

Member Newsletter

Volume 1, Issue 2

Ascension Personalized Care member portal

Members can log in to the portal at ascensionpersonalizedcare.com using your Ascension ID and access your member account. If you do not have an Ascension ID, you can create one using your email address. Your member portal will allow you to find information on:

- Processed claims
- Benefit management
- Making premium payments
- Member ID cards
- Copays, deductibles, and balances
- Explanation of benefits
- Plan documents
- Finding a doctor or facility location



Covid-19 test kits

Over-the-counter (OTC) Covid-19 test kits are now available at no cost to you.

Find out more information about coverage, reimbursement, and other FAQs by clicking the button below.

[Covid-19 test kits info](#)



Discover the benefits of visiting an in-network doctor

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

Members 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. Our experienced care team provides online care-including diagnosis-for a wide range of symptoms and conditions. Visit ascensiononlinecare.org or download the Ascension Online Care app to your mobile device.

*Please note: out-of-network doctors are **not** covered by your Ascension Personalized Care plan. If you see a doctor who is outside the Ascension Personalized Care network, you will be responsible for the full amount of the service.

[Find a doctor](#)

Member survey



As a member of Ascension Personalized Care we value your feedback. We would love to know why you chose our plan, how you heard about us, how the enrollment process was and what you like about the plan so far. Your opinion helps us as we continue to improve our services and plan for 2023.

The survey should take approximately 5 minutes to complete and can be found by clicking the link below. Thank you again for being an Ascension Personalized Care member!

[APC Member Survey](#)

APC discounts on Active&Fit Direct and TruHearing

Ascension Personalized Care is excited to partner with two programs designed with you and your total health in mind:

1. **Active&Fit Direct.** For just \$25 a month, you will have access to:

- Over 11,000 standard fitness centers and studios
- Over 4,000 digital workout videos
- Short term contracts
- One-on-one lifestyle coaching

Members can enroll in the program by accessing a custom link on ascensionpersonalizedcare.com.



2. **TruHearing.** Good hearing is important to your health. That's why Ascension Personalized Care offers a hearing aid discount program:

- Save 30-60% off hearing aids
- Hearing solutions for virtually every type of hearing loss
- Significantly lower prices on the same models sold at retail stores

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

Follow and like APC on social media

If you haven't already, like and follow Ascension Personalized Care on our social media channels. By following us on Facebook, Twitter, Instagram, and LinkedIn, you'll receive interesting and useful content and also gain helpful and insightful information about APC.



So go ahead and connect with us today!



APC Member Handbook update on EPOs

The Ascension Personalized Care Member Handbook has been updated with information on your managed care plan-an Exclusive Provider Organization (EPO).

What this means to you as an APC member is that services are covered only if you visit doctors, specialists, or sites of care in the plan's network (except in an emergency).

Click on the button below to learn more about this and other health plan details.

[Member handbook update](#)



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