



ELAPulse Member How To Guide

New Resources Available

Introducing ELAPulse Portal, the newest service that makes it easier to interact with ELAP Services and gives you 24/7 access to new resources and tools. With a straightforward, easy to use interface, handling balance bills has never been easier.



Balance Bill Support

- Submit hospital and facility bills—It's as easy as taking a picture with your phone
- Get real time status on balance bills
- Communicate with your dedicated Member Services Advocate



Educational Tools

- Get answers to Frequently Asked Questions
- Easy access to informational videos – learn more about how ELAP saves your money



HOW TO

Log into ELAPulse



[Home](#) [About](#) [Members](#) [Providers](#) [Forms](#) [FAQ](#)
[Contact Us](#)



Welcome to TLC Benefit Solutions, Inc.



Plan Documents

View your plan documents!



Find A Provider

View Providers in your Network!



Chronic Disease Management

Helpful ways to manage your chronic



Access Forms

View & Print your Forms!

What we do for You

About Us

TLC Benefit Solutions, Inc. (TLC) is the administrator of The Langdale Company's Self-Insured Health and Dental Plans. TLC is HIPAA-compliant. Since TLC's inception in 2000, the growth of our cost trend vs. the national cost trend has been minimal, allowing the Plans to remain affordable to employees while offering quality, comprehensive benefits. TLC is committed to helping employees obtain the best medical care at affordable rates by containing costs and eliminating wasteful spending. TLC's commitment to prudent Plan management and customer service ensures employee satisfaction.

[Learn more](#)

Access Your Benefit Elections

Log onto [BenefitsAccess](#) to access your Benefit Election Forms.

Use your Social Security Number and Date of Birth to log in. If you have questions or need support, please contact Houze & Associates at 800-523-7135 or your bookkeeper.

Convenient & Secure

Log in below to access your benefit information through the secure Member Portal.

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) - Coming Soon!

[Login](#)

1

You can access ELAPulse through your TLC portal. When you log into the TLC Portal click the option to log into ELAPulse, you will immediately be directed to ELAPulse.

[Login](#)

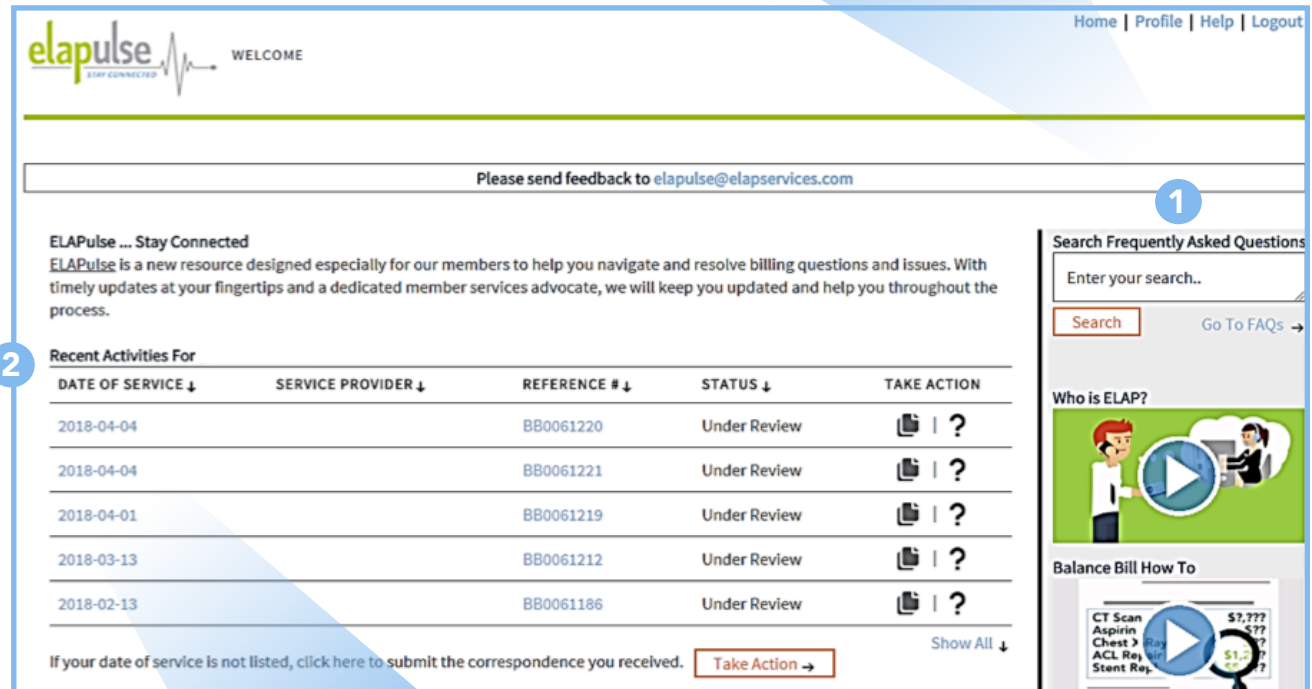
[Login to view ELAPulse - Balance Bill Service \(Hospital & Facility Bills\) - Coming Soon!](#)

[Login](#)

1

Educational Tools

- Get answers to Frequently Asked Questions
- Easy access to informational videos – learn more about how ELAP saves your money

elapulse WELCOME

Home | Profile | Help | Logout

Please send feedback to elapulse@elapservices.com


ELAPulse ... Stay Connected
 ELAPulse is a new resource designed especially for our members to help you navigate and resolve billing questions and issues. With timely updates at your fingertips and a dedicated member services advocate, we will keep you updated and help you throughout the process.


Recent Activities For

DATE OF SERVICE ↓	SERVICE PROVIDER ↓	REFERENCE # ↓	STATUS ↓	TAKE ACTION
2018-04-04		BB0061220	Under Review	
2018-04-04		BB0061221	Under Review	
2018-04-01		BB0061219	Under Review	
2018-03-13		BB0061212	Under Review	
2018-02-13		BB0061186	Under Review	

If your date of service is not listed, click [here](#) to submit the correspondence you received. [Take Action →](#) [Show All ↓](#)

Search Frequently Asked Questions
 Enter your search..
[Search](#) [Go To FAQs →](#)

Who is ELAP?


Balance Bill How To


2

ELAPulse is a new resource designed especially for our members to help you navigate and resolve billing questions and issues. With timely updates at your fingertips and a dedicated member services advocate, we will keep you updated and help you throughout the process.

Recent Activities For

DATE OF SERVICE ↓

2018-04-04

2018-04-04

2

Your Recent Activity

- View your most recent balance bills
- Easily add additional balance bills or correspondence
- Communicate specific balance bill questions/details with your dedicated Member Services Advocate
- Up-to-date status of your balance bills



HOW TO

Navigate the Homepage (Cont.)

3

Dependents' Recent Activities

- View the most recent balance bills for any dependent under the age of 18. Please contact your TPA for information on how to get authorization to view dependents over the age of 18.
- Easily add additional balance bills or correspondence for dependents
- Communicate specific balance bill questions/details with your dedicated Member Services Advocate on behalf of your dependents

12-13

If your date of service is not list

Dependents' Recent Activities

DATE OF SERVICE ↓	PATIENT
2016-12-08	

Click here to submit corre

3

Dependents' Recent Activities

DATE OF SERVICE ↓	PATIENT ↓	SERVICE PROVIDER ↓	REFERENCE # ↓	STATUS ↓	TAKE ACTION
2016-12-08			BB0061108	Under Review	

Click here to submit correspondences you received for dependents.

[Take Action →](#)

4

Submit a Question

I have a question about:

Click here to submit co

Submit a Question
I have a question about:

4

Submit A Question

- Contact your dedicated Member Services Advocate
- Add general questions or comments



HOW TO Start a New Claim

1

When you log into ELAPulse and have a new balance bill that needs to be handled by ELAP, review your recent activity to ensure it is not already being handled. After you confirm that the balance bill is for a new claim, select the "Take Action" button.

Recent Activities For [REDACTED]				
DATE OF SERVICE ↓	SERVICE PROVIDER ↓	REFERENCE # ↓	STATUS ↓	TAKE ACTION
2018-04-04	[REDACTED]	BB0061220	Under Review	
2018-04-04	[REDACTED]	BB0061221	Under Review	
2018-04-01	[REDACTED]	BB0061219	Under Review	
2018-03-13	[REDACTED]	BB0061212	Under Review	
2018-02-13	[REDACTED]	BB0061186	Under Review	
If your date of service is not listed, click here to submit the correspondence you received.				Take Action → Show All

Take Action →

2

You will be asked if you have previously contacted ELAP for this bill. Click "No."

A list of claims will show, and you should select the claim that matches the balance bill you received, and follow the prompts to upload the new bill.

3

If the bill you received does not match an associated claim, select "Don't see your claim? Click here."

Uploading Supporting Document Wizard														
<div><div>1</div><div>2</div><div>3</div></div> <p>Is the communication you received regarding a bill you had previously contacted ELAP about?</p> <p><input type="button" value="Yes"/> <input type="button" value="No"/></p>														
<div><div>1</div><div>2</div><div>3</div></div> <p>Select Support Item</p> <p>Use the 'Reference #' column to select the associated item and continue to the file upload step.</p> <table><tr><th>DATE OF SERVICE ↓</th><th>PATIENT ↓</th><th>SERVICE PROVIDER ↓</th><th>REFERENCE # ↓</th><th>AMOUNT ↓</th></tr><tr><td colspan="5">Don't see your claim? Click here</td></tr></table> <p>Start Over</p>					DATE OF SERVICE ↓	PATIENT ↓	SERVICE PROVIDER ↓	REFERENCE # ↓	AMOUNT ↓	Don't see your claim? Click here				
DATE OF SERVICE ↓	PATIENT ↓	SERVICE PROVIDER ↓	REFERENCE # ↓	AMOUNT ↓										
Don't see your claim? Click here														



HOW TO Start a New Claim (Cont.)

4

Fill in the appropriate information from your bill, and select "Next" and follow the prompts to upload the document.

Next

4

1 → 2 → 3

Balance Bill

Complete the Form

Enter information from your bill in the form below. Click "Next" to upload your document.

Amount ?

\$0.00

Date of Service

mm/dd/yyyy

Service Provider

Hospital or Facility Name...

* I am submitting this on behalf of another member of my family.

☐

Next

5

Success!

Upload of 1st BB claim 000856183.pdf to BB0061230 has succeeded!

(ELAP) will contact you once the ELAP team reviews the document.

5

You will receive a notice that your submission was successful, and you will hear from your dedicated Member Services Advocate.

6

The next time you log into your account you will be prompted to sign your Attorney Client Agreement form electronically. You will not be able to go ahead without completing the form.

6

REQ* FIELDS LEFT 4

NEXT>

provided herein, constitutes an agreement that the user understands, accepts, and agrees that this Agreement supersedes all previous communications, representations, or other agreements, either verbal or written, between the Firm and the Client. Client understands and acknowledges that at any time, Client is permitted to seek the advice of other counsel of Client's choice in respect to this Agreement and/or the Firm's representation of Client in this matter.

This Agreement is hereby agreed to and entered by Client on 04 / 16 / 2018

CREATE SIGNATURE

Draw it in

Type it in

Upload image

Use smartphone

x



Clear

I understand this is a legal representation of my signature.

INSERT

INSERT EVERYWHERE








HOW TO

Add Additional Balance Bill or Correspondence for You and/or Your Dependents

Recent Activity

There are many ways to add an additional balance bill or correspondence to an existing balance bill.

Recent Activities For				
DATE OF SERVICE ↓	SERVICE PROVIDER ↓	REFERENCE # ↓	STATUS ↓	TAKE ACTION
2018-04-04		2 BB0061220	Under Review	3  ?
2018-04-04		BB0061221	Under Review	 ?
2018-04-01		BB0061219	Under Review	 ?
2018-03-13		BB0061212	Under Review	 ?
2018-02-13		BB0061186	Under Review	 ?
If your date of service is not listed, click here to submit the correspondence you received.				1 Show All ↓
				4 Take Action →

1

Find your date of service by viewing your recent activity, and clicking

Show All ↓

2

Click the hyperlink for the date of service

2018-04-04

or balance bill number

BB0061220

Once the claim details open click the document icon



and follow the prompts to upload your new correspondence.

3

You can also add additional documentation directly from the Recent Activities page by clicking the page icon



and following the prompts to upload your document.

4

If you do not see a balance bill that corresponds with the bill or correspondence you received click

Take Action →

and follow the prompts to upload the new bill.



HOW TO Submit a Question

Asking a Question

There are two ways to contact ELAP with a question or comment.

1

You can submit a question from the home page by scrolling to the bottom and selecting the proper drop down for your topic, then type your question in the space below. Once complete select "Submit."

Submit a Question

I have a question about:

- A balance bill that was previously submitted to ELAP
- A balance bill that was previously submitted to ELAP
- A new bill I received - I'm not sure if it's for an amount I owe - should I submit it to ELAP?
- A collection notice
- An upcoming hospital/facility procedure
- An explanation of benefits I received
- Phone calls or written notices from a hospital or facility - what should I do?

ELAP Admin - [Apr 18, 2018 8:19:00 AM] BB0061230: Status Update

Submit

Submit

1

Service Details

PATIENT	SERVICE PROVIDER	DATE OF SERVICE	CLAIM AMOUNT
		2018-04-11	\$

Case Details

OPEN DATE	DISPUTED AMOUNT	STATUS	TAKE ACTION
	\$ 5	Under Review	

Submit a Question

I have a question about:

A balance bill that was previously submitted to ELAP

Message

Submit a question here...

ELAP Admin - [Apr 18, 2018 8:19:00 AM] Status Update

Submit

Submit

2

2

You can also ask a question when viewing a balance bill in recent activity. Select the balance bill by clicking the hyperlink for the date of service

2018-04-04

or balance bill number.

BB0061220

Then use the drop down to select what your question is about and type the question in the space below. Once complete select "Submit."