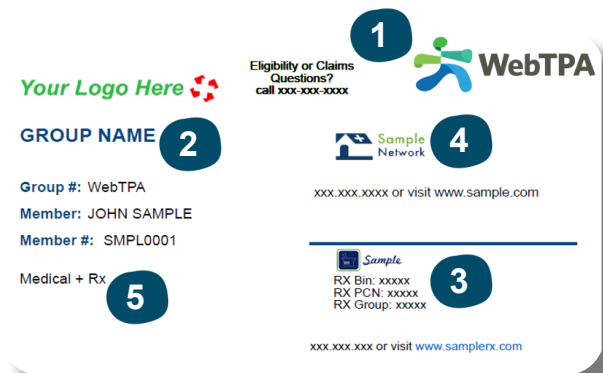# How to Read Your ID Card

WebTPA is your plan administrator for the Sample Group Health Plan. Below is a breakdown of how to read your ID card. Please advise your provider to contact the number listed on your insurance card to verify coverage on your next visit.

1 WebTPA Customer Service information is listed here. Contact WebTPA at xxx.xxx.xxxx or email at helpme@webtpa.com for all eligibility, benefit and claims questions.

2 Your group number, name, member ID, and coverage information is listed here.

3 Your Pharmacy Benefit Manager is Sample PBM. All prescription drug coverage information is listed in this section. Visit www.samplepbm.com or call xxx.xxx.xxxx for questions on your prescription benefits and claims.

4 Your network of medical providers is shown here. This is NOT your insurance company. Providers must call WebTPA for benefits information.

To find an in-network provider, log on to your member portal at www.webtpa.com, call WebTPA at xxx.xxx.xxxx or email at helpme@webtpa.com.

5 Your deductible and out-of-pocket maximum information will be listed here.

6 Pre-certification information is listed here. For inpatient stays and some outpatient visits, pre-certification may be required.

7 Claims submission instructions are listed here. Visit your WebTPA member portal at www.webtpa.com or call xxx.xxx.xxxx with questions you may have.

Still have questions? Call the phone number on the back of your ID card to receive additional assistance from your designated customer service team.