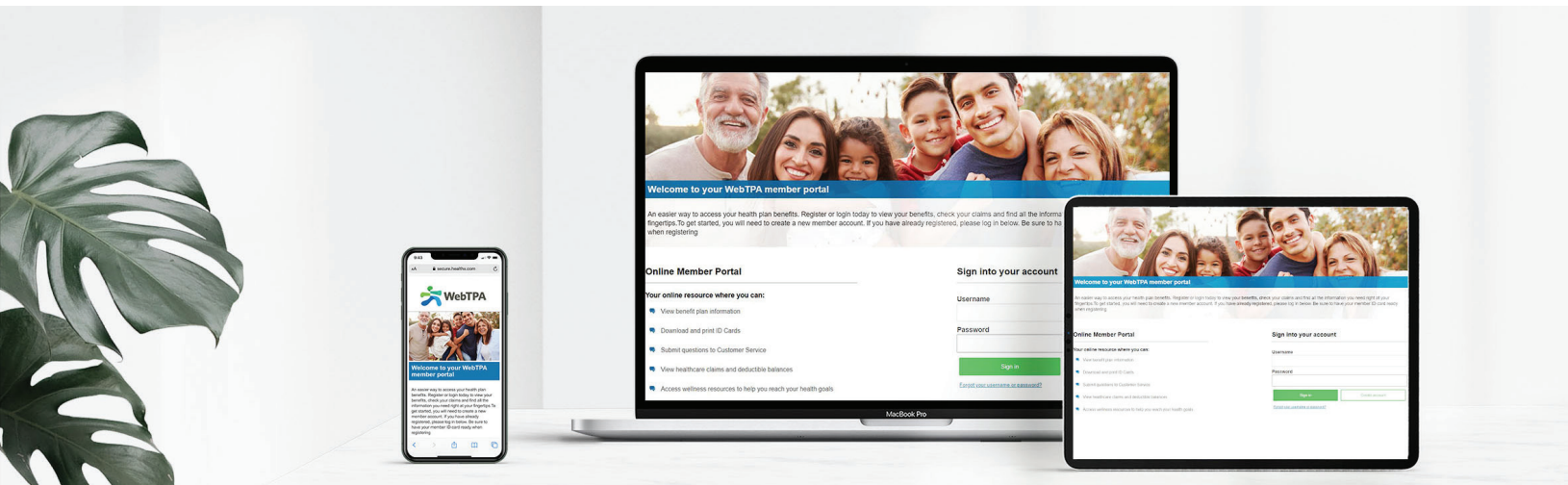


# How to Register and Access the Benefits of Your Member Portal

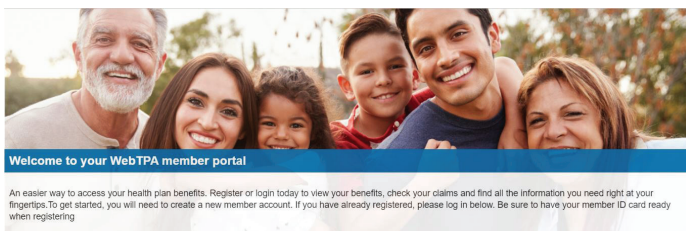


## Your Member Portal Benefits.

Members can access information about their plan benefits and claim information at [www.webtpa.com](http://www.webtpa.com).

This secure site keeps member information safe and ensures strict HIPAA-compliant confidentiality. The member portal provides self-service tools designed to save time by giving you the ability to:

- View eligibility information for subscribers and dependents
- View, print or order an ID card
- View claim status and history
- View your Explanation of Benefits
- Search for a provider near you
- Download plan-specific forms and documents
- Go paperless
- Communicate with Customer Service



### Online Member Portal

#### Your online resource where you can:

- View benefit plan information
- Download and print ID Cards
- Submit questions to Customer Service
- View healthcare claims and deductible balances
- Access wellness resources to help you reach your health goals

### Sign into your account

Username

Password

[Forgot your username or password?](#)

### License Agreement

Please read the License Agreement. Click "Next" to continue or "Cancel" to go back to the login page.

#### License Agreement

License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States. The producer of this website, Healthix Inc., reserves all rights not expressly granted in this Agreement.

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☐ Accept

Cancel

Next

Select Language

Powered by Google Translate

1. Go to [www.webtpa.com](http://www.webtpa.com).
2. Click the green Login button at the top of the page and select **Member Log In**.
3. Click **Create Account**.

4. Read the License Agreement, select the "accept" box and click **Next**.



#### SUBSCRIBER LOGIN

1. Please enter your Social Security Number (format xxxxxxxxxx)

OR

Member ID from the ID card (xxxxxxxx-01)

2. Enter your home zip code and date of birth

#### DEPENDENT LOGIN

1. Check box next to *Are you a dependent?*

2. Enter your date of birth and first name

3. Please enter the subscriber's Social Security Number (format xxxxxxxxxx)

OR

the subscriber's Member ID from the ID card (xxxxxxxx-01)

4. Enter the subscriber's home zip code and date of birth

Click "Next" when finished.

☐ Are you a dependent?

Subscriber SSN or Member ID

Member ID Format xxxxxxxxxx-01

Subscriber Home Zip Code

If the subscriber's home zip code is outside the United States, please

Subscriber Date of Birth

Format mm/dd/yyyy

5. Enter your date of birth, zip code, and member ID.

See detailed instructions below for subscribers and dependents.

### Subscriber Instructions

1. Enter your Subscriber SSN or Member ID (from your health plan ID card) in the format below.

SSN: xxxxxxxxxx

Member ID: xxxxxxxxxx-01\*

\*If the member ID on your ID card does not include a "-01" in the number, then you must add it after your member ID number.

2. Enter your home zip code\* and date of birth.

\*If your zip code is outside the United States, contact the customer service phone number on the back of your ID card to register.

3. Click Next.

### Dependent Instructions

1. Check box next to "Are you a dependent?"

2. Enter your date of birth and first name.

3. Enter the Subscriber's SSN or Member ID in the format below.

SSN: xxxxxxxxxx

Member ID: xxxxxxxxxx-01\*

\*See note above regarding Subscriber Member ID number

4. Enter the Subscriber's home zip code and date of birth.

5. Click Next.

#### Create Login Information

Username: Must be at least 3 in length, beginning with a letter. Characters accepted are: alpha-numeric, (.dot), -(dash) and @  
Password: Must be at least 8 characters in length, and can use alpha-numeric and the following special characters: \_!#\$%&\*~^?/+  
Enter a valid e-mail address  
Select 3 security questions (for password reset or forgot password service)  
Click on "Next" at the bottom of the page

Username

Email Address

Confirm Email Address

Password

Confirm Password

Security Question 1

Security Question 2

Security Question 3

Cancel

Previous

Next

6. Create a username and password of your choice and enter three security questions and answers.

Username format:

- Minimum 6 characters in length
- Must start with a letter
- Characters accepted: alpha-numeric, .(dot), -(dash), @
- Email address is acceptable
- Error notification will appear if username is already in use

Password format:

- Minimum 8 alphanumeric characters in length
- Characters accepted: alphanumeric and these special characters - \_!#\$%&\*~^?/+



Please confirm the information below is correct and press "Finish" to complete your registration

#### Member Information

Your Name: MICKEY MOUSE  
Address: 123 DORNEY APT 123  
City: ORLANDO  
State: FL  
Zip: 32819

#### Account Information

Username: Spidernerd2  
E-mail Address: sarah.police@webtpa.com

Cancel

Previous

Finish

7. Confirm your information by clicking **Finish** and start enjoying the benefits of your new secure online account immediately!

# Go Paperless



## What this means for you.

An Explanation of Benefits (EOB) Summary explains how your claim was processed and how charges were allocated based on the criteria outlined in your health plan. Now you can receive an email notification when your EOB is available to view online!

## Get Started Today.

1. Log into your member portal account and click on the profile icon at the top right side of the page.
2. Scroll down until you see the Explanation of Benefits delivery option.
3. Select the “paperless” option and click update.

**Benefits.** Reduce your Carbon footprint, access your EOBs anywhere from a mobile device or PC and keep your private medical information from being mailed.

## We're here to help.

Call WebTPA Customer Service further questions at 844-380-4552.

# Benefits of Your Member Portal



## Your Member Portal.

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