

# Ascension Personalized Care

## Clinician Newsletter, April 2022

*This newsletter shares important updates, reminders and resources related to the Ascension Personalized Care (APC) medical plan*

### What to be aware of with an exclusive provider organization (EPO)

Ascension Personalized Care (APC) is an exclusive provider organization (EPO) that offers individual marketplace health plans in Michigan, Indiana and Kansas. Often called a narrow network, an EPO has an exclusive network of doctors and specialists. Since coverage is only limited to network doctors, an EPO allows patients to visit any doctor in their network without a referral from their PCP.

**Please note:** When referring APC patients to a specialist, members need to stay within the plan's network in order to be covered. If patients are treated by an out-of-network doctor, they will be responsible for 100% of that bill, unless it's an emergency.

[Click here to access the out of network request form](#)

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### Laboratory services are covered under essential health benefits

All patient lab services should be directed to an appropriate APC laboratory clinician. Please refer to the online clinician directory located at [ascensionpersonalizedcare.com/find-a-doctor](https://ascensionpersonalizedcare.com/find-a-doctor).

Additionally, in-office lab services offered by APC network clinicians will be treated as in-network if the claims are submitted under a participating in-network Tax Identification Number (TIN).

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### If you have questions or updates, we are here to help

APC has a customer service team who listens, respects and helps navigate coverage so you can fully understand and maximize the value and benefits of your patients' plans. For questions or changes in information, call APC at 833-600-1311 Monday through Friday, 8 a.m. to 6 p.m. EST. Enter the member ID number when prompted.

You also have access to insurance navigators. They are your local expert and resource for APC support. They can help you with:

- Triaging billing and claim issues
- Concierge-level care for our doctors and help in resolving complex issues for members and patients
- Training, education and support on Ascension Personalized Care products

**Indiana:** Teddy Horton, 317-800-0338, [theodore.horton@ascension.org](mailto:theodore.horton@ascension.org)

**Michigan:** Arlene Bell, 586-362-0151, [arlene.bell@ascension.org](mailto:arlene.bell@ascension.org)

**Kansas:** Kathy Gann, 316-708-2953, [katherine.gann@ascension.org](mailto:katherine.gann@ascension.org)

Please notify APC Network Services of any clinician additions, terminations or changes in status by completing the Clinician Network Maintenance Grid and submitting it to APC at [acmproviders@ascension.org](mailto:acmproviders@ascension.org). If you need a copy of the grid, contact Network Services at 855-288-6747 or email them at the above email address.

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## Review claims on the ABS portal

Stay on top of claims information by accessing the ABS portal. You can:

- View claims history and payment status
- Verify eligibility
- Inquire on status of prior authorizations

[Go to the ABS portal](#)

When using the portal, you will be able to tell if a member is in the Ascension or APC group by:

- Searching under the “Eligibility, Claims, Auths” tab
  - You would use the “Eligibility” tab to search for a member using their SSN or alternate member ID
  - Once you hit the search button, a row will come up and it will include the name, date of birth, group, location, gender, status and effective date of the member
  - Under “Group” it will show “ASCENSION” or one of the following for APC: ACEXCHKS, ACEXCHMI, ACEXCHIN
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## We would love to hear from you!

[Click here](#) to share feedback or a patient story with us.



[ascensionpersonalizedcare.com](http://ascensionpersonalizedcare.com)