

Dear members,

Thank you for choosing Ascension Personalized Care (APC) as your health insurance plan. We are excited to welcome you as a member. We designed our health plan with Ascension doctors to be easy to understand and use - so you can focus on your health, not on your plan coverage.

Ascension Personalized Care gives you access to a distinct network of primary care doctors and specialists, who listen to understand what you need to create a care plan that is right for you. We are committed to providing our members with the highest level of service. As a health insurance plan member, you have an experienced customer service team to help you get the most out of your health insurance plan, answer benefit questions and more.

To begin your journey with APC, and get the most out of your health insurance plan and benefits, we have created a checklist to help you enjoy all that APC has to offer:

- Create a member portal account at member.ascensionpersonalizedcare.com. With your member portal you can view your claims, benefits, deductible balance and more.
- Choose an in-network PCP, hospital, OB-GYN, Lab, etc.
- Know when premium payments are due and make a plan. Set a reminder or enroll in automatic payments.

If you would like to speak with a customer service representative, our Uniquely Ascension Service Center associates are available at 833-600-1311 or apcsupport@ascension.org, Monday through Friday, 8:00 a.m. to 6:00 p.m. EST. We also offer live chat with our representatives should you prefer.

Thank you for trusting us with your health insurance needs. We look forward to serving you this year.

Sincerely,



Mary Madick
President, US Health Holdings
Vice President, Ascension Insurance