

# Member Updates



## MaxorPlus reminder

As a reminder, Ascension Personalized Care has partnered with MaxorPlus to provide members with pharmacy benefits for 2024. It's 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, 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.

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## APC member survey

As an Ascension Personalized Care member, we value what you think.

We would love to know why you chose our plan, how you heard about us and what you like about the plan. Your opinion matters to us as we continue to improve our services and plan for 2025.

Be on the lookout for the survey via email this month. It will be open for three weeks.



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## QHP enrollee survey

Your opinion matters to us and we value your feedback.

On March 6, 2024 a Qualified Health Plan Enrollee Survey was mailed to Ascension Personalized Care members. The survey measures member experience and the care you received from July through December 2023. We would love to hear from you.

The survey will be open until the beginning of May and should take about 10 minutes to complete.

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## Summary of benefits and coverage

A Summary of Benefits and Coverage (SBC) is a document that shows deductible and copay information as well as everything that is covered under APC. Members can find specific plan SBCs for Indiana, Kansas, Tennessee and Texas [here](#).

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# 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](#).



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## Member discount programs

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

We've teamed up with many organizations to offer you exclusive benefits and savings for sports and entertainment, gym memberships, and more.

The newest addition to our growing list of member discounts is the **Round Rock Express**, a minor league baseball team affiliated with the Texas Rangers. Learn how you can take advantage of their great offers along with many others on our Member Discount Programs page.

[Member discounts](#)

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## Colorectal cancer awareness month

March is Colorectal Cancer Awareness Month, a time to bring awareness to the second leading cause of cancer death in men and women combined in the United States.

We want to encourage you, as part of your Ascension Personalized Care preventative health routine, to get your colon cancer screening. **Screening is the number one way you can reduce your risk for colon cancer.** It is one of the most preventable, and if found early, most treatable forms of cancer. Screening is easy. From colonoscopies to at-home stool tests, there is an option for everyone.



In addition to regular screening, there are other ways you can reduce your risk for colon cancer:

- Eat well
- Exercise on a regular basis
- Know your family health history

Making small lifestyle changes may help you live longer and healthier. Explore other colorectal cancer prevention tips [here](#).

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## 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 boosting focus and promoting relaxation.

Ascension Personalized Care members have access to meditation resources to lower stress and relax more fully. Explore [this page](#) to learn about three types of meditation and more.



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## 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



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