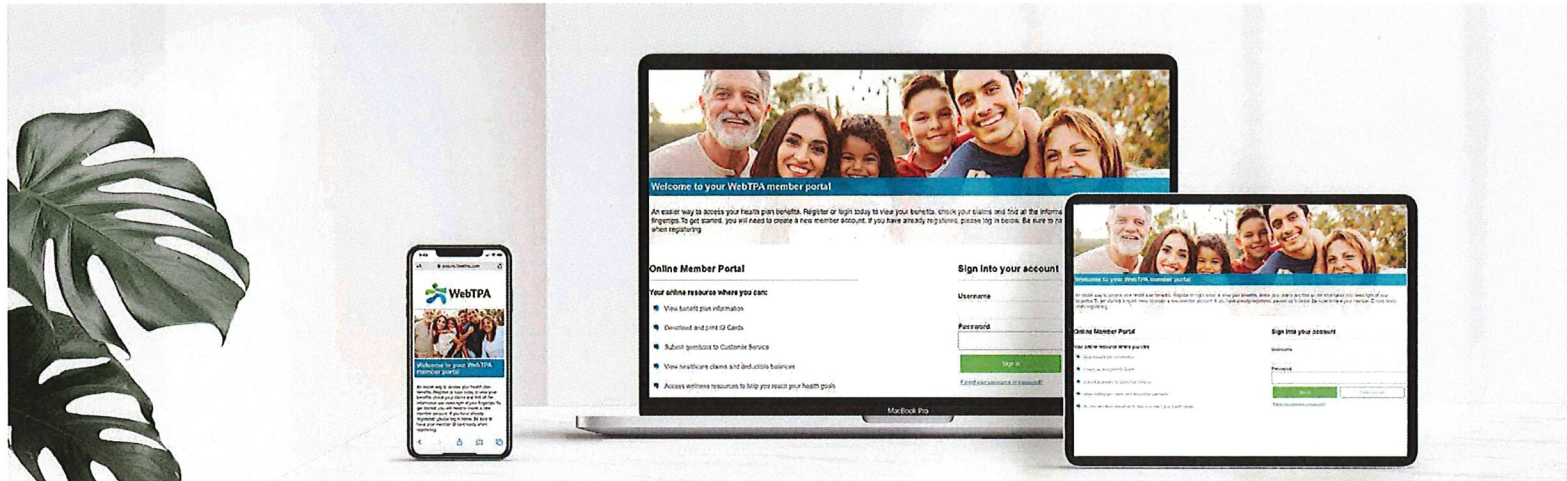


How to Register Your Member Portal Account

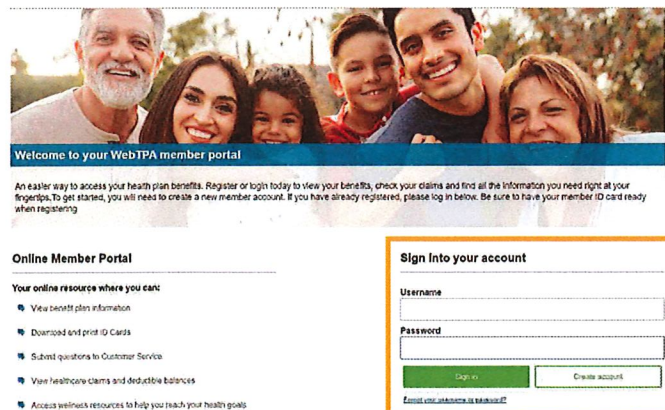


Your Member Portal Benefits.

Members can access information about their plan benefits and claim information at www.webtpa.com.

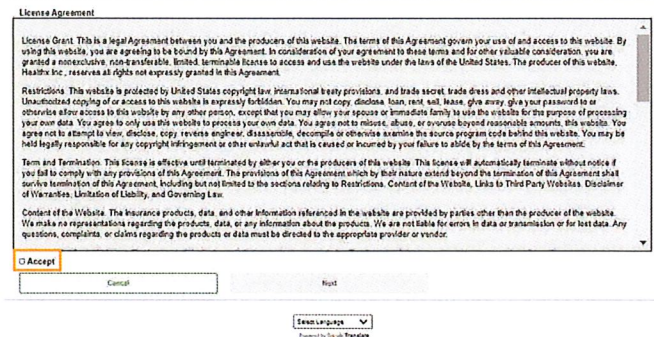
This secure site keeps member information safe and ensures strict HIPAA-compliant confidentiality. The member portal provides self-service tools designed to save time by giving you the ability to:

- View eligibility information for subscribers and dependents
- View, print or order an ID card
- View claim status and history
- View your Explanation of Benefits
- Search for a provider near you
- Download plan-specific forms and documents
- Go paperless
- Communicate with Customer Service
- Complete your HIPAA release form



License Agreement

Please read the License Agreement. Click "Next" to continue or "Cancel" to go back to the login page.



1. Go to www.webtpa.com.
2. Click the green Login button at the top of the page and select **Member Log In**.
3. Click **Create Account**.

4. Read the License Agreement, select the "accept" box and click **Next**.



SUBSCRIBER LOGIN

1. Please enter your Social Security Number (format: xxxxxxxxxx)

OR

Member ID from the ID card (xxxxxxxx-01)

2. Enter your home zip code and date of birth

DEPENDENT LOGIN

1. Check box next to *Are you a dependent?*

2. Enter your date of birth and first name

3. Please enter the subscriber's Social Security Number (format: xxxxxxxxxx)

OR

the subscriber's Member ID from the ID card (xxxxxxxx-01)

4. Enter the subscriber's home zip code and date of birth

Click "Next" when finished.

Are you a dependent?

Subscriber SSN or Member ID

Member ID Format: xxxxxxxx-01

Subscriber Home Zip Code

If the subscriber's home zip code is outside the United States, please

Subscriber Date of Birth

Format mm/dd/yyyy

5. Enter your date of birth, zip code, and member ID.

See detailed instructions below for subscribers and dependents.

Subscriber Instructions

1. Enter your Subscriber SSN or Member ID (from your health plan ID card) in the format below.

SSN: xxxxxxxxxx

Member ID: xxxxxxxx-01*

*If the member ID on your ID card does not include a "-01" in the number, then you must add it after your member ID number.

2. Enter your home zip code* and date of birth.

*If your zip code is outside the United States, contact the customer service phone number on the back of your ID card to register.

3. Click Next.

Dependent Instructions

1. Check box next to "Are you a dependent?"

2. Enter your date of birth and first name.

3. Enter the Subscriber's SSN or Member ID in the format below.

SSN: xxxxxxxxxx

Member ID: xxxxxxxx-01*

*See note above regarding Subscriber Member ID number

4. Enter the Subscriber's home zip code and date of birth.

5. Click Next.

6. Create a username and password of your choice and enter three security questions and answers.

Username format:

- Minimum 6 characters in length
- Must start with a letter
- Characters accepted: alpha-numeric, .(dot), -(dash), @
- Email address is acceptable
- Error notification will appear if username is already in use

Password format:

- Minimum 8 alphanumeric characters in length
- Characters accepted: alphanumeric and these special characters - _ !# \$ % & ~ ^ \ ? / +

7. Confirm your information by clicking **Finish** and start enjoying the benefits of your new secure online account immediately!

We're here to help.

Call the phone number on the back of your ID card for further questions.

Create Login Information

Username: Must be at least 3 in length, beginning with a letter. Characters accepted are alpha-numeric, .(dot), -(dash) and @.
Password: Must be at least 8 characters in length, and can use alpha-numeric and the following special characters: _ !# \$ % & ~ ^ \ ? / +
Enter a valid e-mail address.
Select 3 security questions (for password reset or forgot password service).
Click on "Next" at the bottom of the page.

Username

Email Address

Confirm Email Address

Password

Confirm Password

Security Question 1
-- Select Question --

Security Question 2
-- Select Question --

Security Question 3
-- Select Question --



Please look to the information below to correct and make "First" to complete your registration.

Member Information
Your Name: MOORE MOUSE
Address: 123 DOWNEY APT 123
City: GLENWOOD
State: FL
Zip: 32718

Account Information

Username: Sp0nk1e42
Email Address: moore_mouse@webtpa.com