

abs tpa Today

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Happy New Year!

Expanded Online Services Coming Soon

New Secure Services Portals Rolling Out in 2014

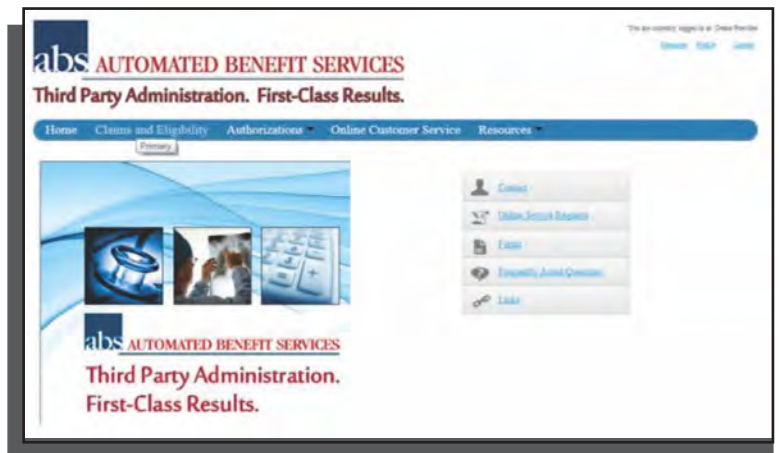
Users of ABS online services will soon enjoy an expansion of features and functionality provided by new web-based secure services portals scheduled to begin rolling out this year. Although ABS has provided online services for many years via LIN system access, the new online portals will deliver a host of options beyond the scope and capabilities of LIN, and also possess expansion capabilities which will ensure ABS online services evolve to meet changing user needs.

Development of the new portals began in mid-2013 as a component of a company-wide mission to take ABS service to new heights. The ABS Client Services Division was created as a key measure within this effort, commissioned to provide communications, consultation, outreach and resources to all audiences; the division was established with staffing and resources sized to fit expanding service needs, and the new portals are an important part of this mix. While personal service will always be available to an individual seeking service from ABS, online services allow an additional, immediate, 24/7 option, and use of online services is on the rise.

The new secure services portal rollout will occur in phases over the course of next year and a half. The first phase of the rollout will introduce member and provider portals; employer and agent portals will follow. Initially, portals will deliver basic functionality such as access to member enrollment data and links to provider networks; new modules will then be added over time to ultimately create a robust online resource for 24/7 data and service assistance.

Member Portal Rollout

The initial installment of this portal will place most-requested data at the member's fingertips. Immediate functionality will include access to enrollment information and eligibility, network membership information, provider search via



network links, online requesting of new ID cards, and access to frequently asked questions. Future functionality will include member deductible tracking, online pre-authorization tracking, and the ability to downloadable forms and documents, among other features.

Provider Portal Rollout

Providers will be able to immediately access member information and eligibility, detailed claim information and status of claim payments. Future upgrades to the provider portal will facilitate online pre-authorization tracking and the ability to download necessary forms.

New Portal Access

Online service users will be able to access the new portals either directly through the applicable URL address, or from a link on the ABS website. First-time member visitors will be prompted to set up an account username and password unique to the new portal. Providers previously registered for online services through LIN will use their existing username when establishing an account for the new portal, and will be prompted to create a new password only.

The LIN secure services portal will remain accessible for several months following the rollout in order to allow a transition period for users to migrate to the new portals. The ABS website will contain information pertaining to the sunset date for LIN portal access.

2014 PPACA Taxes and Fees

2014 brings a number of new taxes and fees created by the Patient Protection and Affordable Care Act (PPACA). If you missed our PPACA taxes and fees schedule in the October 2013 TPA Today, it is available on our website. Go to www.abs-tpa.com, select "Go to ABS News," and then select "October 2013 TPA Today."



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