## Ascension Personalized Care

# **Agent Newsletter**



### Agent appointments in APC expanded states

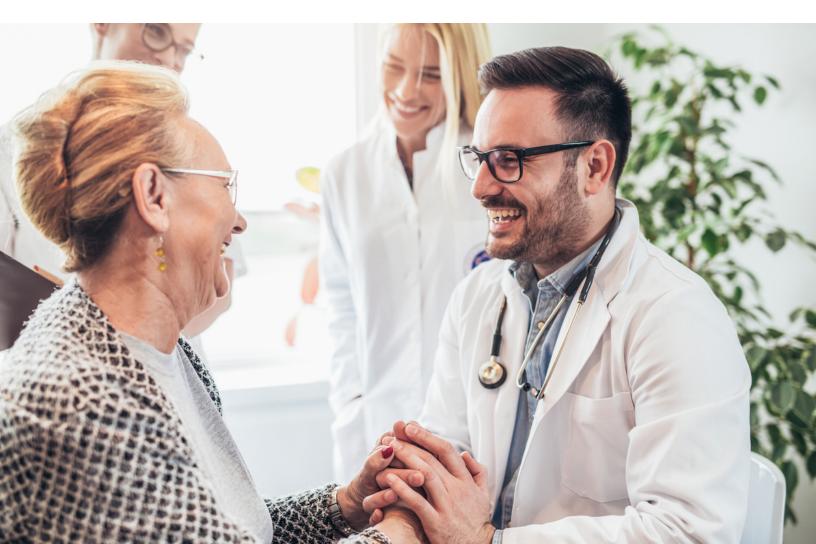
US Health and Life Insurance Company (USHL) is now ready for 2023 agent appointments in the following states:

- Alabama
- Tennessee
- Texas
- Indiana
- Kansas
- Michigan

Appointed agents and agencies who are interested in selling USHL can email a copy of their state licenses to Agent Support at APCAgentSupport@ushealthandlife.com.

We will email you once everything has been processed and approved. As a reminder, if your commission is assigned to an agency, we must receive a copy of the state license for the agency as well.

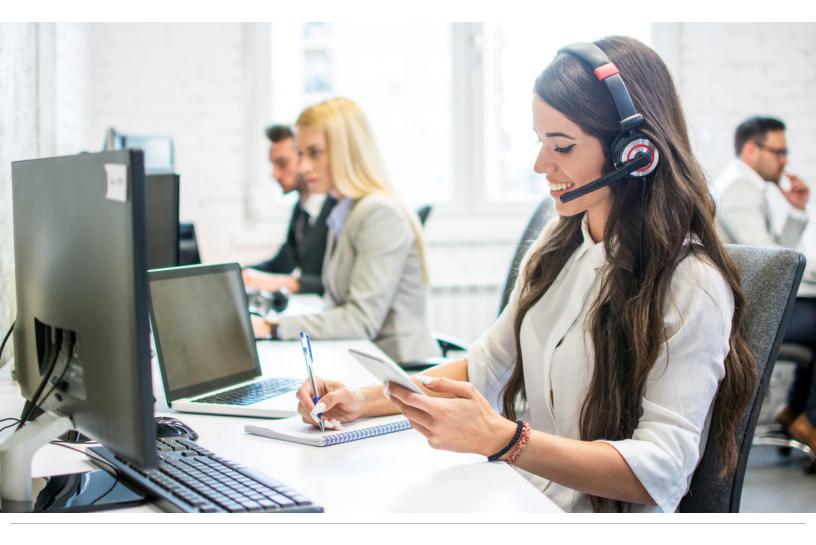
New agents recruited by a general agency should use the DocuSign appointment link provided by your general agency. Please email Agent Support if you have any questions.



### **APC customer service**

If you need assistance, customer service representatives are available Monday through Friday, 8:00 a.m. to 6:00 p.m. EST. You can reach an agent at APCAgentSupport@ushealthandlife.com or call 844-828-5968.

It may take up to 72 hours for online payments to be applied to a member's account. Also, please remember to be courteous and polite when speaking with CSR's. Kindness goes a long way and we are all on the same team.



#### **Information worth sharing**

New user sign up:

• New Ascension Personalized Care members will need to create an Ascension ID to access their member account. Please click below for step-by-step instructions

#### Member portal:

• If the member already has an Ascension ID, they can easily log in to the member portal. Click the button below for instructions.



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