

WebTPA & You

About WebTPA.

WebTPA is a third-party administrator that processes claims and provides member support on behalf of your employer's benefit plan. We provide a dedicated team to assist you with questions about your benefits, providers, and claims. These team members can be reached through your dedicated customer service number on your ID card.

We are based in Irving, TX and we also have regional locations around the country, including San Antonio, TX, and Oklahoma City, OK. At WebTPA, we treat each other like family and it shows —



we've been voted a Best Place to Work in the Dallas and San Antonio markets for five years running! We look forward to serving you.

What is a self-funded plan?

You are enrolled in a self-funded health plan, which is often provided by larger companies. In this type of plan, your employer collects premiums and covers the costs of employees' and dependents' claims. Instead of going through a traditional insurance company, the employer manages the coverage and benefits. They can hire a third-party administrator (like us) for services like enrollment, claims processing, and managing provider networks, or handle these tasks themselves.

Under a self-funded plan, what do I tell my provider when they ask who is my insurance provider?

In this case, you are actually being provided coverage via your employer's health plan, and your ID card will reflect your employer's name and logo as being the financial sponsor for your plan. Your provider's office is also going to want to look at your ID card to see what provider network is being accessed. Additionally, they will be looking to see where claims should be submitted for processing and also what network agreement or arrangement is being accessed.

Who will provide me with the new ID cards?

You will receive new ID cards in the mail from WebTPA so that you can present them to your physicians and pharmacy upon the effective date of your new plan year. If you are ever without your ID card, you can always access a virtual copy through the WebTPA Online Member Portal or mobile app.

How can I access the member site or mobile app?

You can access information about your plan benefits and claims information at webtpa.com or by downloading the WebTPA mobile app. Both platforms ensure strict HIPAA-compliance and enable you to view coverage, claims information, ID cards, and other important information about your plan.

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

