How to Read Your ID Card

WebTPA is your medical program administrator. Below is information on how to read your health plan ID card. Please advise your provider to contact WebTPA at 800.981.7405 for claims, benefits, or eligibility related questions.

Front of ID Card

WebTPA contact information for members and providers is listed here.

Aetna Signature Administrators is your provider network. To find an in-network provider, log in to your member portal at webtpa.com/prudential or call WebTPA at **800.230.5107.**

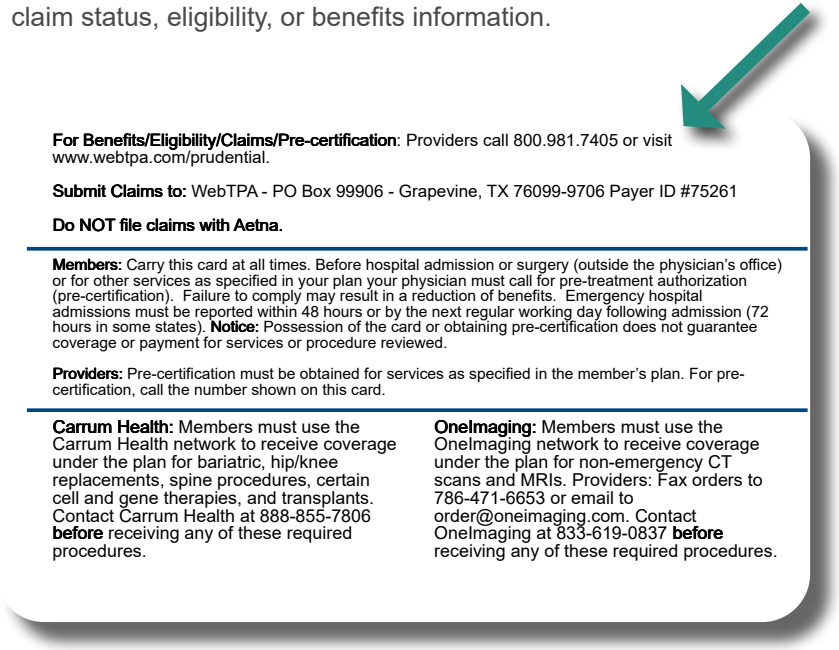


Your Group Number, Name, Member ID, and coverage information is listed here.

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

Back of ID Card

Eligibility, claims, and pre-certification submission instructions for providers is listed here. Providers should visit their provider portal at webtpa.com/prudential or call **800.981.7405** with questions about claim status, eligibility, or benefits 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: Members must use the Carrum Health network to receive coverage under the plan for bariatric, hip/knee replacements, spine procedures, certain cell and gene therapies, and transplants. Contact Carrum Health at 888-855-7806 **before** receiving any of these required procedures.

OneImaging: Members must use the OneImaging network to receive coverage under the plan for non-emergency CT scans and MRIs. Providers: Fax orders to 786-471-6653 or email to order@oneimaging.com. Contact OneImaging at 833-619-0837 **before** receiving any of these required procedures.

Prudential

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We're Here for You.
Call customer service at **800.230.5107**.