

# Member Updates



Ascension

## Welcome to Ascension Personalized Care

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. You will receive quarterly newsletters that give you the most up-to-date information about your Ascension Personalized Care 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 corner. Just follow the simple enrollment instructions to gain access to:

- Member ID cards
- Processed claims
- Payment information
- Copays, deductibles and balances

## 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:

- Search by city and state, or by zip code (up to 100 miles)
- Enter the doctor's last name (optional)
- Search by specialty from the drop down menu (optional)
- Click search
- Results can be displayed in a list or map view
- Results can also be filtered by language, gender, scheduling options, accepting new patients and disability accommodations



**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.

## Medical and pharmacy ID cards

Ascension Personalized Care members will receive two types of insurance cards in the mail - an APC medical card and a Cigna pharmacy card.

### Things to know about APC medical cards:

- Members with single coverage will receive one medical ID card.
- Members with one or more dependents will receive two medical ID cards.
- Members can request additional cards through their member portal.

### Things to know about Cigna pharmacy cards:

- ID cards will be generated in each member's name.
- Cigna pharmacy cards are mailed within 5-7 days of becoming a member.
- Enroll at [my.cigna.com](http://my.cigna.com) to view your pharmacy card online.
- Download the Cigna app to your phone to access the pharmacy ID card.

Member  
Ascension  
Personalized Care

Medical plan  
ascensionpersonalizedcare.com

Group: ACEXCHK5  
Member: SAMPLE MEMBER  
Member ID: 770999999

EPO

Plan information

Deductible*	In-Network	Out-of-Network
Individual	\$8,700	No Benefit
Family	\$17,400	No Benefit

Out-of-Pocket Max\*

Individual	\$8,700	No Benefit
Family	\$17,400	No Benefit

\*Medical and Prescription Drug Combined

Medical claims submission

EDI PAYOR ID# 38259

Mail all claims to:  
DS Health and The Insurance Company  
Ascension Personalized Care  
PO Box 1707  
Troy, MI 48069-1707

Customer service

Claims and Eligibility Inquiries:  
(833) 600-1311

To view your current medical deductible and out-of-pocket amounts, log on to our secure web portal at [ascensionpersonalizedcare.com](http://ascensionpersonalizedcare.com)

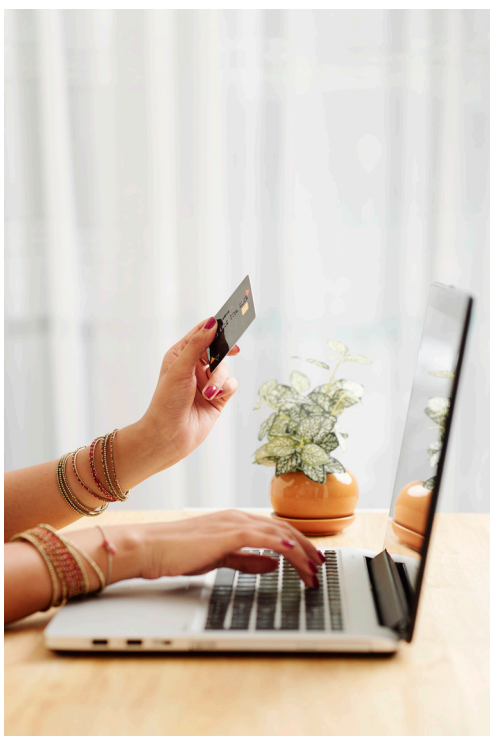
Utilization

You must obtain prior authorization for any inpatient admission and certain outpatient services and medications. You must obtain prior authorization at least 72 hours prior to an elective admission or procedure or within 48 hours following an emergency admission. Failure to do so will subject you to penalties. Please call (844) 865-1145 to obtain authorization.

Eligibility

CIGNA® Eligibility, claims status and benefits can be obtained by calling our 24/7 automated fax-back system at: (888) 484-4800.

This card does not guarantee eligibility or payment.



## Automatic payments

Ascension Personalized Care is excited to announce the automatic payment option is now available for APC members. There are many benefits of automatic payments:

- Easily turn on and off in your personalized member portal
- Never miss a premium payment
- Manage your settings at any time
- Receive reminders when payments are coming up
- Pay by credit, debit, or prepaid debit card
- Secure transactions and payment information powered by Stripe

Prior to enrolling:

- Ensure your payment for the first month of coverage is paid in full.
- Your account must be current with no outstanding balance.
- The monthly premium will be deducted on the 22nd of every month, prior to the due date.
- Set up automatic payments in the member portal.

## Frequently asked questions

Ascension Personalized Care members have access to everything regarding plan information. If you have questions, we are here to help. Before contacting customer service, be sure to check out our Help > Frequently Asked Questions section on our website.

You'll find step-by-step instructions and answers to the most common Ascension Personalized Care questions including:

- Medical and pharmacy ID card questions
- How to find a doctor, location or facility
- Claims forms and other important resources
- And more!

## Complete your health risk assessment (HRA)

A health risk assessment (HRA) 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.

To assist you with completing the HRA, a member of our Care Management team will be reaching out via phone call or text. Our care management team is made up of registered nurses, licensed clinical social workers and wellness coaches who are here to listen and help you meet your healthcare goals. While they cannot assist with benefits, claims, ID cards or other customer service questions, they can help you find a primary care doctor or answer health related questions.



To speak with the care management team, please call 844-699-3133. For all other questions, please contact our customer service team at 833-600-1311.

## Ascension Online Care and Nurse Line

Ascension Online Care will no longer be available beginning in March but you can still get answers to your health questions by using Ascension Personalized Care's 24/7 nurse line.



To speak with a nurse, call:

- Indiana: 855-702-2764
- Kansas: 855-702-2656
- Michigan: 855-695-2058
- Tennessee: 833-945-0482
- Texas: 833-520-1711

## Tobacco cessation

Quitting smoking isn't easy, but it can save your life. According to the Centers for Disease Control and Prevention (CDC), 40% of cancers diagnosed in the United States may have a link to tobacco use.

Tobacco cessation has many benefits. It can reduce your risk of premature death and add as much as 10 years to your life expectancy. It can also reduce your risk for cardiovascular disease and chronic obstructive pulmonary disease (COPD).

Now is the time to make a change. Follow these tips to quit smoking:

- Throw away temptation
- Adopt a healthy lifestyle
- Ask your loved ones for help
- Give yourself a reward

Ascension's care management team is here to help you and available at no extra cost through your APC medical plan. Call us at 844-699-3133 or email us at [acmmembers@ascension.org](mailto:acmmembers@ascension.org).

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*

**Address:** PO Box 1707

Troy, MI 48099-1707

Please note we are experiencing longer than normal wait times.

## Follow us on social media:



/ascensionpersonalizedcare



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/ascpersonalized



/company/ascensionpersonalizedcare

### Always here to help

"The APC team went above and beyond to assist me. I was running low on eye drops and needed to be seen for my glaucoma. I couldn't find an in-network doctor as not all eye doctors treat this area of the eye. Victor and Jana were so helpful! They called all the doctors in my area and were able to find an appointment within one week. So grateful for them and this amazing team!"

*~APC Member, February 2023*