



APC withdrawal in 2025

Ascension Personalized Care (APC) will no longer be offering plans on or off-exchange in Indiana, Kansas, Tennessee, and Texas beginning January 1, 2025. Members will continue to have coverage with APC through December 31, 2024.

Members will be getting more detailed information near the Open Enrollment Period with the actions needed on your part and resources to support you.

If you need help finding a different insurance plan for 2025, please visit [healthcare.gov](https://www.healthcare.gov) to review and select a new policy for 2025 during the Open Enrollment Period beginning November 1, 2024. Please make sure you review the new insurance plan you select for 2025 to ensure your current doctors are in-network.

It is our priority to continue providing compassionate, personalized care and to deliver a positive experience to our members. We want to make sure all members are able to move to new plans with no interruption in coverage and care.

Tips for a safe and healthy summer

With warmer days now, summer safety is an important priority. Here are some tips everyone should know:

- Protect yourself from the sun with sunscreen of at least 30 SPF
- Apply bug spray when outdoors for an extended time
- Never leave children or pets unattended in a car
- Wear a helmet when riding a bike
- Pack a refillable water bottle and first aid kit

Click [here](#) to learn about other tips to stay safe this summer.



Prior authorization reinstatement

Due to the restoration of many of our systems after the recent ransomware attack, prior authorization requirements were reinstated **July 1, 2024**. Clinicians can now submit prior authorization requests via the provider portal, fax, or email.

If you have any questions, please contact Ascension Care Management Insurance Holdings at 844-995-1145, Monday through Friday, 8:00 a.m. to 7:00 p.m. EST.

Visit an in-network doctor today



As an Ascension Personalized Care member, you 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

Also, with some kids going back to school in August, now is the perfect time to schedule their physicals and immunizations they may need for the year ahead.

Alzheimer's and brain awareness

Keeping your mind healthy means bringing awareness not only to Alzheimer's disease that affects millions but educating people on preventative measures that can keep your brain running smoothly for as long as possible.

Like any other muscle in your body, it's important to keep your brain healthy using exercise techniques that strengthen how it works. Below you will find some of the best ways to keep your brain active:

- Join a book club
- Do a crossword puzzle
- Join a choir
- Play a game of Trivial Pursuit

Click [here](#) to read more about what you can do for your brain to keep it healthy.

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

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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