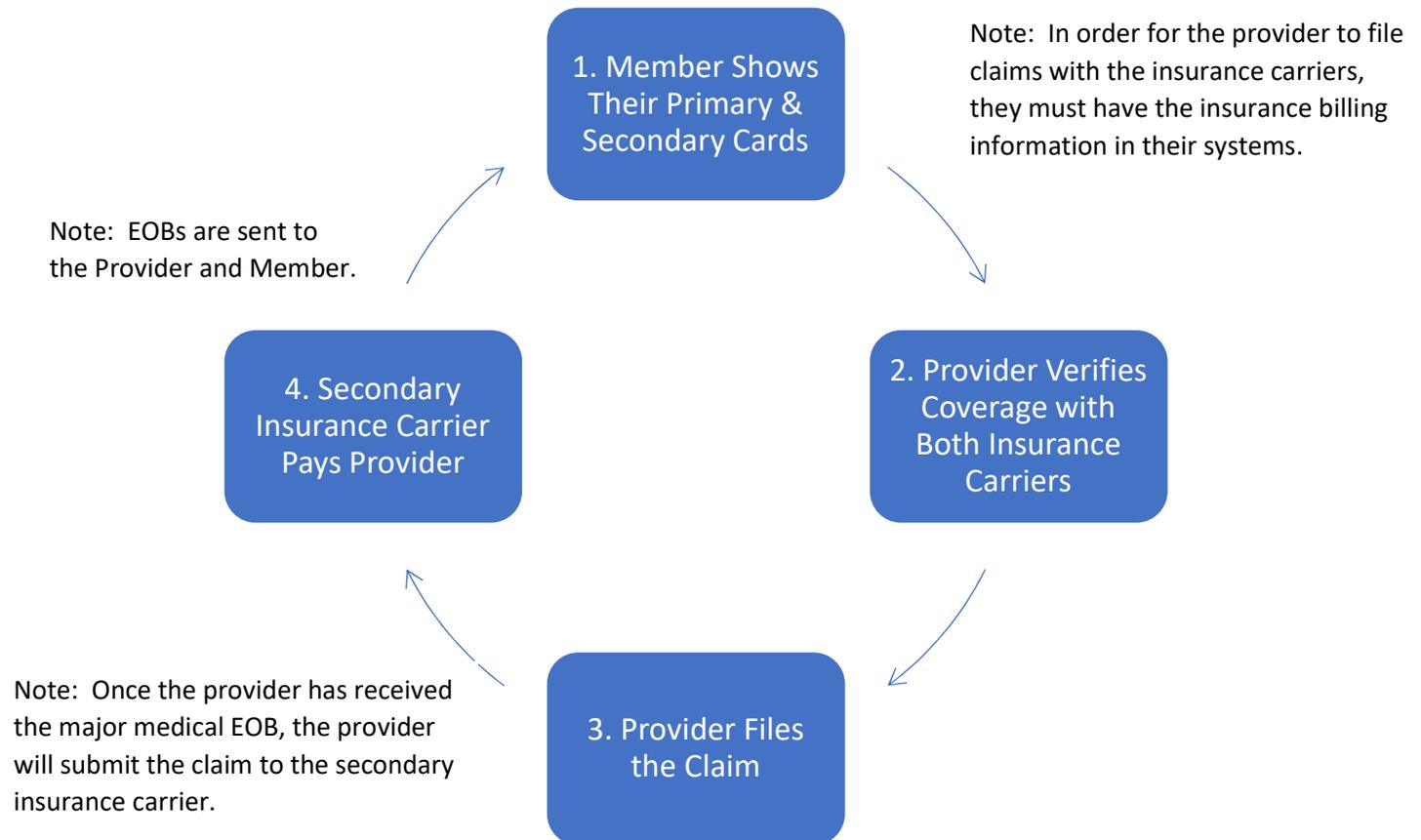


Our Claim Process is Simple!

The employee simply presents their primary and secondary insurance cards **every time** they see their provider. The provider and insurance carriers do all the work and if there is a balance, the member pays the final bill.

The Two-Card System!



Member Portal

Covered members can register and view or download their Explanation of benefits (EOB) by visiting:
<https://portal.acitpa.com/eks>

The Member Portal only stores processed claims. If a member does not see a claim in the portal, they will need to follow up with their provider to verify the secondary insurance is listed correctly in their system.

Administrative Concepts, Inc. P.O. Box 4000, Collegeville, PA 19426

Benefits, Eligibility, and Claims Phone: 888-585-9038 Email: aciclaims@acitpa.com



How to file a claim if your provider won't file with the GAP plan:

Documents needed

- copy of the invoice for the services rendered
- copy of the primary EOB
- copy of the paid receipt

Submit all documents to ACI:

- Email: aciclaims@acitpa.com
- Fax: 610-293-7618
- Address: PO Box 4000, Collegeville, PA 19406
- Member claim portal <https://portal.acitpa.com/eks>

To speak with a customer service representative please call 888-585-9038



Member Portal

The fast and easy way to help manage your health claims!

Where: <https://portal.acitpa.com/eks>

How: For new users, click **New User? Create New Account**

Note: you will need your Member ID and Policy Number from your ID card to complete setup. Please contact ACI for assistance. Any member 18 years of age and older (spouses and/or dependent children) require separate logins.

The employee does not use the "01" at the end of their member ID.

Spouse will use "-01" at the end of their member ID

Oldest dependent child over 18 years of age will use "-02"

Children under 18 years of age will be under the employee's account.

A verification email will be sent with a link to confirm and finalize registration. Please be sure to check your Junk/Spam folders, if an email is not received, contact ACI for assistance.

Note: You must read and accept the **Terms and Conditions of Access** to sign in.

>ACI

Email

Password

[Forgot Password?](#)

Login

[New User? Create New Account](#)

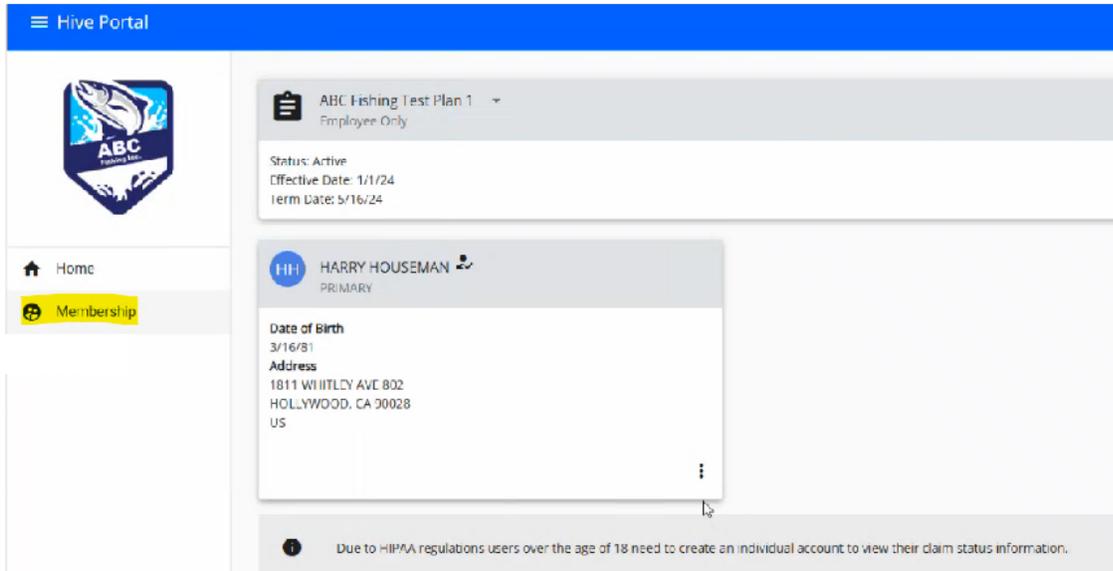
Once registered, simply enter your email and password for future logins.

Should you forget your password, click **Forgot Password?** underneath the credential fields to initiate a password reset. A confirmation link will be sent to the email address used for registration.

Homepage

Upon successful login, the **Homepage** will display instructions on how to view membership and claims.

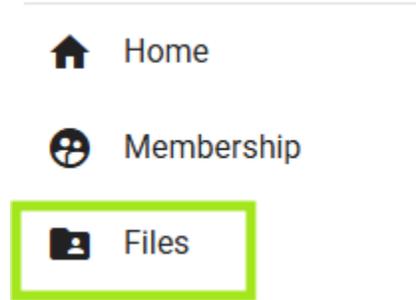
To view coverage, click on Membership located on the left-hand side of the screen.



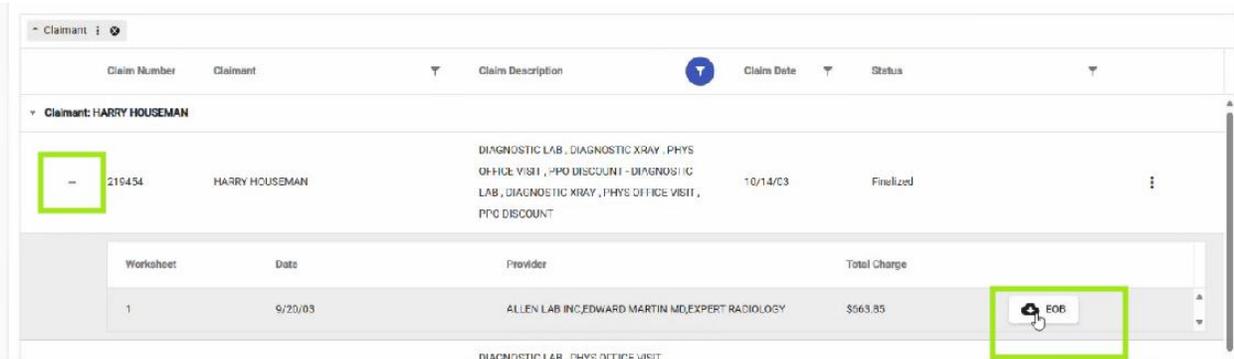
To view or download an id card click on the ellipsis



To View claims, click on the Files tab located on the left-hand side of the screen.

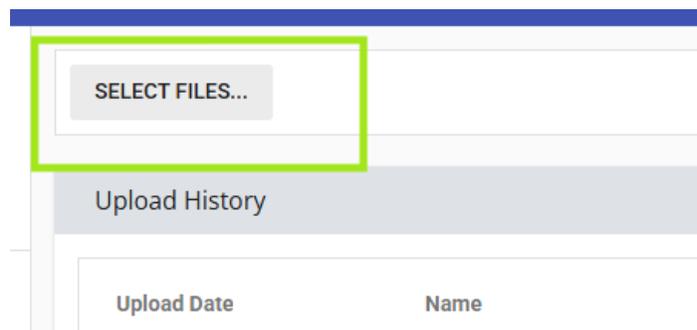


Click on the + button to expand and populate any additional information we have on file for the claim as well to download the Explanation of Benefits (EOB)

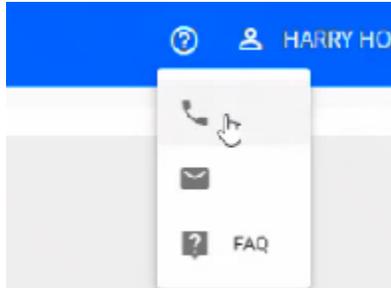


To file a new claim, click on File a New Claim

Please include a copy of the itemized bill and primary Explanation of Benefits (EOB)



If you have any questions while navigating the portal, you can use the ? located on the upper right-hand corner of the screen



Questions? Need Assistance? Contact us – we’re listening!

ACI Customer Service: 888-346-9905; or aciclaims@acitpa.com

