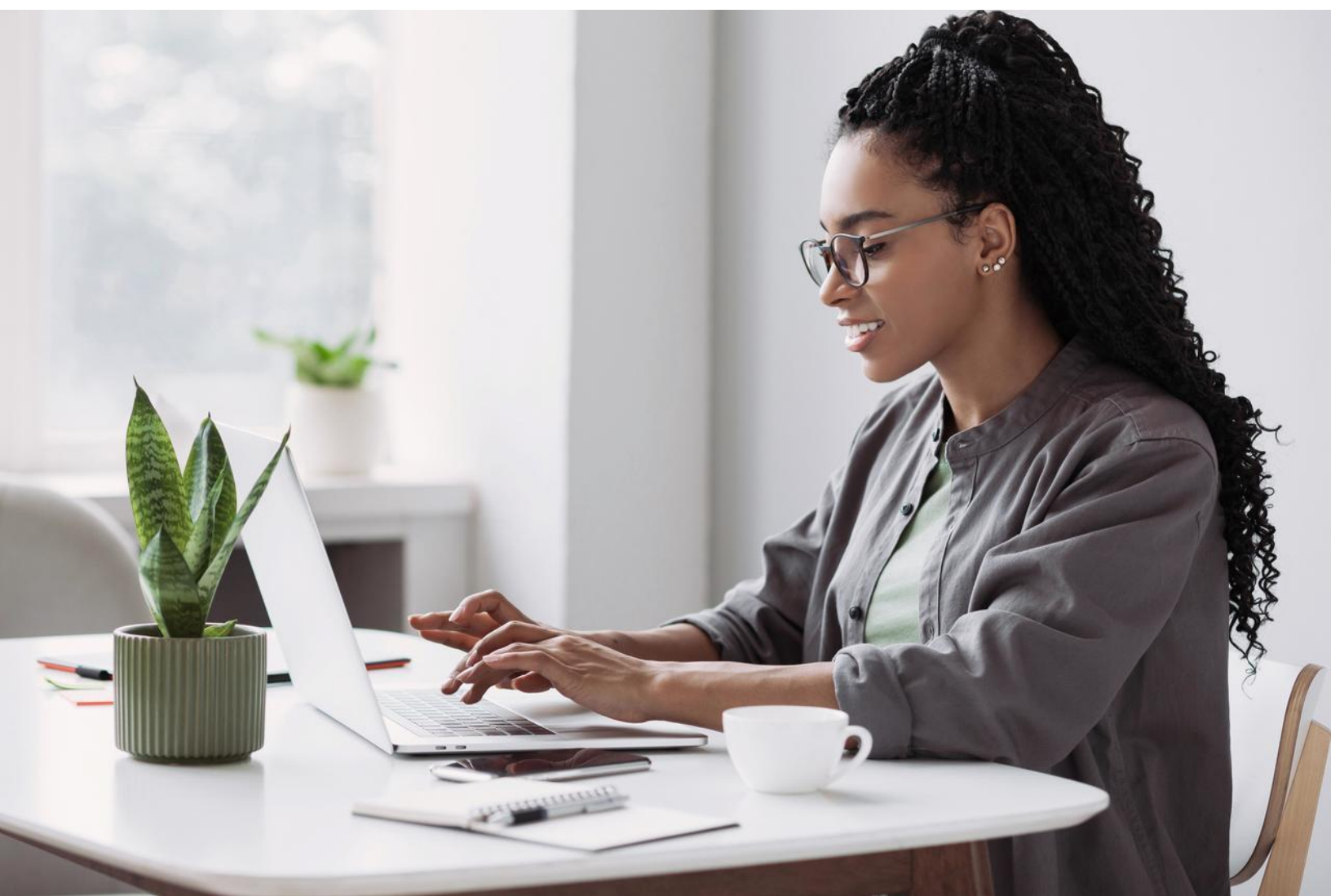


### New correction form added to the website

To improve the Ascension Personalized Care (APC) member and agent experience, a new correction form has been added to the APC website, under the Find a Doctor page. When using this tool, members and agents will be able to:

- Report inaccurate or incomplete information in the directory
- Request assistance in finding an in-network doctor
- Alert us of doctors not accepting APC

To access this form, visit the Find a Doctor button in the upper right corner of the APC website or click [here](#).



### USHL commissions

Agent commissions are generated on the 20th of each month with checks mailed the following business day. At this time, direct deposit is not available.

When making commission inquiries, make sure to include the agent's name, NPN, and a description of the issue. Also include the month that pertains to the issue and the member's name.

Commission issues require more time to respond due to the research that goes into each one. Please allow up to four days before following up with us. All inquiries can be sent to [apcagentsupport@ushealthandlife.com](mailto:apcagentsupport@ushealthandlife.com).

### Agent appointment documents and missing info

Please advise agents and agencies that when completing the appointment documents, we must receive the state license(s) they want to be appointed in, current E&O, W-9 (required for agents assigning commission to themselves and all agencies), and business registration (agencies only). Please also keep in mind:

- Agents and agencies will not be appointed if any documents are missing. For agents that assign their commission to an agency, we must receive the agency appointment documents. Only one agency appointment needs to be completed. We must have at least one agent associated with each agency that is being paid the commission.
- Agents and agencies that are currently appointed must provide updated licenses and E&O certificates as they are renewed. Agents with expired documents are subject to having their commission suspended or appointment terminated.
- Agents and agencies that want to add additional states to their US Health and Life appointment or have expired documents should email [apcagentsupport@ushealthandlife.com](mailto:apcagentsupport@ushealthandlife.com) with copies of their license(s) and E&O.

We are available in the states of Indiana, Kansas, Michigan, Tennessee, and Texas.



