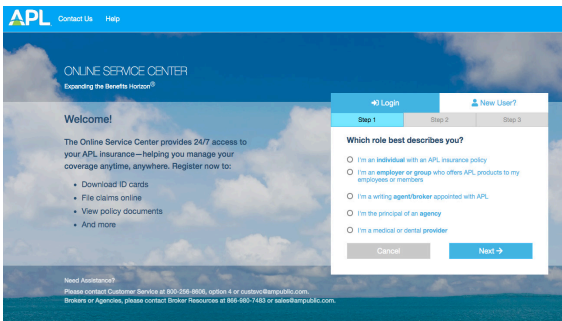


## Overview for Individual Insured

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:

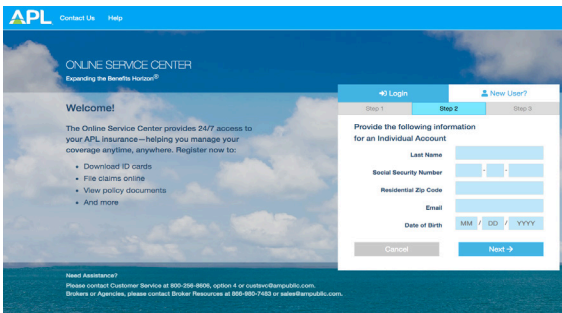


### **I am an individual with an APL insurance policy**

- 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.



# My Claims

Just below My Coverage, you'll find **My Claims**. The **My Claims** portion of your dashboard allows you to upload claim documents, submit your claim online and provides at-a-glance details of claims processed within the last 24 months, including:

- Claims status
- Uploaded claim documents
- Claim number that links to your Explanation of Benefits (EOB)
- Amount paid

## File a Claim Online

Under My Claims, click **Start Now** to begin the 3 easy steps to upload and submit your claim.

My Claims

Need to file a claim?
Start Now

**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

1. 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.

**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

2. 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

Claim Uploaded Successfully!

Insured: Jane Insuredson

Date of Birth: 01-01-1981

Confirmation Number: 10257

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

Close

3. A confirmation page will appear when your claim documents are uploaded and submitted successfully.

Click **Close** to return to **My Claims**.

Your new claim **submission** will appear first in your list of claims. Uploaded claim documents are viewable for 60 days from the Date Received by **clicking View File(s)** from the **Upload Confirmation** column.

(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 Confir
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>