it.

While we are currently experiencing longer than normal wait times to speak to a customer service representative, members can call 833-600-1311 Monday through Friday, 8:00 a.m. to 6:00 p.m. EST.



Welcome to the APC network

In the Detroit, Evansville, Indianapolis, and Kansas markets, we have 20 new provider groups. In the Detroit, Evansville, and Kansas markets, we have seven new ancillary groups.

APC is continuously working to improve our network. Please click the links below to see what changes have been made.

Please allow 30-60 days for their information to appear in our online doctor directory.

[New provider groups](#)[New ancillary groups](#)

2023 member handbook

Ascension Personalized Care members receive the 2023 Member Handbook when they sign up for the health plan. The handbook contains information about benefits and coverage, and is intended to help members understand everything included in the APC health plan.

In addition to receiving a hard copy mailed to them, members can access the Member Handbook on the APC website:

[2023 Member Handbook](#)

APC binder payment deadline

As a reminder, the grace period for Ascension Personalized Care health plans in 2023 has been adjusted:

Binder payments:

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

- For a Jan. 1, 2023 effectuation date, members must make their binder payments no later than Jan. 30, 2023.
- Agents are encouraged to work with any member that may be impacted by this change.
- 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.



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