

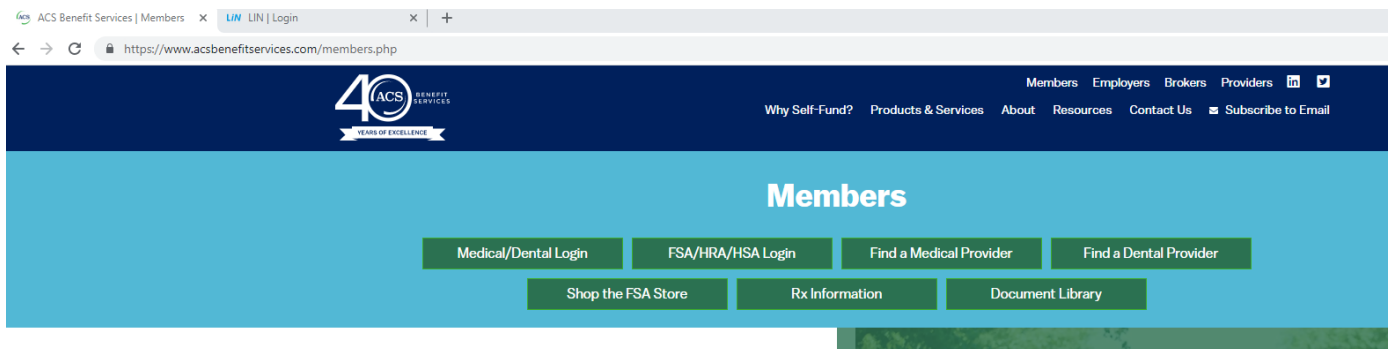


ACS Website User Guide - LIN 4.0

For Employees/Members

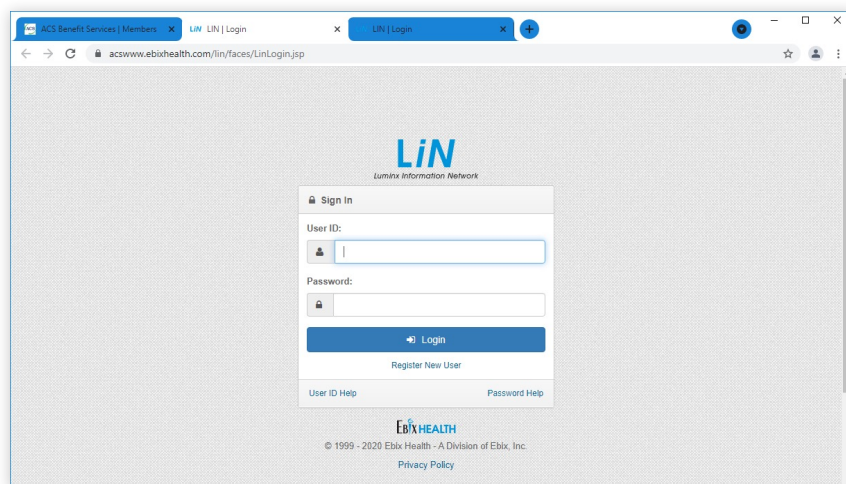
This guide can be used to assist you with tools and resources available to employees and members.

ACS Website - Members Section



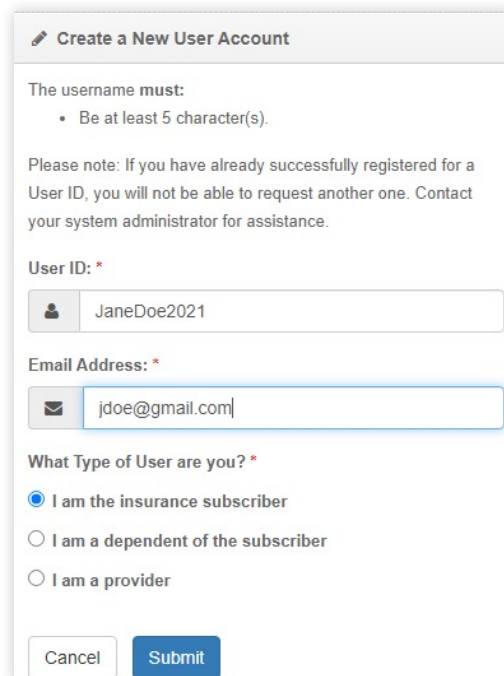
ACS Benefit Services company website is located at [acsbenefitservices.com](https://www.acsbenefitservices.com). It's highly recommended that you use Google or another browser instead of Internet Explorer (I.E.) as this browser no longer supports this platform to the full capabilities.

Employee/Member Login Page



The screenshot shows a web browser window with the URL acswww.ebishealth.com/lin/faces/LinLogin.jsp. The page features the LIN (Lumix Information Network) logo and a sign-in form. The form includes fields for "User ID:" and "Password:", a "Login" button, and links for "Register New User", "User ID Help", and "Password Help". At the bottom, it displays the EbixHEALTH logo and copyright information: "© 1999 - 2020 Ebix Health - A Division of Ebix, Inc. Privacy Policy".

Click on the **Register New User** link toward the bottom of the login page. You'll be directed to **Create a New User Account** as shown in the second image. After entering the User ID and your email address, click **Submit**.



The screenshot shows the "Create a New User Account" page. It includes the following fields and options:

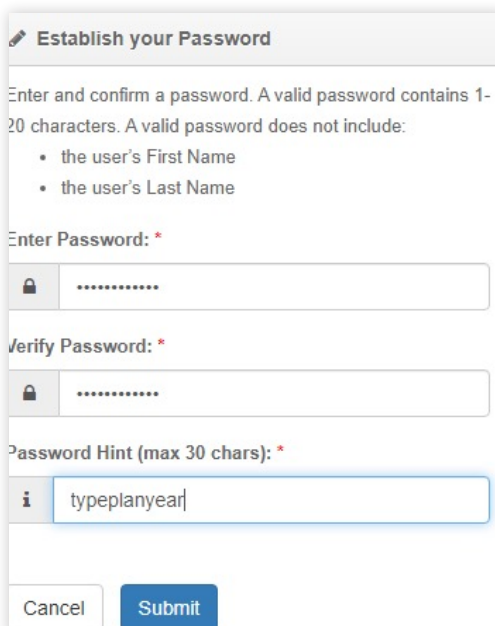
- The username must:**
 - Be at least 5 character(s).
- Please note:** If you have already successfully registered for a User ID, you will not be able to request another one. Contact your system administrator for assistance.
- User ID: *** (Field contains: JaneDoe2021)
- Email Address: *** (Field contains: jdoe@gmail.com)
- What Type of User are you? ***
 - ☒ I am the insurance subscriber
 - ☐ I am a dependent of the subscriber
 - ☐ I am a provider
- Buttons:** Cancel, Submit

Employee/Member Register - Continue



The screenshot shows the "Verify Your Identity" page. It includes the following fields and options:

- ID Type: ***
 - ☒ Participant ID ☐ SSN **Use SSN or ID#**
- Participant ID: *** (Field contains: L00055532)
- Participant Last Name: *** (Field contains: Doe)
- Participant ZIP/Postal Code: *** (Field contains: 27106)
- Participant Date of Birth: *** (Field contains: 07/05/1983)
- Buttons:** Cancel, Next



The screenshot shows the "Establish your Password" page. It includes the following fields and options:

- Enter and confirm a password.** A valid password contains 1-20 characters. A valid password does not include:
 - the user's First Name
 - the user's Last Name
- Enter Password: *** (Field contains:)
- Verify Password: *** (Field contains:)
- Password Hint (max 30 chars): *** (Field contains: typeplanyear|)
- Buttons:** Cancel, Submit

You may use your SSN or your **Participant ID number** which can be found on your ID card. As you can see, the remaining fields are personal information you will provide so the system can verify your identity.

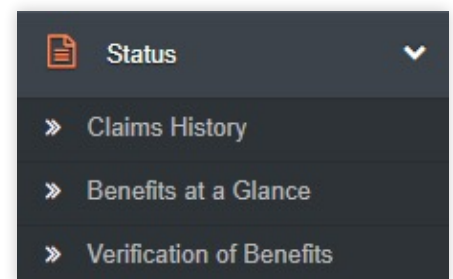
Next, you will be asked to establish a password. When finished, **click submit** to go to the Main Menu of the ACS website portal.

Main Menu

Here you will find the resources and tools available to you using the folders/tabs to the left. There are three main folders which are detailed next. You can navigate throughout the website by using these folders and the content within the drop down box as you select each folder.

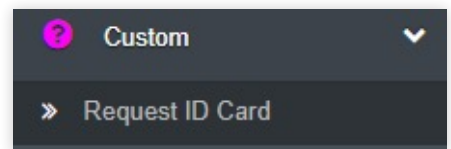
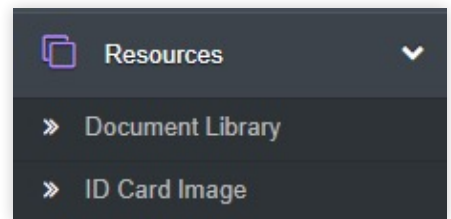
Status Tab

- ✔ **Claims History** - Provides a historical record in table form of all claims processed, with current status reflected. Explanation of Benefits (EOB) can be retrieved for processed claims
- ✔ **Benefits at a Glance** - Allows you to see what your record looks like within the ACS database at the present time
- ✔ **Verification of Benefits aka VOB** - This detailed document outlines the benefits available according to the Plan rules. Providers will request this document as well



Additional Online Resources Available

- ✓ The **Document Library** offers the Rx reimbursement form, Plan Document and additional literature you may find valuable
- ✓ The **ID Card Image** provides a real time copy of the current ID card on file. This image can be used should you need a quick copy of your ID card and/or while you wait for a requested card to be mailed to you
- ✓ The **Request ID Card** link within the Custom tab offers an online form to order additional ID cards



HELP - Options for Assistance

A screenshot of the LiN Luminx Information Network login page. At the top is the 'LiN' logo with 'Luminx Information Network' underneath. Below is a 'Sign In' section with a header bar. It contains two input fields: 'User ID:' with a person icon and 'Password:' with a lock icon. A blue 'Login' button with a right arrow is below the fields. A link 'Register New User' is centered below the button. At the bottom are two links: 'User ID Help' and 'Password Help'.

Notice at the bottom of the Login page there are two links in which you can request assistance via the website portal should you have any difficulty with your user name and/or password or simply being able to log in.

We have a dedicated team who receives these requests and someone will contact you to support your efforts of a successful log in experience.