

# Member Updates



Ascension

## Visit an in-network doctor today



As an Ascension Personalized Care member, 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. You can also view our video ["How to use the Find a Doctor search."](#)

**Reminder:** Out-of-network doctors are not covered by your Ascension Personalized Care plan. If you see a doctor who is not within the APC 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.

## Autopay is now available

Setting up automatic payments is easy and now available on the member portal. With autopay you can ensure that payments are made on time, get helpful reminders, and choose to pay by credit, debit or prepaid debit card. Follow the link below to set up your account today.

[Member portal login](#)

## Ascension Personalized Care reminders

To help address spiritual care and emotional needs, we now offer virtual spiritual care to all of our members. Experience the same spiritual care you have come to know from our chaplains at Ascension sites of care-now virtually at no cost.

Also, remember to sign up for the APC member portal. It offers access to your benefits when and where you need it.



Visit [member.ascensionpersonalizedcare.com](https://member.ascensionpersonalizedcare.com) to log in to your account. Just follow the enrollment instructions to gain access to:

- Member ID cards
- Recent claims
- Plan benefits, including what is covered
- Pharmacy information

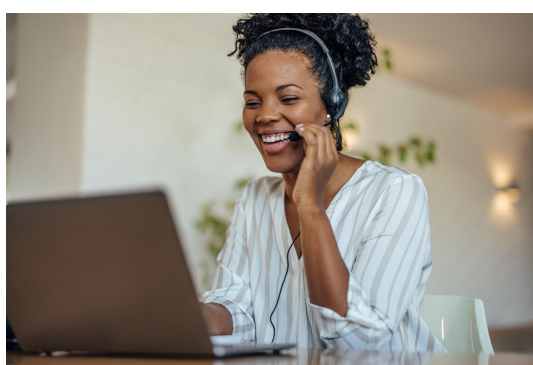
## Using your important contacts page

Did you know in the back of your Ascension Personalized Care Member Handbook on page 38 there is an Important Contacts page?

Keep important healthcare contacts nearby, including your in-network primary care doctor and closest in-network hospital. Cut it out and place on your fridge for easy access to your doctors and facilities.

[Important contacts](#)

## 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

**Email:** [apcsupport@ascension.org](mailto:apcsupport@ascension.org)

**Address:** PO Box 1707  
Troy, MI 48099-1707



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

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