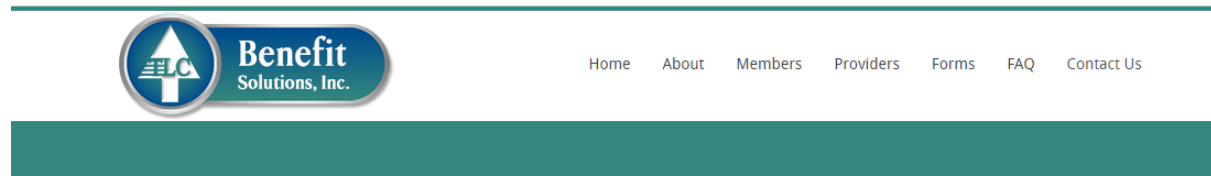




BENEFITS AND CLAIM PORTAL

STEP-BY-STEP GUIDE

1. Go to www.tlcbenefitsolutions.net and select 'Members' tab.
2. Go to 'Login to view Benefits and Claims.'



Members Information

Benefits at a Glance

✓ **Convenient and Secure Access to Your Benefits Information.** This is where you and your dependents can locate a health care provider, obtain benefit information, ask benefit questions, get news and updates as well as health and wellness information and more.

The Langdale Company

✓ The employees of The Langdale Company are offered a comprehensive package of benefits to meet their personal requirements. We are proud of The Langdale Company Employee Benefit Plan. It is designed in response to our employees' need - A plan that opens the door for financial security and affordable health care.

This Benefit Guide is meant to give you a detailed description of our Benefit Programs and is designed to:

- Make your benefits easier to access and understand when you need them most.
- Help you understand your own personal benefits and financial planning.
- Provide a detailed source of accurate information about The Langdale Company Employee Benefit Plan.

✓ The information in this guide describes the employee benefit plans in general terms. This information is not intended to replace the legal plan documents, summary plan descriptions, group policies or certificates of coverage that describe specific benefits, limitations or exclusions. The Langdale Company reserves the right to amend or terminate any of these programs or to increase employee premium contributions toward any benefit at our discretion. For questions related to any of these benefit programs, you may contact TLC Benefit Solutions at (229) 249-0940.

Access Your Member Portal

Log in to the Member Portal to access:

- Your Medical & Dental Claims History
- Your Explanations of Benefits (EOBs)

Please Note: Flexible Spending Accounts and Vision Insurance are not administered by TLC.

Login to view Benefits and Claims

Login

Login to view Pharmacy Benefits and Claims

Login

Login to view ELAPulse - Balance Bill Service (Hospital & Facility Bills)

Login

[View the ELAPulse Member Guide](#)



3. Select 'Register New User.'

Benefit Solutions, Inc.

Sign In

User ID:

Password:

Login

Register New User

User ID Help Password Help

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4. Type your preferred username in the 'User ID' field. Hit Submit.

Benefit Solutions, Inc.

Create a New User Account

Please note: If you have already successfully registered for a User ID, you will not be able to request another one. Contact your system administrator for assistance.

User ID: *

Email Address: *

What Type of User are you? *

I am the insurance subscriber

I am a dependent of the subscriber

I am a provider

Cancel Submit

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5. Fill out all fields and hit Next.

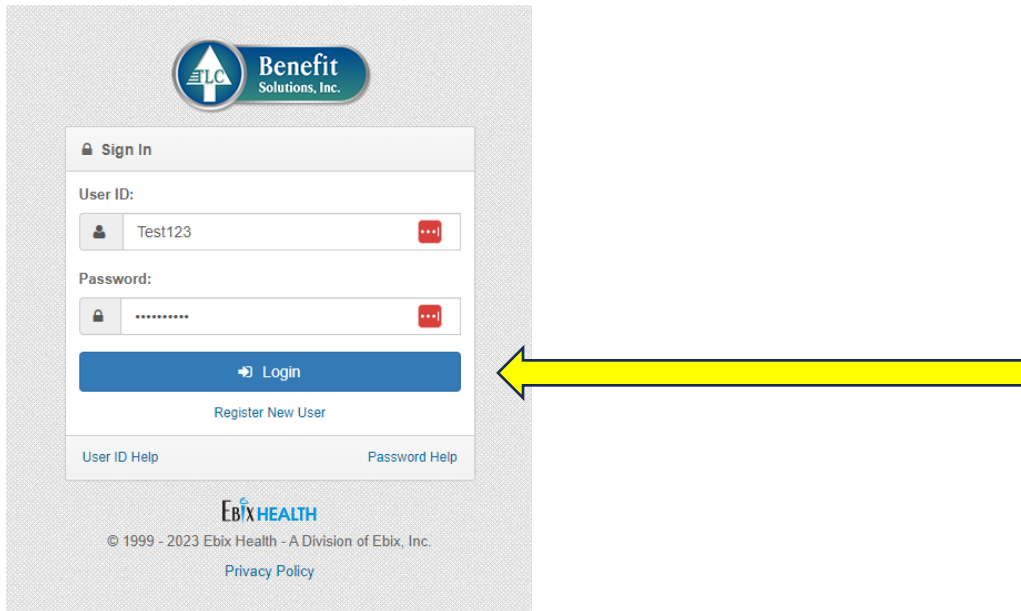
If you don't have an ID card, call TLC Benefits to obtain your Participant ID# at 877-949-0940.

The screenshot shows the 'Verify Your Identity' form. At the top is the Benefit Solutions, Inc. logo. Below it is the title 'Verify Your Identity'. The form contains four input fields: 'Participant ID: *', 'Participant Last Name: *', 'Participant ZIP/Postal Code: *', and 'Participant Date of Birth: *'. The date field has a calendar icon and the placeholder 'mm/dd/yyyy'. At the bottom of the form are 'Cancel' and 'Next' buttons. A yellow arrow points to the 'Next' button. Below the form is the EBIX HEALTH logo and copyright information: '© 1999 - 2023 Ebix Health - A Division of Ebix, Inc. Privacy Policy'.

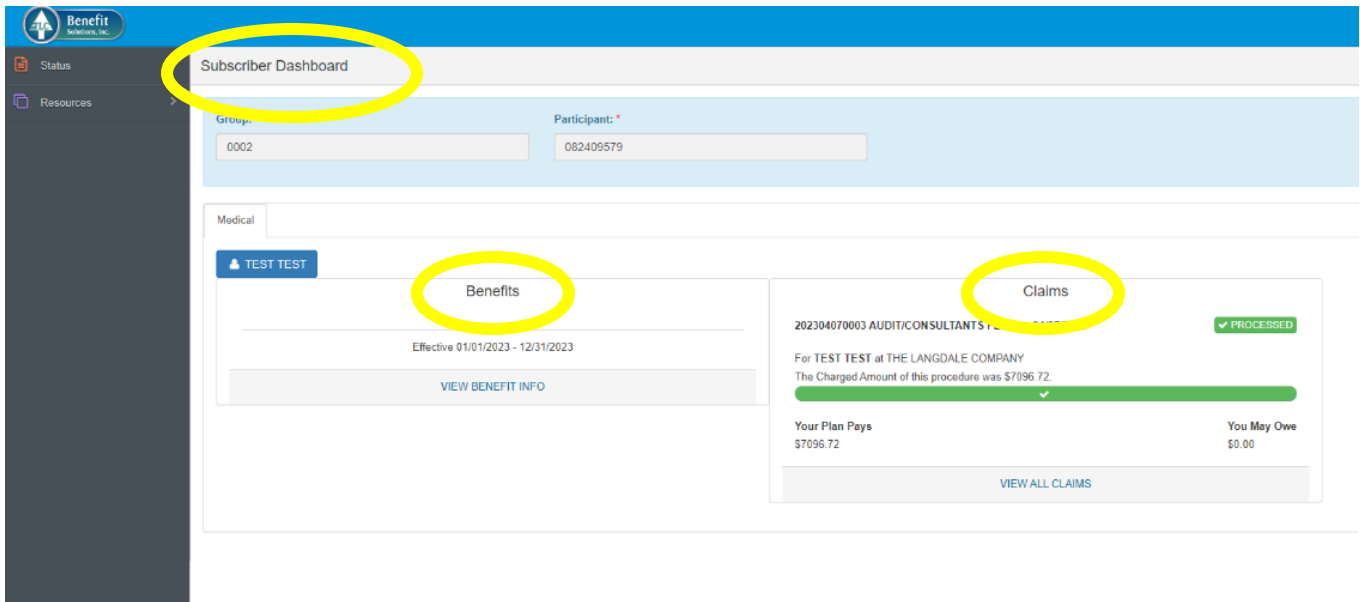
6. Create your Password and Hint.

The screenshot shows the 'Establish your Password' form. At the top is the Benefit Solutions, Inc. logo. Below it is the title 'Establish your Password'. The form includes instructions: 'Enter and confirm a password. A valid password contains:' followed by a bulleted list: '8-20 characters', '1 of which must be an upper case letter', '1 of which must be a lower case letter', '1 of which must be a number', and '1 of which must be a special character'. Below this is 'A valid password does not include:' followed by a bulleted list: 'the LIN Username/ID'. The form contains three input fields: 'Enter Password: *', 'Verify Password: *', and 'Password Hint (max 30 chars): *'. The password fields have lock icons and red 'x' icons. The hint field has an 'i' icon. At the bottom of the form are 'Cancel' and 'Submit' buttons. A yellow arrow points to the 'Submit' button. Below the form is the EBIX HEALTH logo and copyright information: '© 1999 - 2023 Ebix Health - A Division of Ebix, Inc. Privacy Policy'.

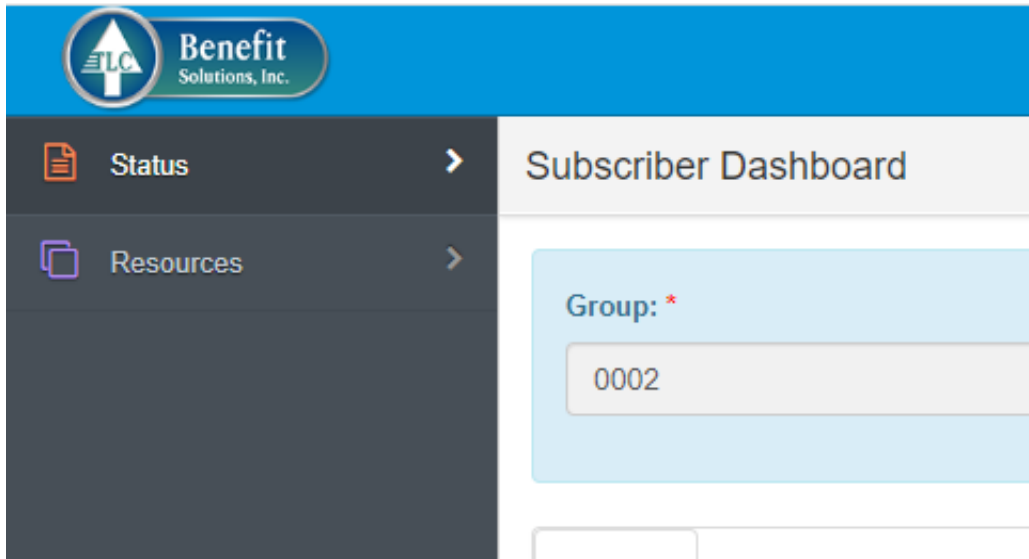
7. Sign in to your account.



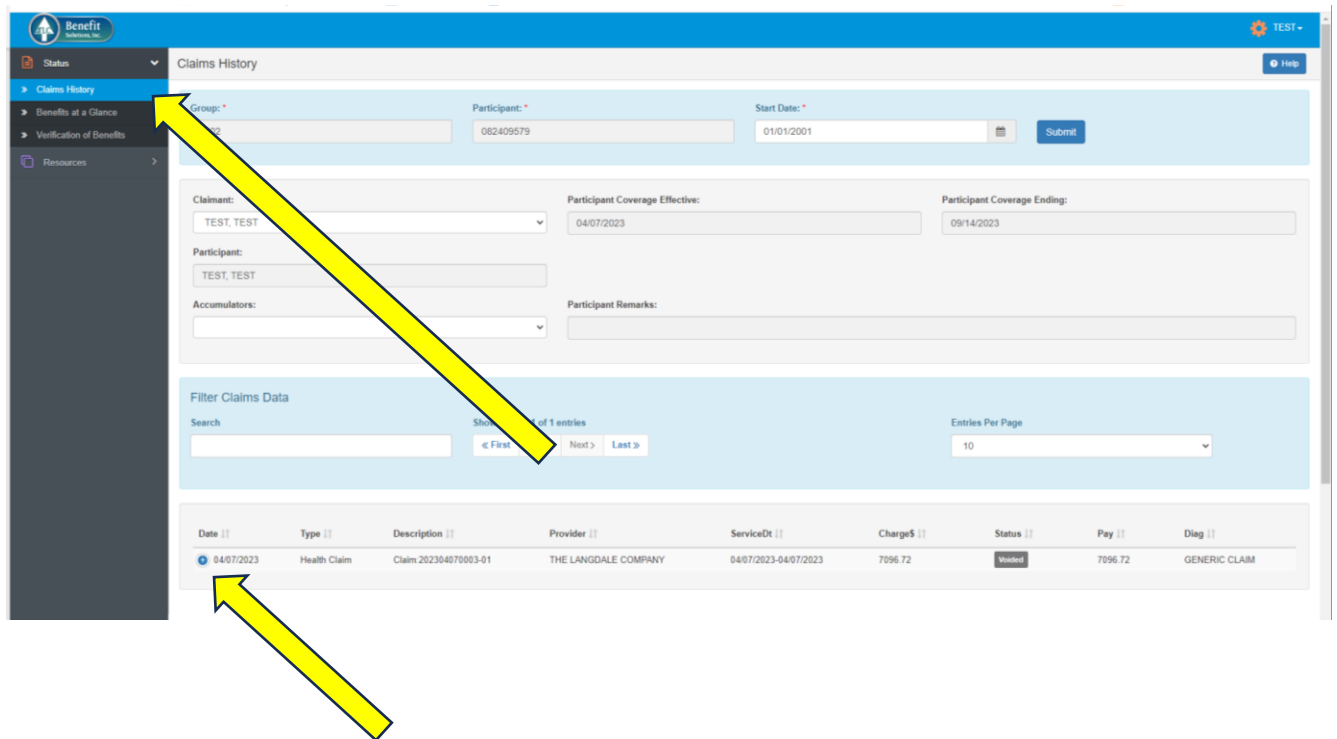
8. When you login, you're greeted with the Subscriber Dashboard. This dashboard will display your recent claims and benefits information.

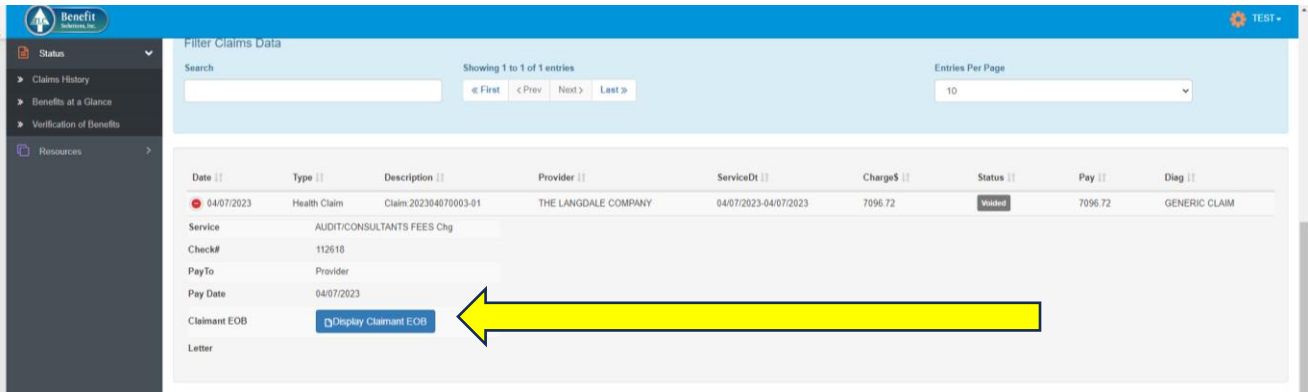


9. You have two menu options – ‘Status’ and ‘Resources.’

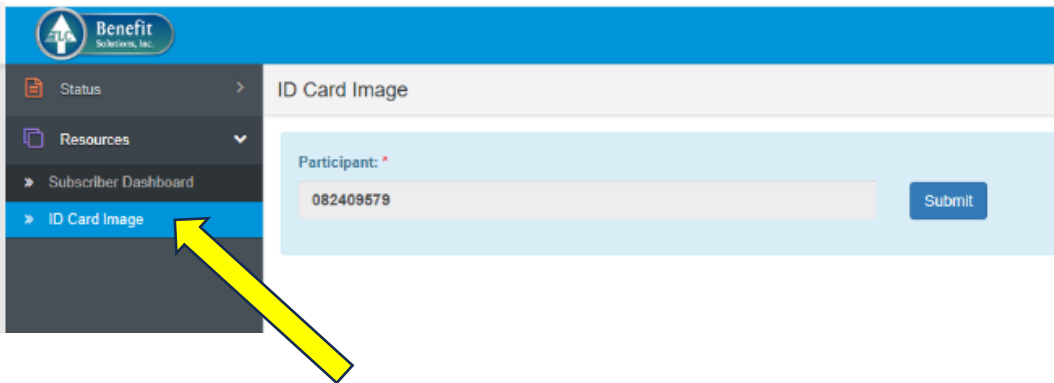


10. To view claims and EOBs (Explanation of Benefits) go to ‘Status’ then ‘Claims History.’
To view your EOB, click on the + sign then ‘Display Claimant EOB.’

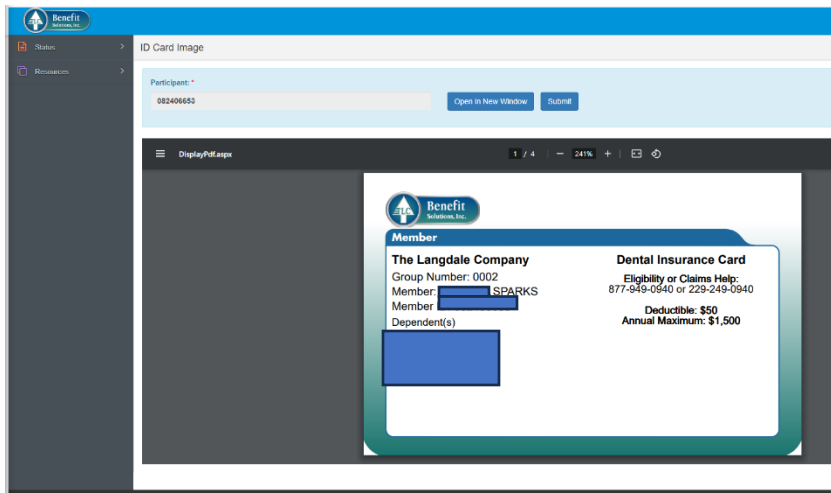




11. To view ID Card, go to 'Resources' then 'ID Card.'



Your ID Card image will open in a PDF viewer.



***If you need help with portal access or have questions, you can contact Ewelina Sparks,

Compliance Officer at TLC Benefits, at 229-630-7972.***