
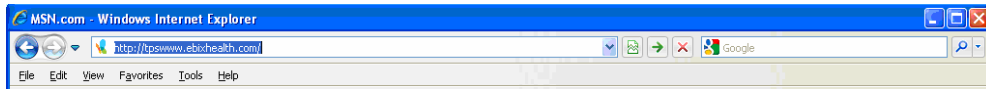
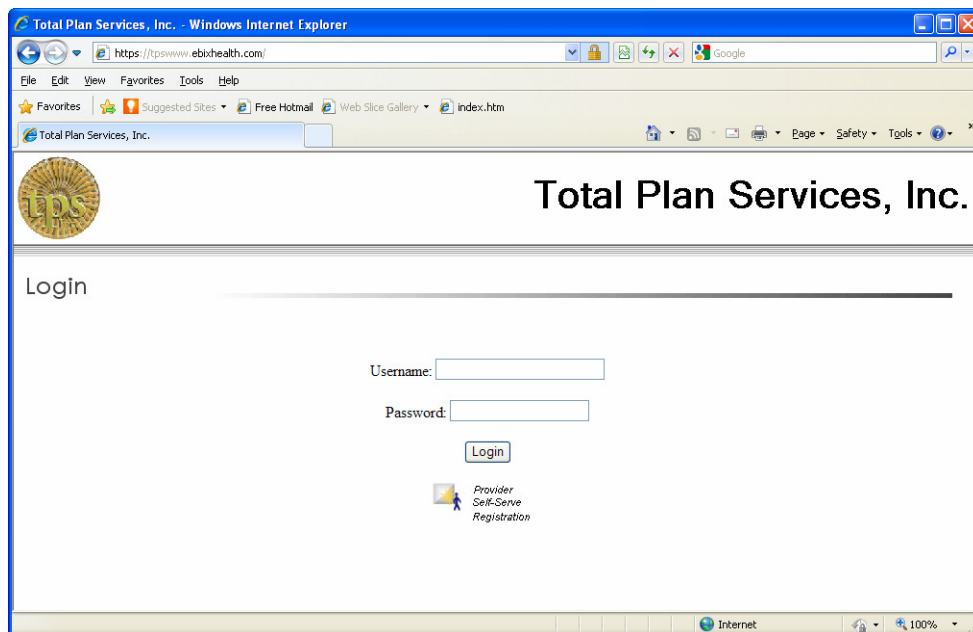


# Instructions for Self-Serve Registration of Total Plan Services Web Site by Providers

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.




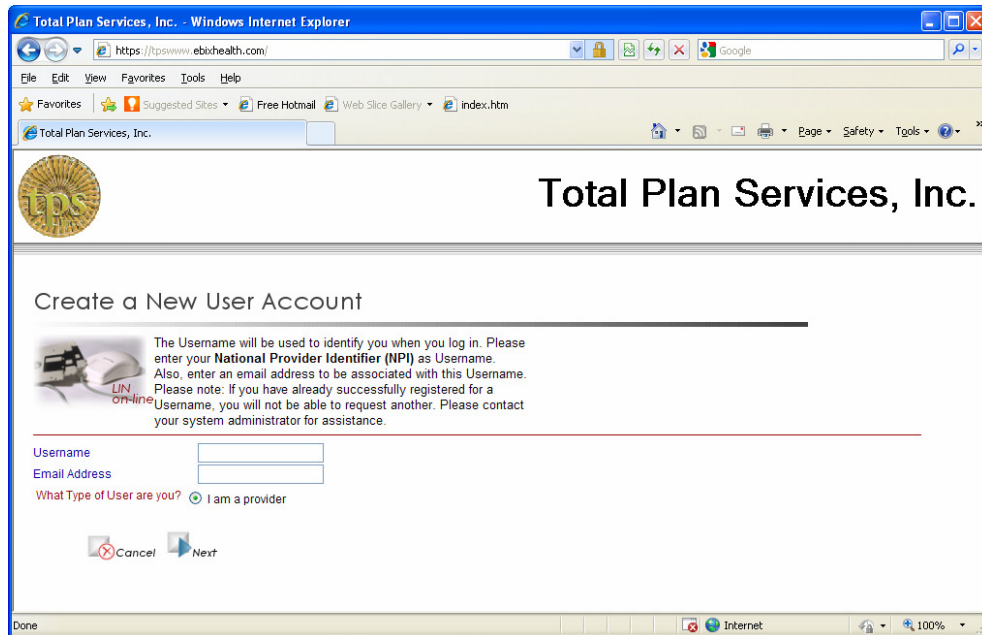
3. Click on the  button using the left mouse button.




4. Complete the **REQUIRED** information (**Username, Email Address**) in the boxes provided.

**NOTE – enter your National Provider Identifier (NPI) as the Username (numeric only, do not use hyphens).**


Click on the Next  button to proceed to continue with the self-registration process.

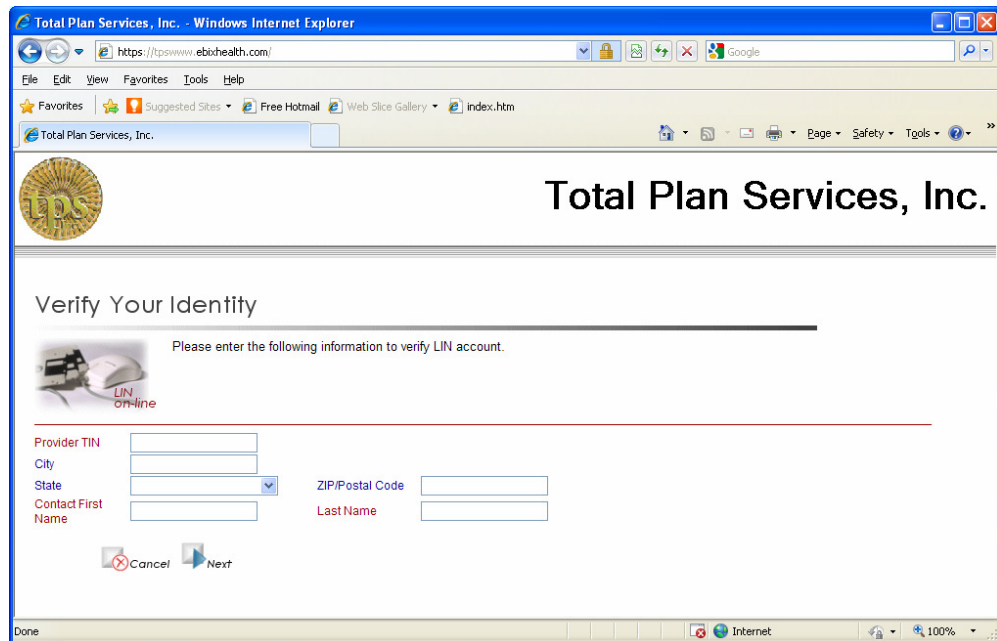



5. If any of the **REQUIRED** information is not completed a message box will be displayed. If this occurs, press the <ENTER> key or click on the  button in the error message box using the left mouse button.



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

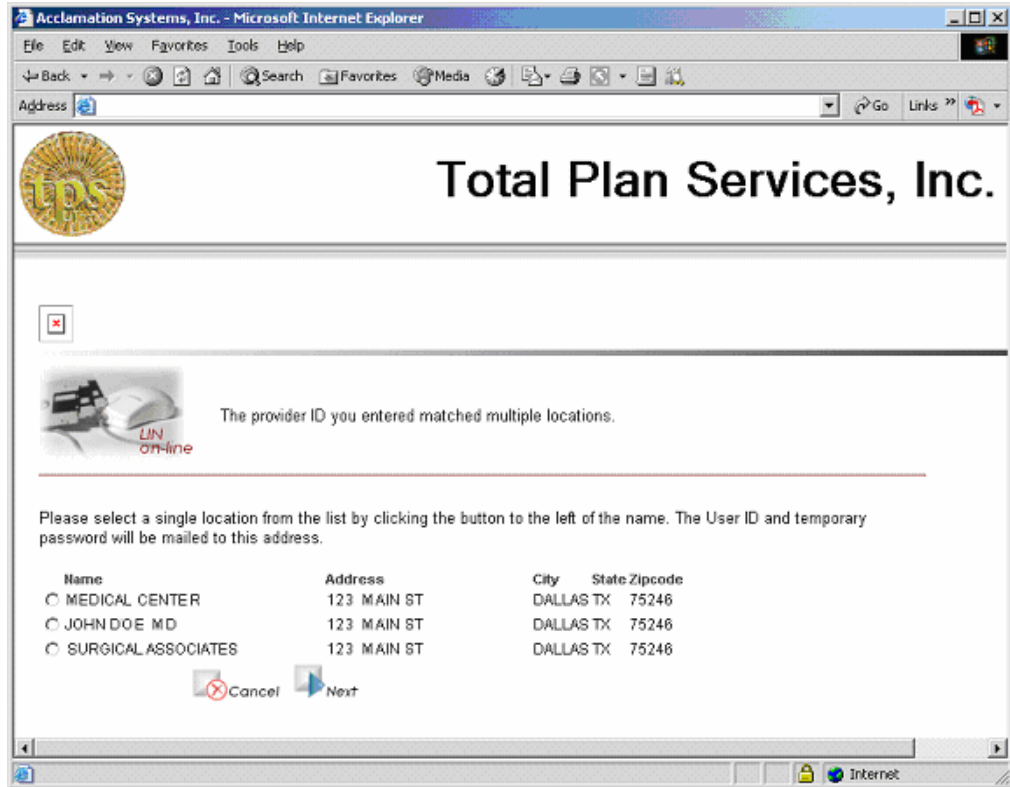
6. Upon successful creation of a (provider) Username you will be directed to a window in order to verify your (provider) identity. Enter your Taxpayer Identification Number (TIN) using numerals only (do not use hyphens), City, State, and Zip/Postal Code for your provider location. Additionally, enter a Contact First and Last Name for reference to this account. All of these fields are **REQUIRED**. Click on the  button using the left mouse button to update the security record.



7. If any of the **REQUIRED** information is not completed a message box will be displayed. If this occurs, press the <ENTER> key or click on the  button in the error message box using the left mouse button.

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

8. If multiple provider locations meet the specifications entered on the Verify Your Identify screen, a secondary screen will be presented to you. This screen will list all of the locations meeting those specifications and require you to select the **APPROPRIATE** location.



9. After the successful completion you will receive a message box indicating that your request has been submitted. Please note that this request will be processed and a letter containing the User ID and temporary password will be mailed to the address previously selected within 5 business days.

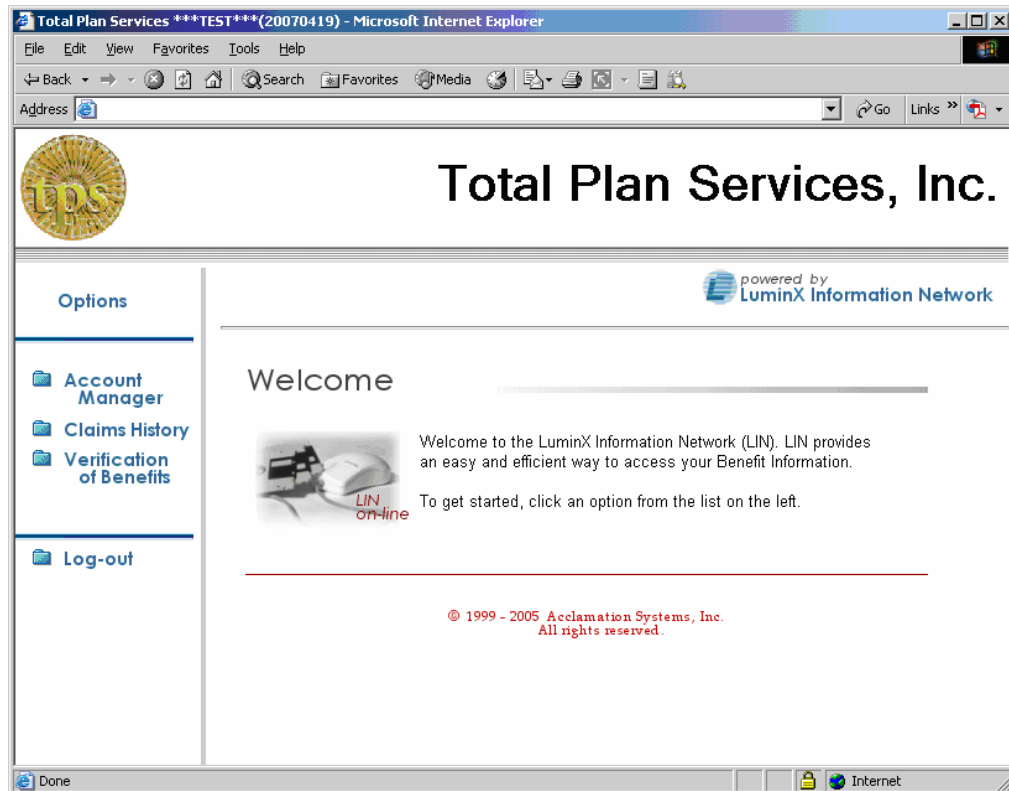


10. Upon receiving this letter, use this information to login to the website at **tpswww.acclamation.com**

Following successful initial login, you will be requested to change to a permanent password. After successfully changing the password, you will be directed into the Total Plan Services' website.


# Instructions for Use of Total Plan Services Web Site by Providers

11. Upon receiving this letter, use this information to login to the website at [tpswww.ebixhealth.com](http://tpswww.ebixhealth.com)



The available options to you (the provider) are:

- **Account Manager** – reset password, change e-mail address for this account

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  button using the left mouse button to save the e-mail address change.

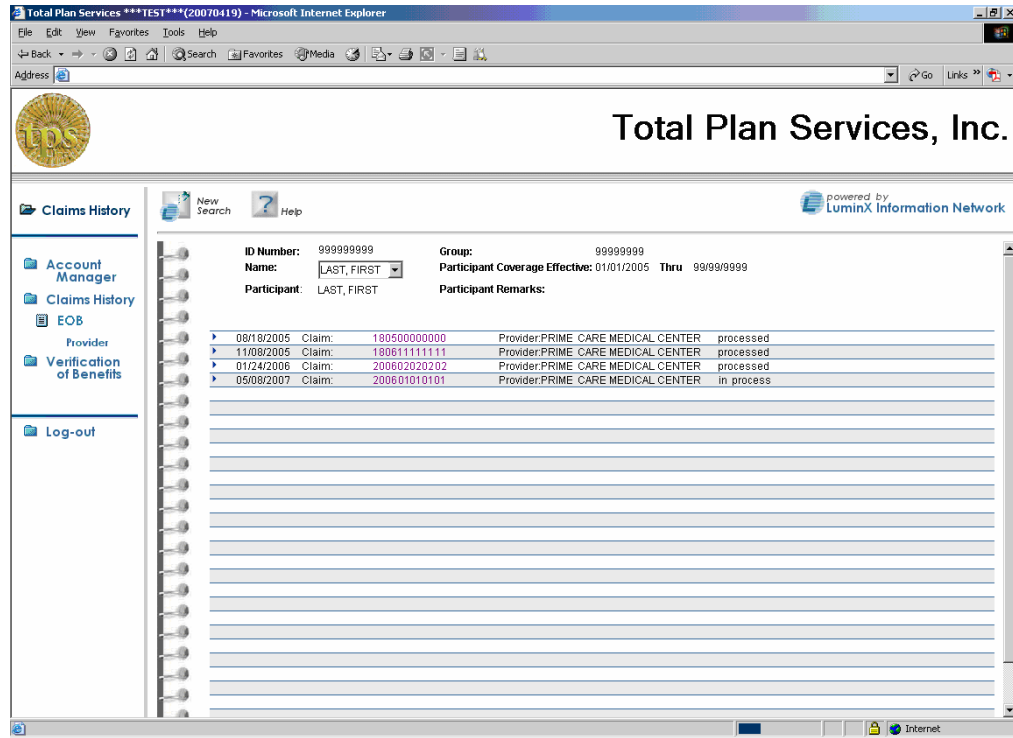
- **Claims History** – review provider EOB for the participant

Only claims for each participant that were filed under the TIN supplied at the time of self-service registration will be displayed. Claim status is displayed in the right most column. To view a copy similar to the EOB sent to the provider do the following:

- Click on the claim number. If an EOB exists for that claim an EOB/Provider sub-option will appear under the CLAIMS HISTORY

option. Note – EOBs do not exist for claims (number) starting with 1805xxxxxxxx.

- Click on the Provider sub-option to view the EOB.



- **Verification of Benefits** – review/print letter for verification of benefits

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