

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 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:

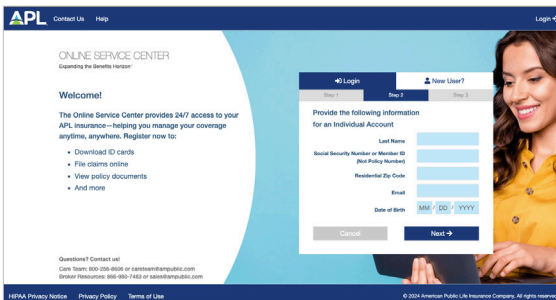
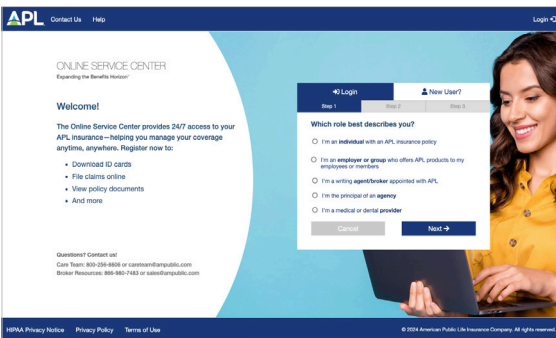
- **I am an individual with an APL insurance policy**
 - I am an employer or group who offers APL products to my employees or members
 - I am a writing agent/broker appointed with APL
 - I am the principal of an agency
 - I am a medical or dental provider

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
- Opt In for text message notifications
- File claims online and track claims status
- Download policy documents
- Enroll in Direct Deposit
- 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 W/BENEFIT 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.



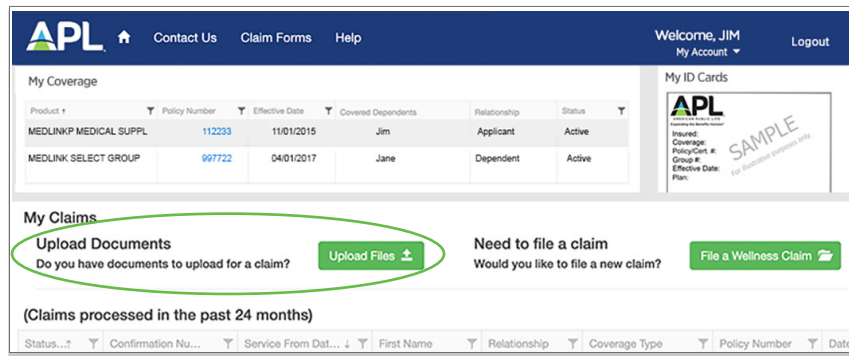
Filing a Claim Online

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.

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.

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.

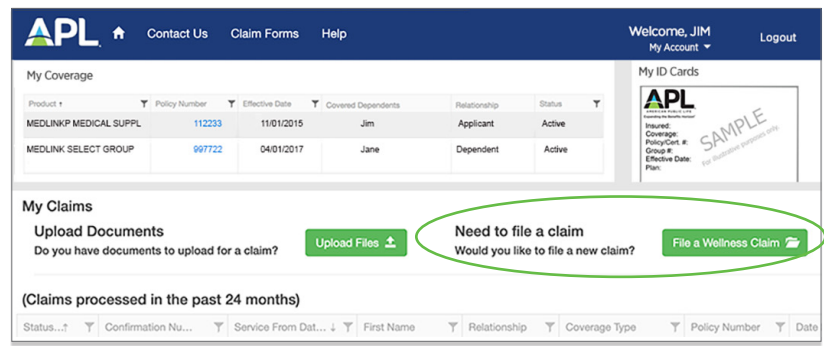
(Claims processed in the past 24 months)												
Status	Confirmation Num...	Service From Date	First Name	Relationship	Coverage Type	Policy Number	Date Received	Claim Num	Amount Paid	Date Comp	Upload Confirm	
Uploaded			Jane	Dependent	MEDLINKP MEDI	2233456	10/11/2018				View Files	
Received	OSC155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

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”



Select Claimant

From the Claimant drop down, select the name of the insured you're filing a claim for. Click “Next” to continue. To cancel, click “Close”

The 'File a Claim' form shows a progress bar at the top. The current step is 'Who are you filing a claim for?'. There is a dropdown menu with 'Self' selected. Below the dropdown are 'Back', 'Next', and 'Close' buttons.

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 has four questions: 1. What date was service performed? (03/01/2023), 2. Tell us the name of the facility the service was performed or the physician who provided the service. (Mercy Hospital), 3. What's the contact number for this provider? (+1-888-888-8888), 4. Select the wellness exam, screening or test that was performed? (echocardiogram). 'Back' and 'Next' buttons are at the bottom.

Sign & Submit

Confirm the claim details, read and check the Acknowledgment, then sign your name using your mouse and “Save” your signature.

Next, click “File my claim” to complete the submission.

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.

The 'Confirm your details and file your claim' form shows a summary of the claim: Person filing: JIM JIMSON, Date: March 1st, 2023, Facility: Mercy Hospital, Contact number: +1-888-888-8888, Wellness exam: echocardiogram. It includes an acknowledgment section and a signature line with 'Clear', 'Save', 'Back', and 'File my claim' buttons.

(Claims processed in the past 24 months)											
Status	Confirmation Nu...	Service From Dat...	First Name	Relationship	Coverage Type	Policy Number	Date Rec...	Claim Number	Amount Paid	Date Completed	Upload Confirmation
Received	OSC15103		CHILA	Applicant	GROUP HOSPITAL INDEMNITY	2214517	04/05/2023		\$0.00		View File

The 'File a Claim' form shows a 'Successful Entry!' message. It states: 'Your confirmation number for this claim is 15255. Your claim has been successfully submitted. If you've signed up for claim status updates via text message, you'll receive a notification of your claim submission when a claim number is assigned. Otherwise, you'll receive claim communications via US Mail.' There are 'Add Another Claim' and 'Close' buttons.