

Failed ACH payments

In order to avoid disruption to a member's health insurance coverage, agents and GAs will now be notified if a member's automatic payment is not processed. Agents will be able to work with members to ensure payments are processed in a timely manner.



APC footprint in 2024

In an effort to better serve our members, APC will narrow our footprint in each of our current markets.

APC will remain in the following counties for 2024:

- Michigan: Genesee, Kalamazoo, Macomb, and Oakland
- Indiana: Boone, Hamilton, Hendricks, Howard, Madison, Marlon, Vanderburgh, and Warrick
- Kansas: Butler, Cowley, Sedgwick, and Sumner

- Tennessee: Cheatham, Davidson, Montgomery, Robertson, Rutherford, Sumner, Trousdale, Williamson, and Wilson
- Texas: Bastrop, Burnet, Caldwell, Hays, McLennan, Travis, and Williamson. Off-exchange only plans will be offered in Bell, Blanco, Bosque, Coryell, Falls, Fayette, Hamilton, Hill, Lampass, Lee, Limestone, and Llano.

More information will be shared in our upcoming agent training sessions.

Commissions

If you have questions regarding your commission statement, please include the following information when contacting us: NPN, member's name, ID number, and month(s) affected.

Things to remember:

- Commissions are generated on the 20th of each month and a paper check is mailed the following business day.
- A commission statement detail is sent with every check. Be sure to review them for accuracy.
- We do not have direct deposit available.
- We must have your current mailing address.

Inquiries can be emailed to APCAgentSupport@ushealthandlife.com

APC member records

We have received approximately 1,000 pieces of returned mail due to them being undeliverable.

In an effort to avoid having multiple addresses on file and to keep the member informed, please make sure HealthCare.gov has the most current mailing address on file for your clients. Items that are mailed to the members include monthly invoices, delinquency/termination notices, and ID cards.

If you have changed the mailing address and the member is still not receiving our communications, please reach out to Agent Support for assistance. Be sure to include the member's name, member ID, and their new address.



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