



How To Register Guide: Providers

Using Chrome as your browser, go to this link to register -

<https://acswww.ebixhealth.com/lin/faces/LinLogin.jsp>

Click **Register New User** Link in blue, below the login and input the information as requested and following the instructions on the screen.

The image is a screenshot of the LIN (Luminix Information Network) login portal. At the top, the LIN logo is displayed with the tagline 'Luminix Information Network'. Below this is a 'Sign In' section containing two input fields: 'User ID:' and 'Password:'. A blue 'Login' button is positioned below the password field. A red rectangular box highlights the 'Register New User' link located directly beneath the 'Login' button. At the bottom of the sign-in area, there are two links: 'User ID Help' and 'Password Help'. The footer of the page features the EBIX HEALTH logo, the copyright notice '© 1999 - 2021 Ebix Health - A Division of Ebix, Inc.', and a 'Privacy Policy' link.

If you get an error message when you try to register that is because there is no W9 on file:

You will need to email a W9 to us at Incoming-Fax@acsbenefitservices.com, or fax in a W9 to us at 336-759-2741, allow 3 business days for us to update that information in our system, then after 3 business days, you should be able to register. Once the W9 is updated in our system, our system will allow you to register.


Once in the website – you will have access to these areas.

Click **Status** on left hand side to see these options:

Claim History – Shows employee’s claims.

Benefits at a Glance – Contains basic employee information with the enrollment choice.

Verification of Benefits – Shows detailed medical coverage/plan coverage.

In each section – you need to search by clicking this icon -  and search by options will appear.

Type in the items that you want to search for like **first name/last name** and click **submit**.

Then at the bottom will show the person’s name and ID number.

Double Click on the person’s name – then the screen returns to a field showing the EE ID number and then click **submit** to show their information for that particular section.

In the claim history section

Click **participant ID/magnifying glass** and it will allow you to change your search option and enter the persons info and then click **search** and the information and click **submit**. The search findings are at the bottom, click on the person that you want to see claims on. It will go back to a different screen showing that one person’s information and showing group number and ID – then enter a **start date** to search for claims for that date forward. If you are looking for a specific claim date or point of claims starting with that date, **(enter the date)** and click **submit** to the far right.

When the information comes up, look under claim and there will be a highlighted link/different color, click on it and a small summary of the claim will pop up, in that pop up box, click the link at the bottom within the popup box to view Explanation of Benefits.