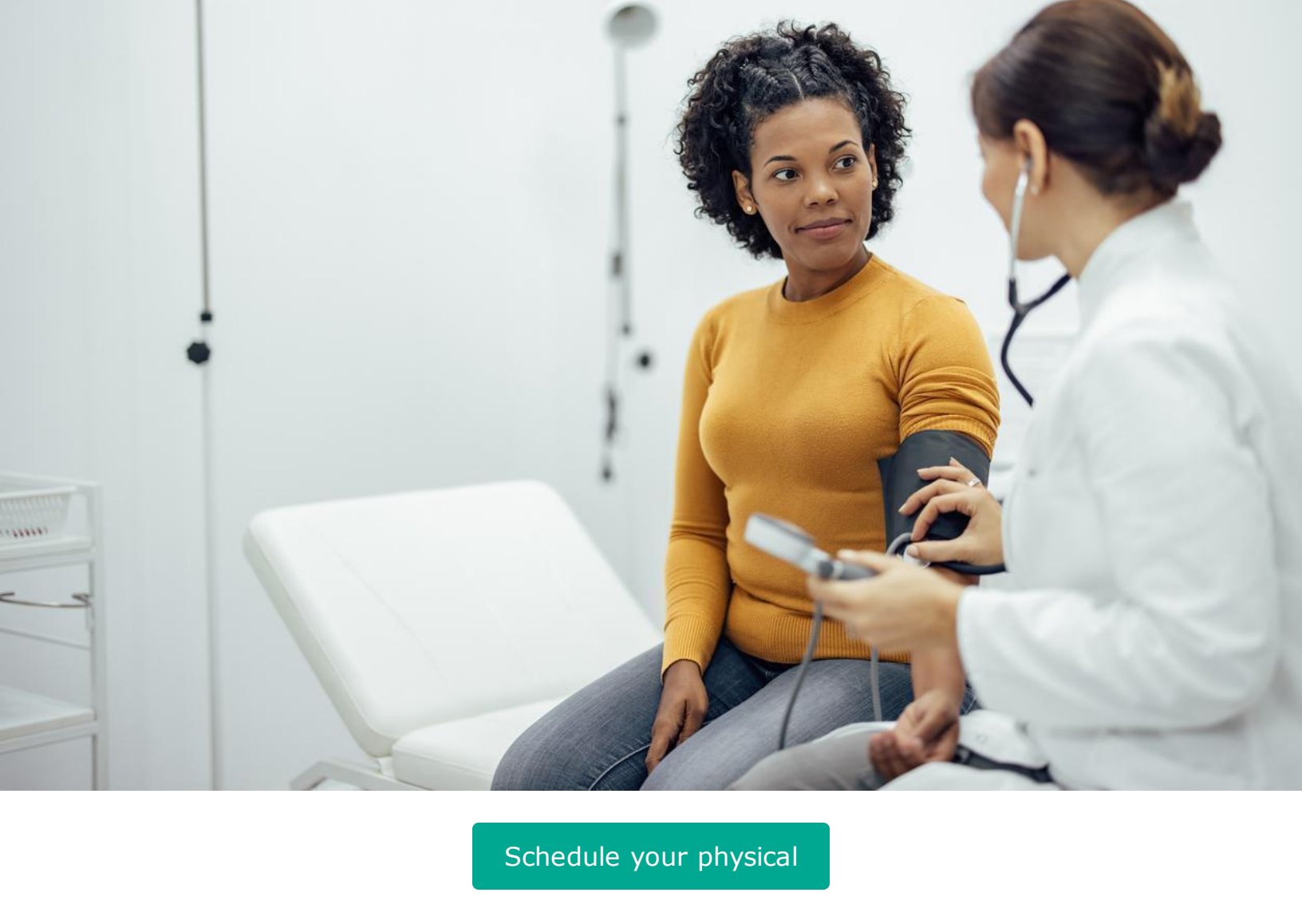


## Schedule your annual physical

Getting an annual health exam is important. This is your opportunity to review your current habits and find out how you can improve your health. It can also help you learn about vital preventive screenings:

- Get an overview of your current health habits
- See important health stats
- Utilize preventive care services
- Find a primary care doctor you trust



[Schedule your physical](#)

If you need help finding a doctor, we can help. Visit our [Find a Doctor page](#). From there, you will be able to see a list of in-network doctors and locations.

You will also have the option to filter your search results based on location, specialty, accepting new patients, language, gender and more.

You can call also call us directly at 833-600-1311, Monday through Friday, 8:00 a.m. to 6:00 p.m. EST.

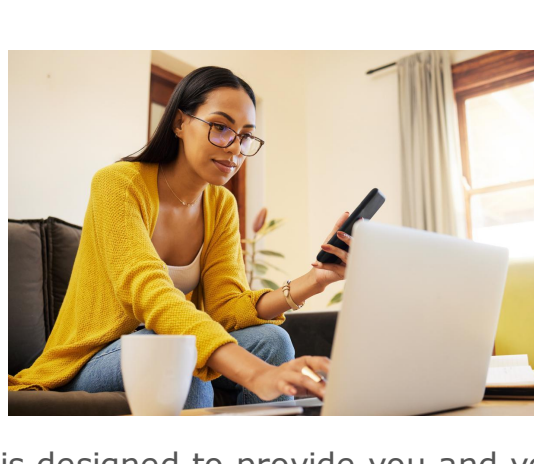
## Kroger pharmacy reminder

Kroger pharmacy locations are no longer part of the Ascension Personalized Care network for Indiana, Kansas and Michigan as of Jan. 1, 2023.

Click below to find an in-network pharmacy near you, home delivery options and ways to move your prescriptions to a new pharmacy.

[Cigna pharmacy benefits](#)

## Your health risk assessment



A health risk assessment (HRA) is designed to provide you and your doctor with some general insight into your current health and health risks. These simple questions will help you understand and evaluate your whole health and provide you and your doctor information that can be used to create a care plan that is right for you.

To assist you with completing the HRA, a member of our Patient Coordinator team will be reaching out via phone call or text. The Patient Coordinator team can help you find a primary care doctor or link you to our Care Management team for additional support. Our care management team is made up of registered nurses, licensed clinical social workers and wellness coaches who are here to listen and help you meet your healthcare goals. While they cannot assist with benefits, claims, ID cards or other customer service questions, they can help you find a primary care doctor or answer health related questions.

To speak with the Patient Coordinator team, please call 844-699-3133. For all other questions, please contact our customer service team at 833-600-1311.

## We love hearing from our members

Care is about more than medicine. We are here to serve, listen and understand.

"I just want to let you know that I received outstanding service. I had three open items to discuss and all were addressed. The name I was given was Tanisha. She was understanding and a pleasure to work with. Love you guys and have a wonderful new year." - M.F. - Jan. 18, 2023

Read more about our members positive experiences on our [Members Review page](#).

Did a member of our team go above and beyond? Is there someone you want to recognize? Let us know.

[Provide feedback](#)

## Member discount programs

Being an Ascension Personalized Care member has many benefits including our member discount programs.

We've teamed up with numerous organizations to offer you exclusive benefits and savings for sports and entertainment, markets and eateries, and more.



Recent additions include discounted tickets to the Detroit Tigers, Nashville Predators, Wichita Thunder and the Indianapolis Zoo. Learn how you can take advantage of these great offers on our [Member Discount Programs page](#).

Are there other places you would like to receive discounts? Let us know!

[Discounts survey](#)

## Mindfulness meditation

Mindfulness meditation is a combination of practices and techniques that encourage and develop concentration, clarity, emotional positivity and calm understanding. The goal is to cultivate awareness of the present moment.

Meditation has many benefits including increasing mind-body awareness, promoting relaxation, boosting focus and identifying and reducing the stress caused by our own minds.

Ascension Personalized Care members have access to meditation resources to lower stress, relax more fully and enhance productivity. Explore this page to help get you started.

[Mindfulness meditation](#)

## APC 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. Your opinion helps us as we continue to improve our services and plan for 2024.

The survey with a personalized link was sent via email on March 7, 2023 and will take approximately 5 minutes to complete. The survey will close on March 27, 2023

## Summary of benefits and coverage

Ascension Personalized Care members have access to a Summary of Benefits and Coverage (SBC), a document that shows deductible and copay information as well as everything that is covered under Ascension Personalized Care.



View Ascension Personalized Care ACA SBCs for Indiana, Kansas, Michigan, Tennessee and Texas [here](#).

# Explanation of benefits

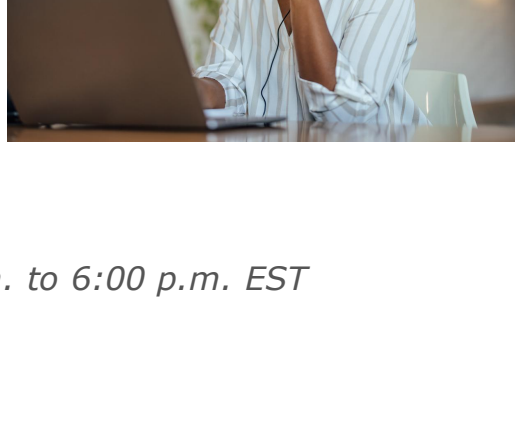
Knowing how to read your Explanation of Benefits (EOB) is important because it can help you understand the costs and benefits associated with the services you received.

An EOB is a helpful tool for keeping track of your Ascension Personalized Care healthcare benefits. The key elements of an EOB are:

- Name of patient
- Insured ID number
- Date and type of service
- Cost covered by your health plan
- What you owe

Learn more about your EOB [here](#).

## Uniquely Ascension Service Center



**Phone:** 833-600-1311

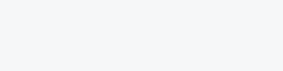
**TTY:** 586-693-1214

*Monday through Friday, 8:00 a.m. to 6:00 p.m. EST*

**Address:** PO Box 1707

Troy, MI 48099-1707

We are currently experiencing longer than normal wait times. Thank you for your patience.



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

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