

Member Updates



Five Ascension hospitals recognized for maternity care

If you are pregnant or plan to have a baby, we have great news. Five Ascension hospitals in the Ascension Personalized Care network were recently recognized on Newsweek's "America's Best Maternity Hospitals 2023" list.

Michigan:

- Ascension Borgess Hospital in Kalamazoo, MI
- Ascension Providence Hospital in Southfield, MI

Texas

- Ascension Seton Hays in Kyle, TX

Indiana

- Ascension St. Vincent in Carmel, IN
- Ascension St. Vincent in Evansville, IN

Be sure to visit the Find a Location page on our website to view addresses and additional contact information for these five locations.



Genetic testing

There are many benefits to using your Ascension Personalized Care plan including 100% coverage of certain preventive care services. Unfortunately, genetic testing is **not** covered unless an authorization is requested and approved for medical necessity at an in-network lab. To obtain authorization, please call 877-312-9835.

Finding help just got easier

Neighborhood Resource is a free and easy-to-use online platform that connects you to social services and resources in your community. Simply enter your zip code at healthcare.ascension.org/neighborhood-resource to be connected to local services including:

- **Healthcare:** Get connected to local health services outside Ascension sites of care. Learn how to apply for benefits and services like medical care, health insurance, dental care, counseling and more
- **Food:** Find a food pantry in your community or see what food delivery options are near you. Also learn more about the government benefits available to you, and the financial assistance for which you might qualify.
- **Housing:** Learn more about government housing aid that is available. Get help to find housing and financial assistance options to pay for housing.
- **Transit:** Get information to help pay for gas, bus passes and even assistance with transportation.
- **Work:** Access job placement assistance and get help finding work. Learn a new skill or trade and more.
- **Financial Assistance:** Get help with financial aid, loans, disability benefits, and child care.

Important Reminders



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

Changes to your plan

Any updates or changes to your plan will need to go through healthcare.gov. Simply sign on to update addresses, phone numbers, add/remove dependents and more.

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.

Virtual spiritual care

Talk to a chaplain in a matter of minutes – any day, any time.

Experience the same spiritual care you have come to know from our chaplains at Ascension sites of care – now virtually.

To help address spiritual and emotional needs, we offer virtual spiritual care to all of our members at no cost.

Virtual spiritual care is delivered by experienced chaplains who recognize all faiths and beliefs, and offer support for you and your family.



**Connect with
a chaplain today:**

Scan or take a photo of the QR code to get started, or visit bit.ly/3lfuBxi

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STEP 1



Complete a brief online form.

STEP 2



Receive a Zoom link via text.

STEP 3



A chaplain will join the meeting within 10 minutes.

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



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So empathetic

"Crystal was so patient with me while I explained my situation. She has great customer service skills and was so empathetic to the severity of my situation. She made me and my daughter feel like a human and not just another number or statistic."

~APC Member, April 2023