

Member Updates

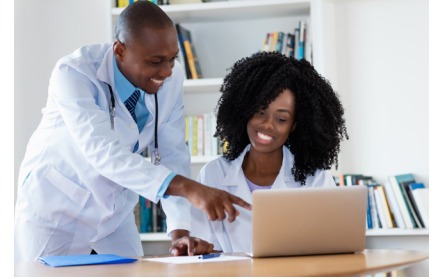


Growing the APC network of doctors

Having Ascension Personalized Care means members will always have access to a large number of doctors and locations. We are excited to announce that our network continues to grow! In the past couple of months we have welcomed:

- Labcorp - All lab services
- Redbud Pediatrics - Wichita, KS
- Edgepark - Durable medical equipment (DME) provider

Please visit our website for up-to-date information on in-network doctors and locations.



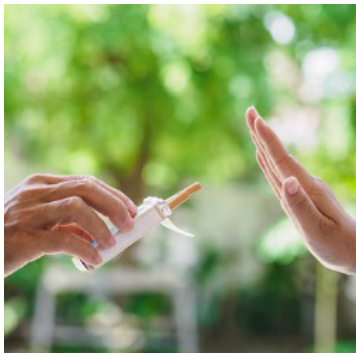
Explanation of benefits

As an Ascension Personalized Care member, knowing how to read your Explanation of Benefits (EOB) is important because it can help you understand the costs and benefits associated with the services you received.

An EOB shows you how your health plan processed a healthcare claim. EOBs look similar to a bill, but they function differently. The EOB will be in a form of a letter that includes a chart showing how your claim was processed.

Always check your EOB and make sure the information displayed is accurate. If any information is missing or if you have questions regarding your EOB, you can contact a customer service representative at 833-600-1311. They are available Monday through Friday, 8:00 a.m. to 6:00 p.m. EST.

Tips to help you quit smoking



We understand that quitting smoking can be challenging, but it's something that can save your life. While an estimated 40 percent of cancers in the United States may have a link to tobacco use, it's also the leading preventable cause of cancer and cancer deaths. Just knowing that statistic is a great motivator to make a change. Follow these tips to help you quit smoking:

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

You don't need to be alone in your effort to quit smoking. Ascension's national care management team is here to help you and available at no extra cost through your Ascension Personalized Care medical plan. Call us at 844-699-3133 or email us at acmmembers@ascension.org.

Seasonal allergies

Allergies are a common chronic disease that occurs when the body's immune system sees a substance as dangerous and overreacts to it. Pollen is a common allergy trigger during the spring and summer months.

If you have seasonal allergies, they can be treated in a variety of ways:

- Wash out your nose daily with a saline spray
- Use an air purifier
- Use over-the-counter medications such as decongestants, antihistamines, and corticosteroids

If you need to be seen by a doctor, use the Find a Doctor search tool on our website in the upper right hand corner.

Detecting skin cancer early

Skin cancer is the most common cancer in the United States. That's why it's so important to take precautions regarding sun exposure, and spread awareness to others about the dangers that the sun can pose. Did you know that 99% of skin cancers are curable if they are detected early? This means that regular self-exams are the best way to stop skin cancer in its tracks before it becomes very dangerous.

Things to look out for include:

- New growth
- A mole that has changed in color, texture, or size
- A spot, scab, or open sore that hasn't healed within three weeks

If you see a spot that fits into one of those categories, it's best to see an Ascension Personalized Care doctor for an expert opinion.

Summer safety tips

Now that summer has arrived, it's time for longer days and warm weather. Kids are out of school and enjoying activities like swimming, bike riding, and hanging out at the playground. But along with outdoor fun comes more opportunity for activity related injuries in kids. Here are some summer safety tips you should know before your kids hit the waves, get on a bike, or jump on a trampoline:

Practice water safety:

- Always have an adult present when children are swimming
- Kids must wear a life jacket on a boat
- Never allow kids to run near a pool

Use proper safety equipment:

- Make sure your kids wear a properly-fitted bike helmet
- Kids should wear bright colors and use lights when riding their bike at night
- They should always walk their bikes across busy intersections using the crosswalk

Keep kids safe while they're on a trampoline:

- Before jumping, kids should remove any jewelry, hats, or items in their pockets
- Check that the springs and bolts are properly in place before using
- Make sure the trampoline has a safety net around it



Your doctor's visit

Preparing ahead of time for a visit to your Ascension Personalized Care doctor will help you make sure what matters most is covered during the visit. Below are some tips that will help you make the most out of your visit:



- Bring your insurance card and a form of picture ID with you
- Bring an up-to-date list of all your medications, vitamins, and supplements you take and the dosages
- Make a list of family health history and other doctors that you see
- Bring a list of questions and concerns to your visit
- Take notes

To find an in-network doctor or location, visit ascensionpersonalizedcare.com/Find-a-Doctor.

Learn more about SBCs

A summary of benefits and coverage, also known as an SBC, is a document that shows deductible and copay information as well as everything that is covered under your Ascension Personalized Care health plan. You can use the SBC as a reference tool to understand what your plan covers, as well as compare different plans to know what's right for you.

An SBC is an important document that shows how you and your plan would share the cost for covered health care services:

- It lists common medical situations and gives details on what's covered
- Limitations of coverage
- In-network vs. out-of-network specifications
- Provides details on what services your plan generally does not cover

The SBC for your plan is available on our website to access and download.

Mental health awareness

Taking care of your mental health is an important benefit of Ascension Personalized Care. We offer many resources to nourish your whole health—including mental, emotional, and spiritual health. Mindfulness meditation is a combination of practices and techniques that encourage and develop concentration, clarity, emotional positivity, and calm understanding.

We also offer virtual spiritual care. Our trained, experienced chaplains are essential members of our healthcare team. Whatever your faith and beliefs, qualified chaplains are available online 24 hours a day to help ease your mind and lift your spirits with one-on-one compassionate care.

Register online at ascensiononlinecare.org to speak with a chaplain today.



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

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Tips to keep your brain healthy:

- Play cards
- Put together a jigsaw puzzle
- Play video games
- Stay socially active
- Read
- Eat your fruits and veggies
- Get enough sleep