

How to Read Your ID Card & Why it Matters

Knowing how to read your health plan ID card can save you time, prevent billing surprises, and help you get the right care when you need it! Be sure to show your ID card whenever you go to the doctor, receive health plan services, or pick up prescription drugs.

The image shows a sample health plan ID card with several sections highlighted by numbered callouts (1-7).
1. Top left: Ascend to Wholeness Healthcare Plans logo.
2. Top center: WebTPA logo and contact information: "For Questions Call WebTPA (888) 276-4732 www.AscendoWholeness.org".
3. Top right: "Administered by WebTPA".
4. Middle left: Group #: ARM, Member: JOHN SAMPLE, Member #: SMPL0001.
5. Middle right: Aetna logo and "Aetna Signature Administrators PPO".
6. Bottom left: "No Referral Required To find a medical provider visit www.aetna.com/asa".
7. Bottom center: Express Scripts logo and pharmacy information: "Participants: (800) 841-5396, Pharmacists: (800) 922-1557, RX Bin: 610014, RX Group #: SDARETL, RX OOP Max: Ind. \$1250 / Fam. \$2500".
8. Bottom right: Verification, Pre-Certification, Claims, Member and Provider Services: Call (888) 276-4732. Submit Claims to: WebTPA - P.O. Box 99906, Grapevine, TX 76099-9706 or EDI: 75261. Plan Administrator: Adventist Risk Management, Inc.
9. Far right: "Providers: precertification must be obtained for services as specified in the member's plan. For precertification, call the number shown on this card. DO NOT FILE CLAIMS TO AETNA. WebTPA provides claim administration. Aetna Signature administrators operates the provider network." and "Telehealth: For information, visit www.AscendoWholeness.org".
10. Far right: "Accelerate In-Network Copays*: Telehealth \$0, Office Visit \$25, Urgent Care \$25 or \$100, ER \$100. Access In-Network Copays*: Telehealth \$0, Office Visit \$50, Urgent Care \$50 or \$100, ER \$100. *See Summary Plan Document for Urgent Care & out-of-network Telehealth coverage details." and "This card is not a guarantee of benefits."

- 1 WebTPA Customer Service information is listed here. Contact WebTPA at **888.276.4732** or email at helpme@webtpa.com for all **eligibility, benefit, and claims** questions.
- 2 Your group number, name, member ID, and coverage information are listed here.
- 3 Your **provider network** 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 **888.276.4732**, or email at helpme@webtpa.com.
- 4 Your **Pharmacy Benefit Manager** is Express Scripts. All prescription drug coverage information is listed in this section. Call **800.841.5396** for questions on your prescription benefits and claims.

- 5 **Pre-certification** information is listed here. For inpatient stays and some outpatient visits, pre-certification may be required.
- 6 Claims submission instructions are listed here. Call WebTPA at **888.276.4732** with questions.
- 7 Your in-network plan co-pays are listed here.

Wondering what the bolded terms mean?
Review the definitions on the back page!

Health Term Definitions

Benefits

Health services included in your health plan, like doctor visits, checkups, or medications.

Claims

A formal request for your insurance to pay for health care you received.

Deductible

The amount you must pay for care each year before your insurance will contribute.

Eligibility

Whether or not you're covered by a health plan based on things like your job, age, or pre-existing health conditions. The criteria or requirements that you must meet in order to be qualified to receive certain health benefits, services, or coverage under your health insurance plan.

Health Plan Administrator

A company that works with your employer to run your health plan. WebTPA is your health plan administrator.

Out-of-Pocket Maximum

The most you'll have to pay in a year for covered care before your insurance pays 100%.

Pre-Certification

An approval from your health plan before you receive certain health services. Certain services may require an approval to ensure coverage.

Provider Network

The doctors, hospitals, and clinics that have a contract with your health plan. You pay less when you use providers that are in your network.



Still have questions?

Call WebTPA at **888.276.4732** or visit your member portal at **www.webtpa.com**.