

# Member Updates



## APC member survey

Your opinion matters to us as we continue to improve our services and plan for 2025. A survey was emailed to all members on March 25 and will be open for three weeks. We would love to know why you chose our plan, how you heard about us and what you like about the plan.



---

## QHP enrollee survey

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

The survey will be open until the beginning of May and should take about 10 minutes to complete. Once done, mail the survey back to:

Survey Processing Department  
Press Ganey  
PO Box 867  
South Bend, IN 46699-0494

---

## Importance of preventive care

Preventive care services help you get and stay healthy and include screenings, immunizations and checkups.

**Ascension Personalized Care pays for 100% of certain preventive care services.** For adult patients, preventive care includes screening tests for common conditions and opportunities for early intervention. Tests and immunizations include:

- Colon cancer
- Type 2 diabetes
- Lung cancer
- Blood pressure
- Flu shot

Click below to see a list of other preventive care services that are covered by APC.

[Preventive care](#)

---

## Spring has sprung - and allergies too

Flowers are blooming and warmer weather is here after a long winter. But springtime is also the time that allergies become more prevalent. They are caused by the increased amount of pollen or other allergens that are only widespread during certain seasons. Allergies can be treated in a variety of ways:



- Use an air purifier
- Wash your nose out daily with a saline spray
- Try an over-the-counter remedy such as an antihistamine to help reduce symptoms

If you are suffering from allergies and need to seek treatment, please search for an Ascension Personalized Care doctor near you using the [Find a Doctor](#) search tool.

---

## Member discount programs

We are excited to offer our members additional benefits including our member discount programs.

We've teamed up with many organizations to offer you exclusive benefits and savings for gym memberships, markets and eateries, and sports and entertainment including the **Nashville Predators**.

On March 21, 2024 this hockey team made history by extending their point streak to 16 games, breaking the franchise record set in 2017-18 and maintaining the longest active point streak in the National Hockey League. Click below to learn how you can take advantage of their great offers along with many others on our Member Discounts page.

## Stress awareness month

April is National Stress Awareness Month - a time to bring attention to the negative impact of stress. Managing stress and finding healthier ways to deal with it can go a long way towards a healthy life.

Learn about resources on Ascension Personalized Care's [Mindfulness Meditation page](#) to help lower stress, relax more fully and enhance productivity.



Mindfulness meditation is a combination of practices and techniques that encourage and develop concentration, clarity, emotional positivity and calm understanding. It has many benefits:

- Promoting relaxation
- Boosting focus and clarity
- Identifying and reducing the stress caused by our own minds

One of the best things about meditation is that it doesn't require any equipment or a gym membership - just you.

You can meditate standing up or sitting down. Just pick a spot where you can be both alert and relaxed, and begin.

---

## 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



[Manage](#) your preferences | [Opt Out](#) using TrueRemove™  
Got this as a forward? [Sign up](#) to receive our future emails.  
View this email [online](#).

PO Box 1707 | Troy, MI 48099-1707 US

This email was sent to .  
*To continue receiving our emails, add us to your address book.*

emma®

[Subscribe](#) to our email list.