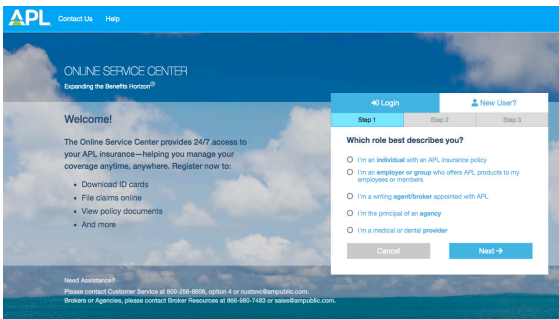


## Overview for Individual Insured

APL's Online Service Center (OSC) is a secure portal where you have 24/7 access to information and tools specific to your insurance needs. Visit [secured.ampublic.com](http://secured.ampublic.com) and click on the **New User** tab to get started now!

## Register New Accounts in 3 Easy Steps!

**Step 1:** From the **New User** tab, select the statement which best describes your relationship with APL:

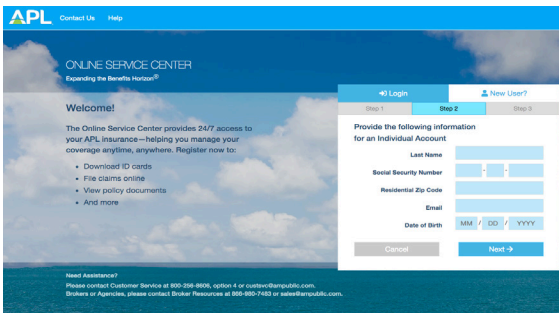


### **I am an individual with an APL insurance policy**

- I am an employer or group who offers APL products to my employees or members
- I am a writing agent/broker appointed with APL
- I am the principal of an agency
- I am a medical or dental provider

**Step 2:** Provide the required identifying information. Click **Next**.

**Step 3:** Enter your desired username, password, email and phone number. Click **Next** to create your account.



**With an individual insured OSC Account, you're able to:**

- View and print ID cards
- File claims online and track claims status
- Download policy documents
- View Explanation of Benefits (EOBs)

## Using Your Dashboard

### My Coverage

At the top of your Dashboard, you'll find **My Coverage**. Here, you have instant access to your APL insurance details, including:

- Policy documents
- Effective date(s) of coverage
- Covered dependents
- Status of coverage

Product	Policy Number	Effective Date	Covered Dependents	Relationship	Status
GROUP ACCIDENT	1294238	12/01/2016	MINNIE MOUSE MICKEY MOUSE	Applicant Spouse	Active
MEDLINK WBENEFIT ASSIGNMENT	1300000	12/01/2016	MINNIE MOUSE MICKEY MOUSE	Applicant Spouse	Active

### My ID Cards

Next to My Coverage, you'll find **My ID Cards**. This section displays the availability of your ID Cards. You can download and print your **ID Cards** by clicking on the PDF icon ( ) next to the product name. **ID Cards** will download as a PDF document, if available.



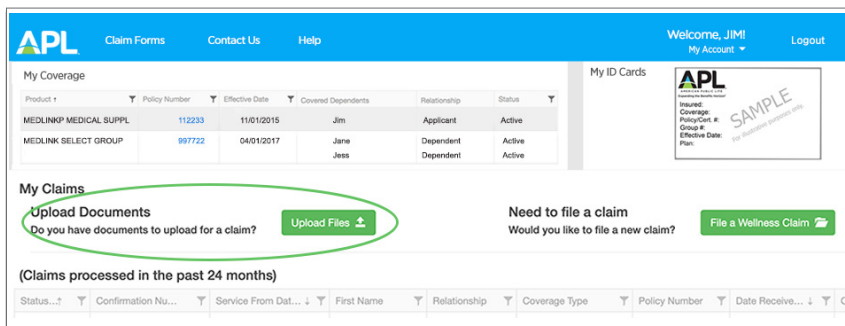
## Filing a Claim Online

This feature is only available through the desktop version of the OSC. Mobile functionality is not yet supported.

To begin, register or log in at [secured.ampublic.com](https://secured.ampublic.com).

From your dashboard, under My Claims, click "Upload Files" to begin the three easy steps for uploading documents and submitting your claim online.

For all wellness benefits, use the "File a Wellness Claim" button to launch the guided automated claims process.



## Select Claimant & Coverage

**File a Claim**

1. Enter Claim Details | 2. Upload Documents | 3. Complete

**Claimant**  
Jane Insuredson - Dependent

**Coverage Type**

Select Policy/Coverage (check all that may apply)

2211000 - GROUP ACCIDENT (Active)

2233456 - MEDLINKP MEDICAL (Active)

[Click here if claimant or coverage type not listed.](#)

[Cancel](#) [Next](#)

From the Claimant dropdown, select the name of the insured you're filing a claim for. Then select the Coverage Type you're filing the claim on.

Click "Next" to continue.

**Note:** Lapsed policies will appear under Coverage Type for 90 days after the policy lapses. If the insured's name and/or coverage type isn't listed, simply click the link to launch the alternative upload option.

## Upload Claim Documents

Once you verify the Claimant and Policy details are correct, click "Select files" to choose the document(s) to upload. To select multiple documents at one time, hold down Ctrl (Windows) or Command (Mac) and click on the file names.

Click "Open" once you've located your file(s). Confirm the files you selected are correct and click "Submit."

**Note:** Click "x" next to the file name to remove the file. To add another file, click "Select Files." To return to the previous screen, click "Back" or click "Cancel" to return to your dashboard. Supported file types include: pdf, tiff, png, jpg, jpeg, doc and docx. The total combined file size cannot exceed 20 MB (5 MB if using Internet Explorer).

**File a Claim**

1. Enter Claim Details | 2. Upload Documents | 3. Complete

Please verify the information below is correct. At least one file must be uploaded before submitting. All uploaded documents must be for one date of service per claimant. Additional dates of service and/or claimants should be uploaded as separate claims.

Acceptable file types are: pdf, tiff, png, jpg, jpeg, doc and docx. Missing documentation may delay the processing of your claim.

**Claimant Info**

Insured: Jane Insuredson

Selected Coverage: 2233456 - MEDLINKP MEDICAL

**Upload files**

Select files...

Name: My Claim Docs-Jane.pdf Size: 0.13 MB x

Name: Invoice for Jane's Xray.docx Size: 0.08 MB x

[Cancel](#) [Back](#) [Submit](#)

## Track Claims Status

**File a Claim**

1. Enter Claim Details | 2. Upload Documents | 3. Complete

**Claim Uploaded Successfully!**

Insured: Jane Insuredson

Date of Birth: 01-01-1981

Confirmation Number: 10257

[Please print this page for your records](#)

[Close](#)

A confirmation page will appear when the claim documents are uploaded and submitted successfully. Click "Close" to return to your dashboard.

Your claims history is displayed under **My Claims** for 24 months. From here, you can track the status of your claim(s) and view the uploaded documents. Uploaded claim documents are accessible for 60 days from the Date Received.

(Claims processed in the past 24 months)												
Status	Confirmation Num...	Service From Date	First Name	Relationship	Coverage Type	Policy Number	Date Received	Claim Num	Amount Paid	Date Comp	Upload	Confirm
Uploaded			Jane	Dependent	MEDLINKP MEDI	2233456	10/11/2018					<a href="#">View Files</a>
Received	OSC155	01/14/2018	Jess	Dependent	GROUP ACCIDE	2211000	03/12/2018	9008070	\$125.00			<a href="#">View File</a>
Processed	OSC559	10/02/2017	Jim	Applicant	MEDLINKP MEDI	2233456	11/06/2017	8881111	\$50.00	11/20/2018		<a href="#">View File</a>

## File Wellness Claims Online

Available only through the desktop version of the OSC. Mobile functionality is not yet supported.

This feature is available for all wellness benefits under APL Accident, Cancer, Critical Illness and Hospital Indemnity products.

From your dashboard, click “File a Wellness Claim” to begin. To submit a claim for benefits other than wellness, click “Upload Files”

The screenshot shows the APL dashboard. At the top, there are navigation links for 'Claim Forms', 'Contact Us', and 'Help'. The user is logged in as 'JIM!' with a 'Logout' link. The 'My Coverage' section contains a table with the following data:

Product	Policy Number	Effective Date	Covered Dependents	Relationship	Status
MEDLINK MEDICAL SUPPL	112233	11/01/2015	Jim	Applicant	Active
MEDLINK SELECT GROUP	997722	04/01/2017	Jane	Dependent	Active
			Jess	Dependent	Active

The 'My Claims' section has two main buttons: 'Upload Documents' (with a sub-link 'Do you have documents to upload for a claim?') and 'Need to file a claim' (with a sub-link 'Would you like to file a new claim?'). A 'File a Wellness Claim' button is circled in red. Below this is a table for '(Claims processed in the past 24 months)' with columns for Status, Confirmation Number, Service From Date, First Name, Relationship, Coverage Type, Policy Number, and Date Received.

## Select Claimant

From the Claimant drop down, select the name of the insured you’re filing a claim for. Click “Next” to continue.

The 'File a Claim' form shows a progress bar at the top. Below it is the heading 'Let's get started!'. The question 'Who are you filing a claim for?' has a dropdown menu with 'Self' selected. A note states: 'File only one claim at a time. You'll have the option to file additional claims at the end of this process.' There are 'Back' and 'Next' buttons at the bottom.

## Answer Four Easy Questions

Provide the date of service, name of the facility or the physician’s name, phone number, then select the wellness exam, screening or test from the drop down. If it’s not in the drop down, select “Generally medically accepted screening or test not listed above” and enter the name of the test/procedure.

Click next to see details for enrolling in Direct Deposit. Then click next.

The 'Tell about the service you received' form contains four questions:
 

- What date was service performed? (03/01/2023)
- Tell us the name of the facility the service was performed or the physician who provided the service. (Example: "Baptist Medical Center" or "Dr. John Smith") (Mercy Hospital)
- What's the contact number for this provider? (+1-888-888-8888)
- Select the wellness exam, screening or test that was performed? (echocardiogram)

 There are 'Back' and 'Next' buttons at the bottom.

## Sign & Submit

Confirm the claim details, sign using your mouse and click “File my claim” to complete the submission.

That’s it! A confirmation page will appear next. From here, you can download a PDF of the completed claim form, add another claim or click “close” to return to your dashboard.

Your wellness claim submission will appear in the “Claims Processed” table on your dashboard.

Status	Confirmation No...	Service From Date	First Name	Relationship	Coverage Type	Policy Number	Date Receive...	Claim Number	Amount Paid	Date Completed	Upload Confirmation
Received	OSC15103		CHALA	Applicant	GROUP HOSPITAL INDEMNITY	2214517	04/05/2023		\$0.00		<a href="#">View File</a>

The 'Confirm your details and file your claim' form shows a summary of the claim:
 

- Person filing this claim: CHALA COLBERT
- Date the service was performed: March 1st, 2023
- Facility where the service was performed or the physician who provided the service: Mercy Hospital
- Contact number for this provider: +18888888888
- Wellness exam, screening or test that was performed: echocardiogram

 A disclaimer states: 'Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.' A checkbox is checked: 'I acknowledge I have read the fraud information provided above and wish to continue with the electronic claim filing process.' Below this is a signature line with a handwritten signature. At the bottom are 'Clear', 'Save', and 'File my claim' buttons, along with a 'Back' button.