
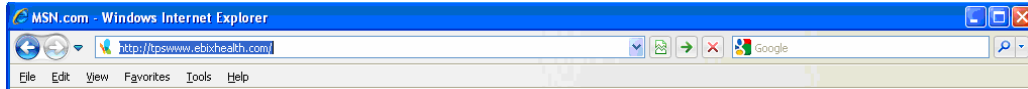

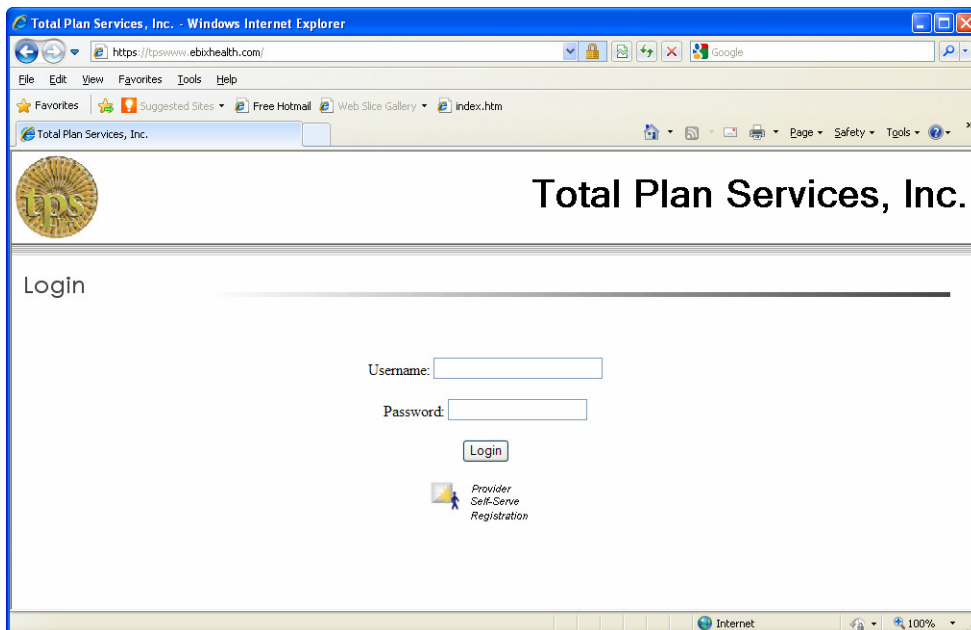


Instructions for First Time Access of Total Plan Services Web Site by Participants

1. Open an Internet (web) browser.
2. Enter “**tpswww.ebixhealth.com**” in the Address field. Press the <ENTER> key or click on the  button using the left mouse button.



3. In the Username field, enter your **Employee ID** listed on the medical identification card provided to you by Total Plan Services, Inc. (TPSI) in the **Username** field. Note - this is a 9-digit number and is different from your Social Security Number. Leave the Password field blank. Press the <ENTER> key or click on the  button using the left mouse button.



If a message box is received indicating that the login is incorrect, please call TPSI Customer Service at 1-800-969-5238 option 2 for further assistance as additional setup will be required.



4. Complete the REQUIRED information (**Participant ID, Participant Last Name, Participant Zip Code, and Participant Date of Birth**) in the boxes provided to VERIFY your identity.

Total Plan Services, Inc.

Verify Your Identity

Please enter the following information to verify LIN account.

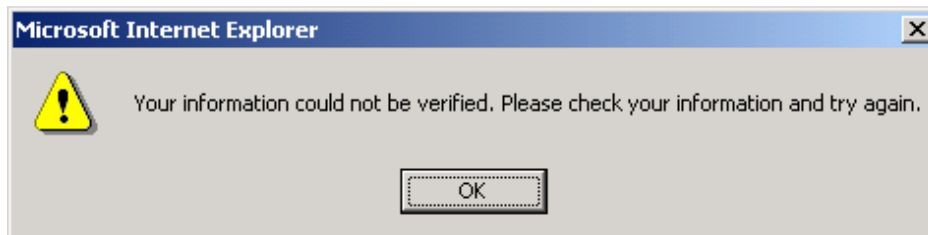
Participant ID

Participant Last Name

Participant Zip Code

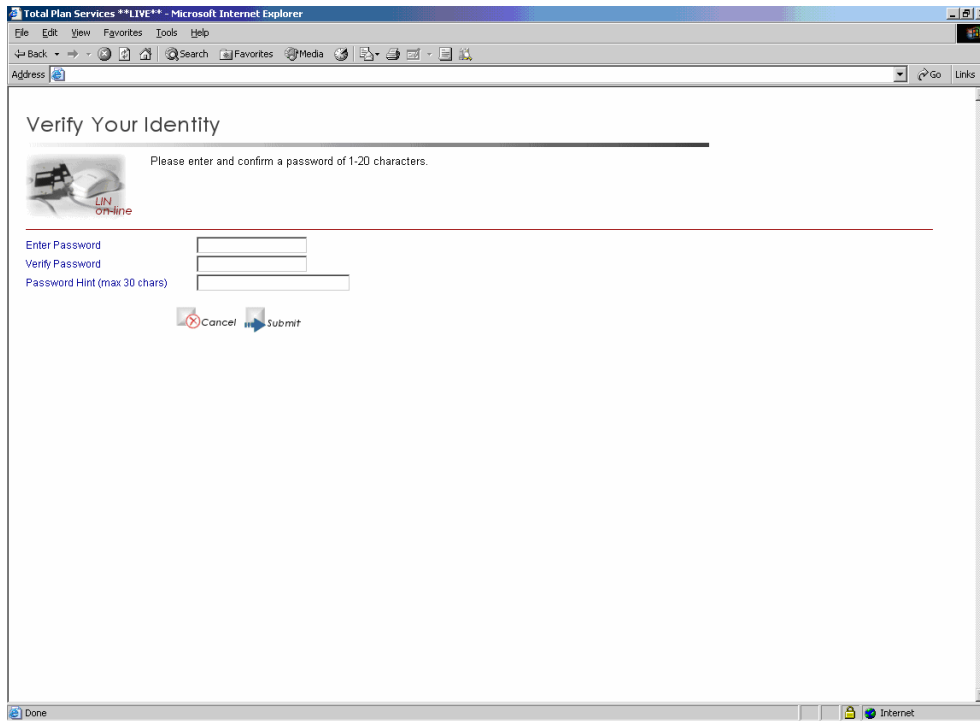
Participant Date of Birth / /

5. If any of the information typed is in error (i.e. doesn't match the claim system data) a message box will be displayed. If this occurs, press the <ENTER> key or click on the button using the left mouse button.

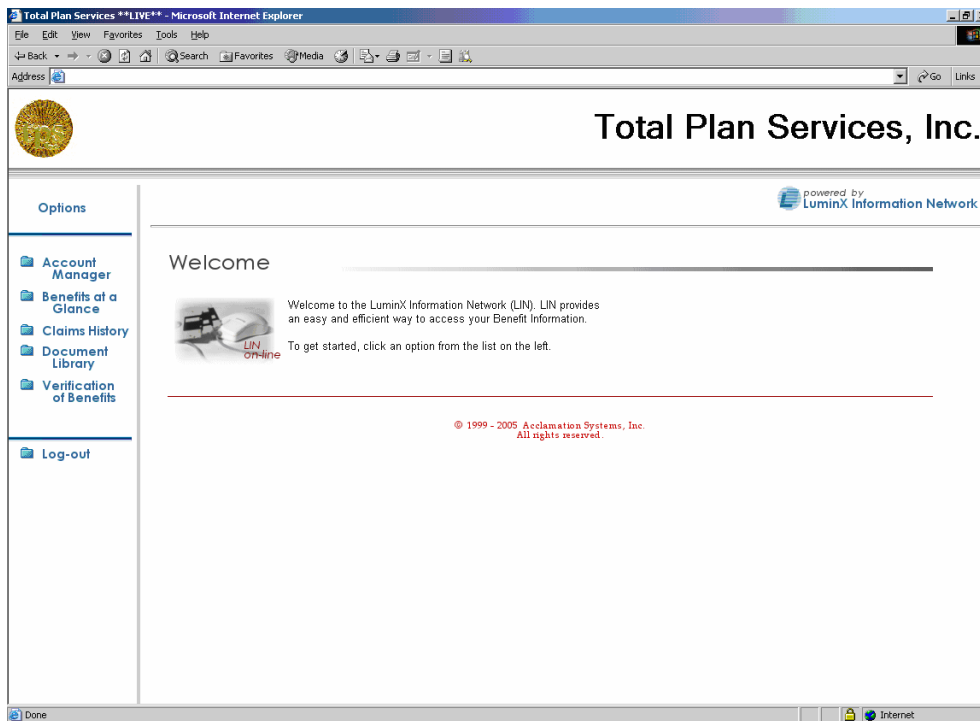


Make the appropriate corrections to the data entered and re-submit the data for verification/validation.

6. Upon successful VERIFICATION of identity you will be directed to a window in order to password secure this account login. Enter the user-defined **password** and **re-enter the password** in the boxes provided to confirm consistent data entry. Supply a **password hint** (up to 30 characters) in the box provided to help you remember your initial password setting if forgotten at a later date. Click on the button using the left mouse button to update the security record.




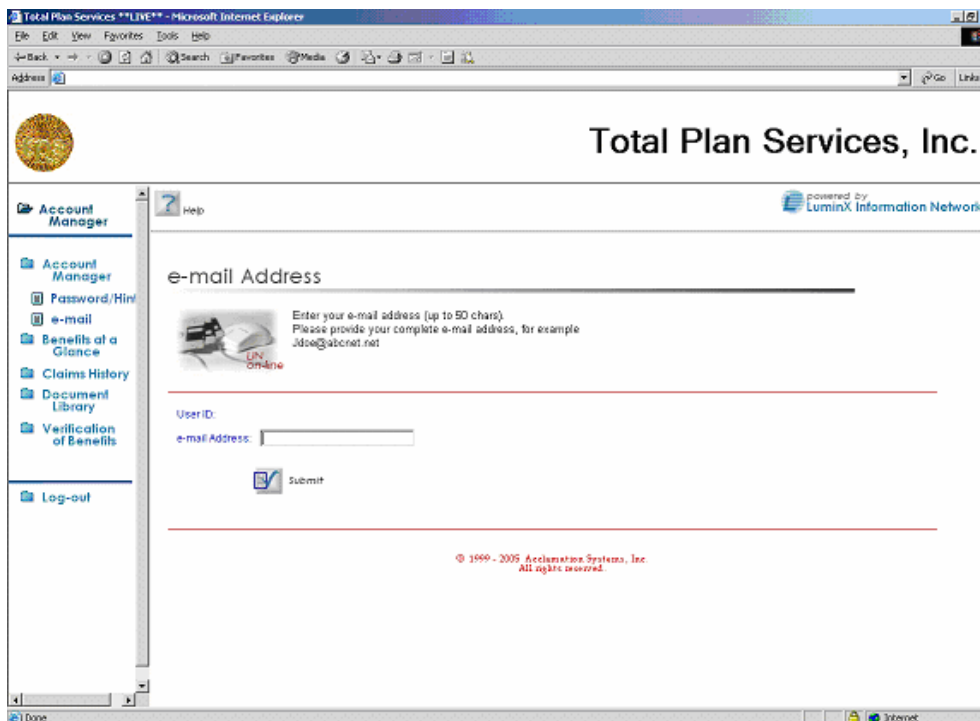
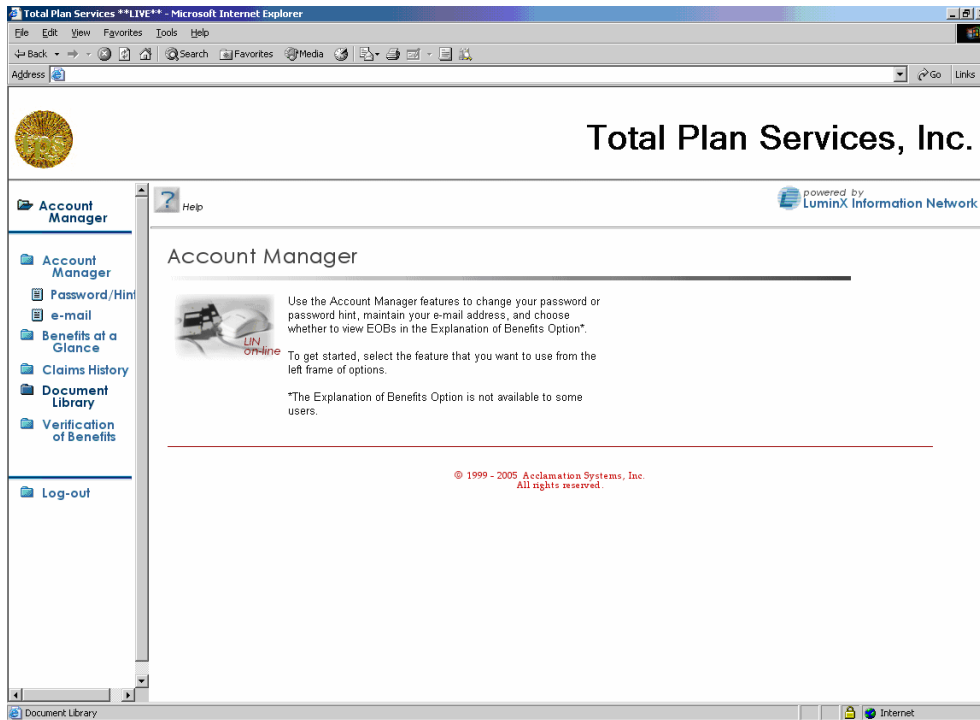
7. After the successful completion of the first time login and setting of the account password you are directed to the web site's HOME page.



The available options to you (the participant) are:

- **Account Manager** – reset password, establish e-mail address for this account
- **Benefits at a Glance** – review benefits elected by the participant
- **Claims History** – review claims for the participant
- **Document Library** – browse group insurance related documentation
- **Verification of Benefits** – print letter for verification of benefits

8. Add/modify the e-mail address you wish to associate with this account. This can be accomplished by clicking on the Account Manager folder on the left side of the window. Click on the submenu **e-mail** option to open a window where you can enter the desired **e-mail address** in the box provided. Click on the  Submit button using the left mouse button to save the e-mail address change.



9. Continue using the other options available to the participant in the Total Plan Services web site.

10. **Log out** of the web site by clicking on the Log-out folder on the left side of the window when you are finished.