



Information about MaxorPlus

Ascension Personalized Care has partnered with MaxorPlus to provide members with pharmacy benefits for 2024. It is important to note that since MaxorPlus is a new pharmacy provider, prior authorizations will not roll over from Cigna. APC members will need to obtain a new prior authorization from their doctor(s).

To learn more about your prescriptions and how they are covered, you can view the formulary [here](#). The drug formulary is an alphabetical listing of medications covered by MaxorPlus for APC members. When viewing each medication, it may have specific coverage requirements and will show you the tier level it is covered at.

The [APC Drug Search Tool](#) is another way to search for specific medications. Search by drug name and view information including strength, dosage form, therapy class, tier level coverage and any limits or restrictions including prior authorization requirements.

If you have any questions or need additional assistance, the MaxorPlus customer service team is available 24/7 at 888-839-4448.

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 (up 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

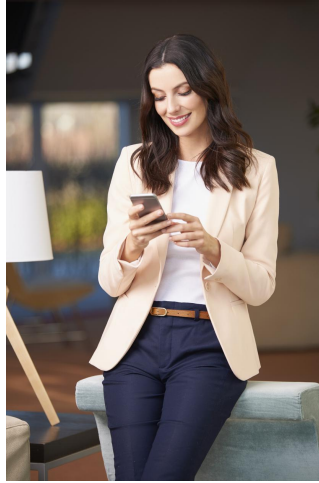


Reminder: Out-of-network doctors are not covered by your Ascension Personalized Care plan. If you see a doctor who is not within the Ascension Personalized Care network, you are responsible for the full amount of the service. Emergency services provided by an out-of-network doctor will be covered at the network doctor level when the services provided are for a medical emergency. Please refer to your Member Handbook for more information.

Changing/updating your information

If you created an account on enroll.ascensionpersonalizedcare.com you can make updates to your plan at any time. Important updates include:

- A change of address
- If you or your dependents have a change in your income
- If you get married or divorced
- If you have a child or adopt



If you enrolled through the Health Insurance Marketplace, you will need to visit healthcare.gov or call the Marketplace directly at 800-318-2596 to make any changes.

APC member survey

As a member of Ascension Personalized Care (APC) we value your feedback.

Next month you will receive a survey by mail and/or email that is sponsored by the Department of Health and Human Services and will ask about the care you received with your APC health insurance from July through December 2023. Some of the questions include:

- How easy was it to get care when you needed it?
- Did your doctor spend enough time with you and treat you with respect?
- Did you get the information you needed, such as how much you would have to pay for your health care?

By completing this survey, it will help us achieve the goal of providing better service and care for our APC members.

January is mental wellness month

With the start of a new year, it's the perfect time to shift your focus from the holidays to your own personal well-being. After all, good mental health is important for feeling well, having the ability to cope, and having fulfilling relationships.

There are many things you can do to maintain your mental health-especially with shorter days during the winter:

- Express your feelings through writing, painting, or drawing
- Let go of the things you can't control
- Don't be afraid to seek help
- Exercise on a regular basis

Learn about other mental health tips on our website. Once you get in the habit of practicing positive thinking, it will help improve your mental health all year long.

Top mental health tips

Fun ways to keep fit during winter

With winter in full swing, it's easy to want to stay in and cuddle by a fire. But it's a great time to embrace the season and stay active and fit:

- Put on some snowshoes and discover new trails
- After the next big snow fall, build a snowman
- Lace up and go ice skating
- Add some layers and go sledding



Uniquely Ascension Service Center



Phone: 833-600-1311

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

Email: apcsupport@ascension.org

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