

Ascension Personalized Care

Clinician Newsletter, August 2022

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

Open enrollment is coming!

The ACA open enrollment period is right around the corner. Beginning September 15, Ascension patients will receive two letters in the mail reminding them to enroll in an ACA plan from November 1 to December 15. Current Ascension Personalized Care members will also receive letters, emails and text messages to help them with the re-enrollment process. If your patients have any questions regarding our 2023 health insurance plans, please feel free to share our [product guide](#) with them. As a reminder, APC plans are currently available in Indiana, Kansas, Michigan and new for 2023 - Tennessee and Texas.

Provider training

Training for our providers will be available beginning September 1, 2022. AMG providers can locate these guides on MyLearning. Non-AMG providers can access the training on ascensionpersonalizedcaretraining.com. Look for more information coming soon including deadlines and prizes.

Labcorp

Labcorp is a participating laboratory network provider for outpatient, specialty lab and pathology testing services for APC. [Learn more here](#).

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 your patient can fully understand and maximize the value and benefits of their plan. If you have questions, you can call APC at 833-600-1311 Monday through Friday, 8:00 a.m. to 6:00 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

Michigan: Arlene Bell, 586-362-0151, arlene.bell@ascension.org

Kansas: Kathy Gann, 316-708-2953, 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. 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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