

How to Read Your ID Card

WebTPA is your medical program administrator. Below is information on how to read your ID card. Please advise your provider to contact WebTPA at 800.981.7405 to verify coverage or with any questions.

Front of ID Card

The WebTPA contact information for members and providers is listed here.

Starting in 2024, **Aetna Signature Administrators** is your network of medical providers. To find an in-network provider, log on to your member portal at www.prudential.webtpa.com or call WebTPA at 800.230.5107.



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



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

Your Group Number, Name, Member ID, and coverage information is listed here.

Prescription drug coverage information is listed here. Visit www.optumrx.com or call 855.202.0709 for questions on your prescription benefits and claims.



Back of ID Card

This is where providers will find eligibility, claims, and pre-certification submission instructions. Providers should visit the WebTPA provider portal at www.prudential.webtpa.com or call 800.981.7405 with questions regarding claim status, eligibility, and benefit information.

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.

