

Ascension Personalized Care

Clinician Newsletter, October 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 Sept. 15, Ascension patients will receive two letters in the mail reminding them to enroll in an ACA plan from Nov. 1, 2022 to Dec. 15, 2022. 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.

Clinician training

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.

For AMG doctors and providers, training is available on MyLearning. For non-AMG doctors and providers, visit ascensionpersonalizedcarentraining.com. The password is APC2021.

Access standard audit survey

As a contracted provider group within Ascension Personalized Care (APC), we will be conducting a regulatory audit to evaluate compliance with appointment guidelines.

This survey is a **requirement** as part of your contract with APC. The access standards can be found in the clinician provider manual, pages 17-18, located [here](#).

Ascension has engaged SPH Analytics (a Press Ganey solution) to conduct the phone survey on behalf of APC during October and November of this year. Please take the time to answer the questions based on your practice standards.

If you have any questions, please contact acmnetworks@ascension.org.

National ancillary providers

APC offers a network of national ancillary providers to ensure convenient access to high quality, cost-effective services, including but not limited to medical supplies, durable medical equipment (DME) and other services. In addition to these national vendors, locally based participating providers may be available. Please check the provider directory to find a local provider.

[Click here to view the national ancillary provider list.](#)

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.

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