

Access to your benefits information online



**We've made accessing
your benefits information
EASY!**

Step 1 – What do I do first?

From the Internet, go to www.pa-tpa.com

1. Click on “Members Only”
2. Click on “sign-up”
3. Scroll down and click “agree”
4. Enter your Key Code: _____

Step 2 – Verify Profile Information

PROFILE:

- 1) Verify your name, address, social security number, and email address.
- 2) If you do not have an email address, one will be provided for you.
- 3) Change any fields that contain incorrect information.

PASSWORD:

- 1) You may change the password that was supplied with your initial login.
- 2) Your password must be at least eight (8) characters long (alpha-numeric characters only) and contain no spaces. Don't use a password that is easy for others to guess.
- 3) Retype password.
- 4) Password Hint Question: In case you forget your password, we prompt you for a response to a question you provide. Type a brief yet secure question followed by an answer you can remember. (Question: Mother's maiden name? Answer: Jane Doe)

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COMPLETING CHANGES:

- 1) Click "Update Fields" after the information has been modified.
- 2) "Your user profile data has been updated" message appears on the screen.
- 3) You may now continue accessing the links contained in the site.

Step 3 – What can I expect to see?

From the main menu, you are able to access your paid claims information, eligibility information for you and your dependents, and in some instances, you can submit new and/or change enrollment forms. By using the ExpressRequests, you can also ask benefit-related questions without ever picking up the phone!

Screenshot example:



My Benefits

- Eligibility
- Express Requests
- Paid Claims

Active Employees

- Announcements
- Discussions

Express Request Menu

Select any of the requests / questions from the menu below by clicking on the underlined options.

The following requests will be responded to by the end of the following business day.

Eligibility requests or questions: (all eligibility questions require patient name and date of birth)

- Please send me an new I.D. Card.
- What is patient's Medical Plan effective date?
- What is patient's Dental Plan effective date?
- Have you received my Change of Coverage Request?

Step 4 – Training & support

We encourage you to take advantage of the on-line tutorials contained as part of the application. These short lessons provide a comprehensive way to learn the system at your own pace and in the convenience of your own setting.