

Ascension Personalized Care

Clinician Newsletter, December 2021

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

Welcome to Ascension Personalized Care (APC)

APC is an Affordable Care Act plan that launched this fall for individuals and families, offered in Indianapolis, IN, Evansville, IN, Wichita, KS and Detroit, MI. This health plan was built by Ascension and designed to provide a variety of flexible, affordable health insurance options. There are currently over 2,000 members enrolled with six weeks left of the enrollment period.

We want to ensure you have the resources you need to serve your APC members and navigate the medical plan:

- [Clinician manual](#) (includes information on submitting claims, prior authorization, member ID cards and more)
- [Clinician tools and support](#)
- [Quick reference document](#)

Member ID card sample:



Training opportunities

To learn how to compliantly speak to patients about Ascension Personalized Care, training is available on:

- Overview of ACA coverage
- Enrollment timelines and guidelines
- Ascension ACA product highlights
- Resources available to answer your patient's questions

[Download the training here](#)

Special Enrollment Period

The Affordable Care Act (ACA) Open Enrollment deadline ended December 15th, however the government has extended a Special Enrollment Period (SEP), which means patients have until January 15th to find a health plan that will work best for their families in 2022. Members who enroll during the extended deadline, from December 16th through January 15th, will have their coverage begin on February 1, 2022.

[View the ACA webinar here](#)

Here to help you: Ascension Insurance navigators

Your local navigator can help you with items such as:

- Educating clinicians and office staff on the plan
- Assisting doctors/practices with portal access
- Triaging member issues from sales agents, practice managers and clinicians
- Triaging billing and claim issues
- Triaging clinician portal / Find-a-Doctor Tool issues to network team
- Requesting care management referrals for members

[Find your navigator here](#)

Member journey

Members that enroll with Ascension Personalized Care will receive on-going communication throughout the year, beginning with a welcome kit that arrives in their email 24-hours after signing up. The welcome kit will include information on how to sign up for the member portal, locate a PCP and complete a health risk assessment. Additional communication throughout the year will include health and wellness tips, reading explanations of benefits, sites of care information and more.

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