



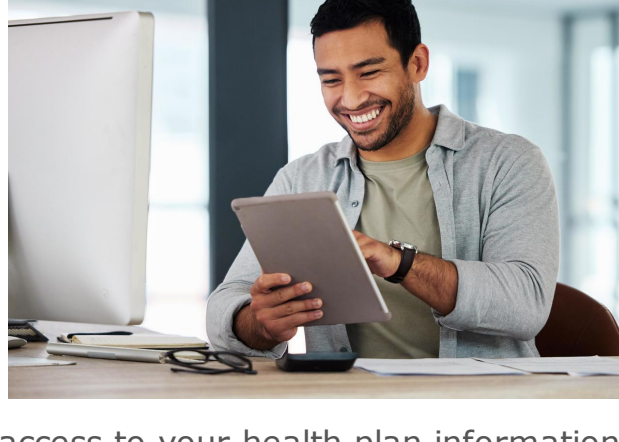
## Welcome to Ascension Personalized Care

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 monthly newsletters that give you the most up-to-date information on your Ascension Personalized Care plan.

Visit the Ascension Personalized Care website and locate the Understanding Benefits > Welcome Kit section to download the Member Handbook and view other important information.

[WELCOME KIT](#)

## Member portal



The member portal provides access to your health plan information, including claims and doctor information. The member portal will allow you to find information on:

- Member ID cards
- Copays, deductibles and balances
- Explanation of benefits
- Processed claims

Visit [member.ascensionpersonalizedcare.com](https://member.ascensionpersonalizedcare.com) today to create an account using your email address or log in using your Ascension ID.

## Find and 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 (radius can be changed from 5 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.

[FIND A DOCTOR](#)

## 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.

All members effective Jan. 1, 2023 should have received member ID cards by Jan. 15, 2023.

### 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.
- You can also enroll at [my.cigna.com](https://my.cigna.com) to view your pharmacy card online. You will need your date of birth and social security number to view and print a temporary ID card.
- You can also download the Cigna app to your phone to access the pharmacy ID card. A digital pharmacy card can also be sent to your Apple Wallet.

## 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.



You can set up automatic payments within the member portal. Click the button below to get started.

[AUTOMATIC PAYMENTS](#)

## Annual wellness visit

Ascension Personalized Care offers you a network of doctors who care about your health and wellness. One way to maintain your health is to visit your primary care doctor for your annual physical. APC pays for 100% of certain preventive care services including:



- Blood pressure
- Colon cancer
- Osteoporosis
- Depression
- Cholesterol
- Immunizations

[SCHEDULE AN APPOINTMENT](#)

## Genetic testing awareness

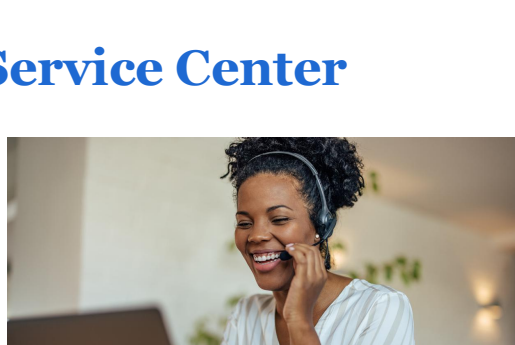
There are many benefits to your Ascension Personalized Care health plan including 100% coverage of certain preventive care services. Unfortunately, genetic testing is **not** covered unless an authorization is requested and approved for medical necessity at an in-network lab. To find a list of covered preventive care services, please visit the [health and wellness section](#) of our website.

## Health risk assessment

Ascension Personalized Care members are provided with benefits to help you achieve and maintain your personal health goals. Completing a general health risk assessment (HRA) can help understand your lifestyle and health, identify care you might need, recommend screenings, and more.

An HRA is designed to provide you and your doctor with some general insight into your current health and health risks. It takes less than 20 minutes to complete and can be accessed by contacting our APC customer service team at 844-699-3133 or by completing online at [APC HRA](#).

## 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 that we are experiencing longer than normal wait times. We thank you for your patience and for being an Ascension Personalized Care member.



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

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