

For Your Doctor

Give this important flyer to your doctor.

About WebTPA

Your patient is a member of a group health plan administered by **WebTPA**. WebTPA is a third-party administrator responsible for claims processing and billing on behalf of your patient. This flyer provides information on how to verify eligibility, request pre-certifications, and submit claims to WebTPA.

Claims and Eligibility

To submit a claim or verify benefits eligibility, use the following information:

Client: Prudential
Group Number: 2022PRU
Provider Network: Aetna Signature Administrators

Submit electronic claims to:
Payor ID #75261

Mail Paper Claims to:
WebTPA
P.O. Box 99906
Grapevine, TX 76099-9706

If you have questions or you are having trouble locating WebTPA in your system, call WebTPA's team for Prudential at: **800.981.7405**.

Pre-certification and Referrals

For authorization reviews, providers can fax clinical documents to WebTPA at **469.417.1981** or by visiting webtpa.com/prudential.

Clinical documentation needs to reflect that this is a Prudential member, including the member's first and last name, member insurance card ID number, and the member date of birth.

Hours of Operation

Monday through Friday 7 a.m. to 7 p.m. CT / 8 a.m. to 8 p.m. ET

WebTPA Provider Portal

Providers can use the WebTPA Provider Portal for convenient access to patient information. Visit webtpa.com/prudential and click Provider Login to access the Provider Portal.

To see all the capabilities of the WebTPA Provider Portal, watch a walkthrough of the Provider Portal at www.brainshark.com/WebTPA/ProviderPortal.

WebTPA EFT and 835 Electronic Remittance Advice (ERA) Setup

VPay® is WebTPA's payment vendor. If you want to want to receive payments by Electronic Fund Transfer (EFT), call the VPay® Customer Service Center at **855.893.3029** and request to be set up to receive an 835 Electronic Remittance Advice (ERA). VPay will initiate your provider enrollment into Smart Data Solutions, which is the platform that the 835 ERAs are provided.

You will then receive a link to Smart Data Solutions' portal. You can then set their delivery process for the 835 ERAs which can be done via Clearinghouse, SFTP, or you can download directly from the Smart Data Solution's portal. You should be able to access the 835 ERA within 24 hours of receiving your EFT payment.

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Below is a sample WebTPA ID card for Prudential members.



Prudential

For Questions:
Members: 800.230.5107
Providers: 800.981.7405
www.webtpa.com/prudential

Administered by



Prudential

Group #: 2022PRU

Member: JOHN SAMPLE

Member ID: SMPL0001

Plan: *

**Provider
Network:**



To find a network provider, please visit
www.webtpa.com/prudential



Rx Bin: 610494
PCN: 9999
Rx Group: PRUWRX

OptumRx Customer Service #: 855.202.0709

For Benefits/Eligibility/Claims/Pre-certification: Providers call 800.981.7405 or visit www.webtpa.com/prudential.

Submit Claims to: WebTPA - PO Box 99906 - Grapevine, TX 76099-9706 Payer ID #75261

Do NOT file claims with Aetna.

Members: Carry this card at all times. Before hospital admission or surgery (outside the physician's office) or for other services as specified in your plan your physician must call for pre-treatment authorization (pre-certification). Failure to comply may result in a reduction of benefits. Emergency hospital admissions must be reported within 48 hours or by the next regular working day following admission (72 hours in some states). **Notice:** Possession of the card or obtaining pre-certification does not guarantee coverage or payment for services or procedure reviewed.

Providers: Pre-certification must be obtained for services as specified in the member's plan. For pre-certification, call the number shown on this card.

Carrum Health: Member coverage includes access to the Carrum Health network for certain surgeries and cancer care. **Members must use the Carrum Health network to receive coverage under the plan for bariatric, hip/knee replacements, and spine procedures.**

Contact Carrum Health at 888-855-7806 **before** receiving any of these required procedures.

