

# Ascension Personalized Care

## Clinician Newsletter, Dec. 2022

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

### Open enrollment

The 2023 ACA Open Enrollment Period (OEP) is almost over. It runs from Nov. 1, 2022 through Jan. 15, 2023. Patients who sign up by Dec. 15, 2022 will begin coverage Jan. 1, 2023.

Ascension Personalized Care offers a variety of flexible and affordable health insurance plans that meet your patients needs. They can access coverage if they live in select counties in Indiana, Kansas, Michigan, Tennessee, and Texas. As a reminder, our health plans feature benefits that care for the whole person, including physical, mental, emotional, and spiritual health.

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### Preparing for 2023

We know how imperative it is for your practice to be equipped with all the tools and information your team needs to navigate the plan. Below you'll find 2023 clinician resources for you to use and circulate to your team in advance of the new year:

- [Clinician handbook](#)
  - [Additional resources](#)
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### What doctors need 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, Kansas and new for 2023 - Tennessee and Texas. 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 remember 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 the full amount of the service.

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### Additions and terminations

IN, KS, MI and TN: Please notify Ascension Personalized Care Network Services of any clinician additions, terminations or changes in status by completing the Clinician Network Maintenance Grid and submitting it to Ascension Personalized Care at [acmproviders@ascension.org](mailto:acmproviders@ascension.org). TX: All clinicians on Seton Health Plan

contracts must send their additions, terminations or changes in status to [SHPProviderservices@seton.org](mailto:SHPProviderservices@seton.org). If you need a copy of the Clinician Network Maintenance Grid, contact Network Services at [acmproviders@ascension.org](mailto:acmproviders@ascension.org) or by calling the toll-free number, 855-288-6747.

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## Here to help you: Ascension Insurance navigators

Your local navigator can help you with one-on-one training on 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.

Market	Navigator
Kansas	<a href="mailto:katherine.gann@ascension.org">katherine.gann@ascension.org</a> , 316-708-2953
Indiana	<a href="mailto:theodore.horton@ascension.org">theodore.horton@ascension.org</a> , 317-800-0388
SE Michigan	<a href="mailto:arlene.bell@ascension.org">arlene.bell@ascension.org</a> , 586-362-0151
West and mid-Michigan	<a href="mailto:eadie.ostlund@ascension.org">eadie.ostlund@ascension.org</a> , 480-650-0216
Texas	<a href="mailto:katherine.murtaghhuerta@ascension.org">katherine.murtaghhuerta@ascension.org</a> , 210-410-8713
Tennessee	<a href="mailto:jana.steele@ascension.org">jana.steele@ascension.org</a> , 615-585-6417

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