## Ascension Personalized Care

# **Agent Newsletter**



### MaxorPlus formulary now available

Effective Jan. 1, 2024, MaxorPlus will replace Cigna as the new Ascension Personalized Care pharmacy benefits manager.

The drug formulary and drug search tool are now available on the APC website. Members can use the drug search tool to view what tier their medications will be covered and if prior authorizations will be required. Members should search for their medications before the pharmacy switch to minimize any issues.



MaxorPlus formulary

### **Off-exchange policies**

In an effort to better serve our members, US Health and Life Insurance Company will offer off-exchange policies for all the counties we are active in for 2024 and also offer off-exchange policies for the counties in Texas that we are exiting:

#### Texas off-exchange counties:

- Standard Silver and Gold plans only
- Offered in the following off-exchange counties: Bell, Blanco, Bosque, Coryell, Falls, Fayette, Hamilton, Hill, Lampass, Lee, Limestone, and Llano

#### Indiana, Kansas, Tennessee, and Texas on-exchange counties:

• Bronze, Silver, and Gold plans

To request an off-exchange quote, agents need to email <u>APCQuotes@ushealthandlife.com</u> the following information for all applicants:

- First and last name
- Zip code
- County and state
- Date of birth

- Dependent information (if applicable) first and last name, DOB
- Smoker/non-smoker
- Agent name and NPN

We will verify that your client lives in a valid zip code and county. Agents will receive an email with the quote and DocuSign link for the client to complete. A copy of the quote must be uploaded into DocuSign. The completed application will automatically be sent to our Enrollment Department for processing.

#### **Agent training videos**

This past month, APC hosted state specific training sessions for agents. If you were unable to attend the training sessions, you can view the recorded sessions for Indiana, Kansas, and Texas <u>here</u>. Tennessee will be added later this month.

As a reminder, there will be a **Spanish virtual training session in Texas** next week: Thursday, Oct. 26, 2023 2:30 p.m. to 3:15 p.m. EST Video call link: <u>https//meet.google.com/vdz-oayc-zvb</u> Or dial: (US) + 1 786-540-5272 PIN: 708 578 552#

If you have any questions, please contact us at 844-828-5968 or email us at <u>APCAgentSupport@ushealthandlife.com.</u>



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