

# Member Updates



Ascension

## Download the Member Handbook

Your Ascension Personalized Care health insurance plan has many benefits. It's important for you to know how to access them and get the most out of your plan. Visit the Ascension Personalized Care website and locate the Understanding Benefits section to download the Member Handbook today.



## Member portal

Access your benefits information by setting up your account in the member portal. Visit the Ascension Personalized Care website and click on Log In on the upper right hand side. Just follow the simple enrollment instructions to gain access to:

- Member ID cards
- Claims
- Payment information
- And more!

## Visit an in-network doctor today

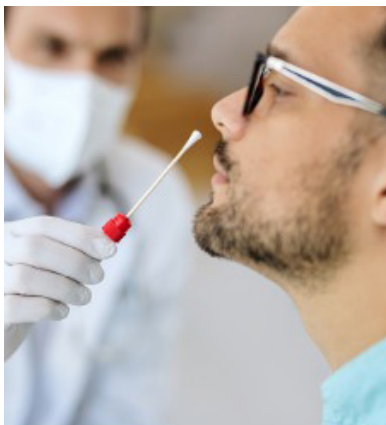
Being an Ascension Personalized Care member means you will always have access to our in-network doctors and locations. To find a doctor or location, visit our website and click the Find a Doctor button. From there, you will be able to see a list of in-network doctors and locations.

As a member, you also have access to Ascension Online Care, available 24/7. Get the care you and your family need using your smartphone, tablet or laptop. It's easy to use, private and secure. An experienced care team provides online care — including diagnosis and prescriptions — for a wide variety of symptoms and conditions. Schedule your appointment online or download the Ascension Online Care app to your mobile device.



**Reminder:** Out-of-network doctors are not covered by your Ascension Personalized Care plan. If you see a doctor who is not within the Ascension Personalized Care network, you are responsible for the full amount of the service. Emergency services provided by an out-of-network doctor will be covered at the network doctor level when the services provided are for a medical emergency. Please refer to your Member Handbook for more information.

## COVID-19 test kits



Plans must cover over-the-counter COVID-19 tests without cost sharing or medical management and may do so through post-payment reimbursement to the customer.

Plans are required to provide coverage for up to 8 test kits per covered member per month and Plans may require the member to an attestation that the test was:

- purchased for the covered individual only
- not used for employment purposes
- not used for resale

Cigna is handling this requirement via a request for reimbursement from the customer as a medical claim. Please visit our website for additional information.

## Automatic payments

We are currently working on an automatic payment feature that will be available to members in the coming months. Members will be able to add their bank account or credit/debit card information in their account and choose for their monthly premium to be taken out automatically each month.

We will notify members in the coming months once this optional feature is available. Until then, please continue to login monthly and manually send your payment or you can mail your payment to:

**US Health and Life Insurance Company**  
**PO Box 72152**  
**Cleveland, OH 44192**

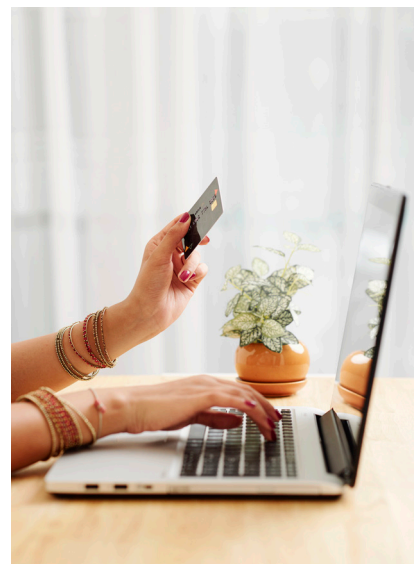
Make checks payable to US Health and Life Insurance Company and include your Federal Exchange ID on your check.

## TruHearing discount

Good hearing is important to your health. That's why you have access to TruHearing®, a comprehensive hearing care solution. Hearing aids can be expensive — an average of \$2,400 per aid — but the TruHearing program saves you 30-60% off hearing aids. Details of the program include:

- State-of-the-art technology
- Personalized care
- Help along the way

To learn more or set up an appointment with a provider near you, contact a TruHearing hearing consultant at 1-855-695-7577.



## Complete your health risk assessment (HRA)

A health risk assessment is designed to provide you and your doctor with some general insight into your current health and health risks. These simple questions will help you understand and evaluate your whole health and provide you and your doctor information that can be used to create a care plan that is right for you.

- Our health risk assessment takes less than 20 minutes to complete, and can be accessed by calling a member of our customer service team.
- The health risk assessment asks you a variety of simple, easy-to-understand questions about your total health including your emotional, mental and spiritual health.
- The reports from this HRA help you and your doctor identify health needs to create a care plan that is right for you.



Contact our Ascension Personalized Care customer service team at 833-600-1311 to complete.

## Active&Fit Direct discount

A promotional graphic for Active&amp;Fit Direct membership. The background is dark purple with a blurred image of a person exercising. The text 'Active&amp;Fit DIRECT' is in the top left. The main headline is 'Gym or Home? We'll keep you active either way.' Below this are four icons with text: a location pin for '11,000+ STANDARD FITNESS CENTERS', a star for '5,000+ NEW PREMIUM EXERCISE STUDIOS AND FITNESS CENTERS', a document for 'NO LONG-TERM CONTRACTS', and a play button for '4,000+ DIGITAL WORKOUT VIDEOS'. A house icon with a plus sign says 'NEW ENROLL YOUR SPOUSE or domestic partner\*\*'. On the right, a circular badge says 'FITNESS PROGRAM MEMBERSHIP AS LOW AS \$25/mo\*' and lists '16,000+ FITNESS CENTERS' and '4,000+ WORKOUT VIDEOS'. The Ascension Personalized Care logo is in the top right. At the bottom, it says 'Learn More: ascensionpersonalizedcare.com/members-home/member-resources'.

Ascension Personalized Care is excited to partner with Active&Fit Direct for a special member discount. Gym or Home? We'll keep you active either way. With the Active&Fit Direct program, you'll have access to:

- 11,000+ standard fitness centers and studios
- 5,000+ NEW premium exercise studios and fitness centers
- 4,000+ digital workout videos
- NEW! the ability to purchase a membership for your spouse or domestic partner
- One-on-one lifestyle coaching
- No long-term contracts
- All starting at just \$25 a month

Members can enroll in the Active&Fit Direct program by accessing a custom link on the member portal at [ascensionpersonalizedcare.com](https://ascensionpersonalizedcare.com). This will link to the Active&Fit Direct website where you can enroll. You will also receive an ID card to present at select fitness centers.

Ascension  
**Personalized Care**

PO Box 1707  
Troy, MI 48099

Subscriber Name  
Address  
City, State Zip

Ascension Personalized Care benefits are underwritten by US Health and Life Insurance Company.

## Uniquely Ascension Service Center



**Phone:** 833-600-1311

**TTY:** 586-693-1214

*Monday through Friday, 8:00 a.m. to 6:00 p.m. EST*

**Email:** [apcsupport@ascension.org](mailto:apcsupport@ascension.org)

**Address:** PO Box 1707  
Troy, MI 48099-1707

## Follow us on social media:



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### **ACA acronym:**

EPO: Exclusive Provider Organization. Ascension Personalized Care is an Exclusive Provider Organization. You have enrolled in a managed care plan where services are covered only if you visit doctors, specialists, or sites of care in the plan's network (except in an emergency).