Health Plan Frequently Asked Questions

City of Plano Health Plan Members

Who is WebTPA? WebTPA is the third-party administrator who will process and pay claims on behalf of City of Plano for your employee benefit health plan effective January 1, 2021. WebTPA will provide Customer Service assistance for City of Plano Health Plan and will mail new ID cards to all members in mid-December. You may contact WebTPA's Customer Service Team at 844-380-4552 beginning January 1, 2021.

Who is Aetna Signature Administrators? Aetna Signature Administrators is your network of medical providers NOT your insurance company. You may search their online provider directory at www.aetna.com/asa to see if your doctor is in network.

How do I know if my provider is in network? To verify if your provider is in network, you can search the Aetna Signature Administrators' online provider directory at www.aetna.com/asa, or you can call WebTPA's Customer Service Department at 844-380-4552 beginning January 1, 2021.

Who do I call for benefits, claims or health plan questions? WebTPA's Customer Service Department will assist you with all questions regarding benefits, claims and other health plan needs. You may call them at 844-380-4552 starting January 1, 2021.

Who should my provider call for eligibility, benefits or claims questions? Verification of eligibility, benefits and claims questions will be handled by WebTPA. Your provider's office can call WebTPA's Customer Service Department at 844-380-4552 starting January 1, 2021.

Will new ID Cards be issued? Yes, new ID cards will be mailed in mid-December. Present your new ID card to your provider(s) beginning January 1, 2021 to ensure your claims are processed correctly. Please discard any previous ID cards after December 31, 2020 to prevent any confusion.

Will I be able to view my member and health plan details online? Yes, members can access their plan benefits and claims information by creating an online member portal account at www.webtpa.com or by downloading the WebTPA mobile app. Both platforms ensure strict HIPAA-compliance and enable members to view coverage, claims information, ID cards and more.

Will copays, deductibles or out-of-pocket amounts be changing? No, copays, deductibles and out-of-pocket amounts will remain the same in 2021.

Will I have a new Pharmacy Benefits Manager (PBM)? Members enrolled in City of Plano's medical plan will automatically receive prescription drug coverage through Southern Scripts. Please call 800-710-9341 or visit www.southernscripts.net with questions related to prescription medications, including specialty medications and 90-day mail order supplies (maintenance medications).

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What is an EOB? An Explanation of Benefits (EOB) is a summary available to you after your medical provider submits a claim to WebTPA. It explains how your claim was processed and how charges were allocated based on the criteria outlined in City of Plano's health plan document. It is designed to make it easier for you to understand how your claim was handled. You will receive Explanation of Benefits documents in the mail and can also opt in to a paperless delivery option through your WebTPA online member portal.

Will there be changes to our Care Management program? Care Management will be provided by Communitas, the clinical division of WebTPA. The services included through Communitas are Utilization Management, Nurse Care Management and OnSIGHT Health.

What is Utilization Management (UM)? Utilization Management is the process of medical necessity review for services and treatments that require pre-authorization. UM nurses will work with providers to ensure that members are receiving the appropriate services at the appropriate levels of care.

What is Nurse Care Management (CM)? Nurse Care Management is a service that allows for both telephonic outreach and onsite follow-up for members at City of Plano offices. Care Management nurses help members navigate the health care system and assist with coordination of care efforts that are sometimes very complicated and hard to manage. Individualized plans for members will address their specific needs. This team of nurses will also work in collaboration with City of Plano's Wellness programs and other health initiatives to ensure members are getting the services that they need in their journey towards better health.

What is OnSIGHT Health? OnSIGHT Health is a specialty service through Communitas. If a member has a catastrophic injury or illness that requires onsite intervention and/or navigation, OnSIGHT Health can send a Registered Nurse (RN) to evaluate the situation and help navigate the special circumstances with the member and caregivers. Approval by City of Plano Health Plan is required for this service.

Who do I notify if I am receiving treatment for a serious health condition or a pregnancy that will continue into the new year (2021), and my current provider is not going to be a member of the Aetna Signature Administrators' network? Contact the Human Resources Department at HRBenefits@plano.gov to notify them of your situation. They will be able to assist you with information regarding a possible Transition of Care request for a provider that is not in the Aetna Signature Administrators' network.