

Happy Spring!



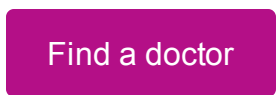
Spring is here and so are seasonal allergies

Now that spring has finally arrived, allergies can become more prevalent for some people. 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 click the button below.



Your Ascension Personalized Care's 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.



APC biannual member survey

The biannual member survey will be sent via email next month. We would love your feedback about your experience with APC. Some questions on the survey include:

- How familiar were you with Ascension prior to enrolling in APC?
- How did you enroll in APC?
- What factors led you to choose APC?

We look forward to hearing from you!



Insurance terms to know

We know health care terminology can be confusing. To help you better understand, we have created a glossary of common terms and examples of how they are used.

Some of these terms include:

- Deductible
- Evidence of coverage (EOC)
- Out-of-pocket maximum

Click the button below to see the entire list of insurance terms.



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.



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

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