

## Navigating member resources

Getting the right care starts with understanding your Ascension Personalized Care benefits. Know your options and feel empowered to make educated and informed healthcare decisions for you and your family.

Explore our member resources page for educational materials that can help provide insight around managing your care.



[MEMBER RESOURCES](#)

## Frequently asked questions

Ascension Personalized Care members have access to everything regarding plan information. If you have questions, we are here to help. Before contacting customer service, be sure to check out our Frequently Asked Questions section on our website.

You'll find step-by-step instructions and answers to the most common Ascension Personalized Care questions. Visit the [FAQ page](#) on our website to learn more.

## Ascension Online Care and Nurse Line



Ascension Online Care will no longer be available beginning in March but you can still get answers to your health questions by using Ascension Personalized Care's 24/7 nurse line.

Find out if you need to see a doctor or visit an urgent care or express care clinic.

Depending on which state you live in, simply call the phone number given on our website.

Ascension Personalized Care services are available in Indiana, Kansas, Michigan, Tennessee and Texas.

[SPEAK TO A NURSE 24/7](#)

## Help center

Are you looking to understand how health insurance works or have questions about managing your online account or health? We have the answers for you.

Simply click on the [Help Center](#) quick links to find answers to the most commonly asked health questions.

## Tobacco cessation



While quitting smoking isn't easy, it is something that can save your life. According to the Centers for Disease Control and Prevention (CDC), 40% of cancers diagnosed in the United States may have a link to tobacco use.

Quitting smoking has many benefits. It can reduce your risk of premature death and add as much as 10 years to your life expectancy. It can also reduce your risk for cardiovascular disease and chronic obstructive pulmonary disease (COPD).

Now is the time to make a change. Follow these tips to quit smoking:

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

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](mailto:acmmembers@ascension.org). You can also learn more on our [quit smoking page](#).

## Diabetes management and eating right



Diabetes is a condition that affects more than 400 million people throughout the world and causes higher than normal blood sugar levels. It occurs when your body can't make or effectively use its own insulin.

Type 1 and type 2 are the most common forms of the disease, but there are other kinds, such as gestational diabetes, which occurs during pregnancy.

Type 1 diabetes often develops because of genetics and can't be prevented. However, you can reduce your risk of developing type 2 diabetes by making healthier lifestyle choices such as eating a healthy diet and limiting your alcohol intake.

Eating healthier can help avoid or minimize the effects and onset of type 2 diabetes:

- Eat more fruits and vegetables
- Eat healthy proteins that are lower in harmful fats, such as lean meats
- Avoid sugars and processed food

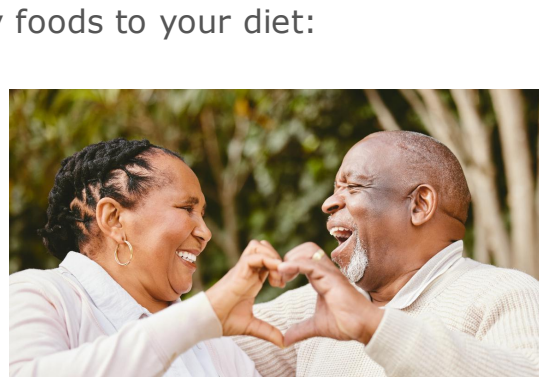
Visit our diabetes education page to learn more.

[DIABETES EDUCATION](#)

## February is American Heart Month

This month is a great reminder for Ascension Personalized Care members to focus on cardiovascular health. Preventive care, including screenings, can help detect heart problems when they are more treatable.

Exercising and eating heart-healthy foods is one of the best preventive measures you can take. You can add these heart healthy foods to your diet:



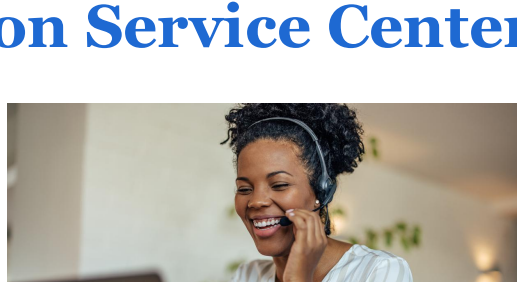
- Fatty fish such as salmon and tuna
- Walnuts
- Bean
- Leafy green vegetables
- Avocados

Since today is Valentine's Day, you can also enjoy dark chocolate and strawberries as a heart healthy food.

Click below to learn more about heart disease and the prevention measures you can take to stay heart healthy.

[HEART HEALTHY TIPS](#)

## 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 we are currently experiencing longer than normal wait times. Please visit our website for additional assistance.



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

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