

Agent Newsletter



FastMed urgent care in Texas

As of Sept. 14, 2023, FastMed Urgent Care is no longer in-network for Ascension Personalized Care due to their facilities being acquired by a new parent company.

We have updated our Find a Doctor search tool and urgent care listings that you can view [here](#).

If you have any questions, please contact Customer Service at 833-600-1311.

New PBM for 2024

Beginning Jan. 1, 2024 MaxorPlus will replace Cigna as the new APC pharmacy benefits manager.

The drug formulary will be available on the APC website after Oct. 1, 2023. Mail order and specialty pharmacy medications will be handled by Ascension Home Delivery and Ascension Specialty Pharmacy.



New agent and agency agreement

Reminder: Agents and agencies that completed appointment documents prior to Aug. 21, 2023 need to complete the new agreement. Commissions will not be paid in 2024 if the agreement is not returned.

The agreement became a part of the appointment documents as of Aug. 21, 2023. Agents and agencies that completed the appointment documents on or after that date do not have any additional documents to complete. If you are unsure if your

agreement has been returned, please contact your FMO or agent support.

Agent transfers

US Health and Life Insurance Company does not have any blackout periods for agent/agency transfers. This includes transfers at the FMO or agency level.

Agents simply need to email APCAgentSupport@ushealthandlife.com with their request. The request should include their name, NPN, and the FMO or agency they want to be realigned with. The transfer will become effective the first of the month following the request.



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