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 & 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 & 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. CST / 8 a.m. to 8 p.m. EST

Provider Portal

Providers can use the Availity Provider Portal for convenient access to patient information. Visit webtpa.com/prudential and select **Provider Login** from the Login menu to access the portal.

WebTPA EFT & 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.

WebTPA
A GuideWell Company

Prudential

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Below is a sample WebTPA health plan ID card for Prudential members.



Prudential

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

Administered by WebTPA

Prudential

Group #: 2022PRU

Member: JOHN SAMPLE

Member ID: SMPL0001

Plan:

Provider Network: aetna — Aetna Signature Administrators ® PPO

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

OPTUMRx

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: 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.

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