



Whole Foods Market Whole Health Plan Provider Announcement



Dear Valued Provider,

This member participates in the Whole Foods Market Whole Health Plan, a self-funded medical plan that utilizes the Employers Health Network (EHN) and the Aetna Signature Administrators (ASA) network.

- To obtain eligibility and benefits during our regular business hours, call 844.380.4554 Monday – Friday, 7 am – 7 pm Central Time (CT).
- To obtain eligibility and benefits after hours via our faxback service, call 844.380.4554, choose Option 3 and complete the following steps:
 - Enter your fax number **without a leading 1**.
 - Enter all 9 digits of your Tax ID Number (TIN), **including leading zeros**.
 - Choose Option 1 for eligibility and enter the patient's Member ID Number **without any numbers after the dash**.
- To obtain eligibility and benefits online, visit our Provider Portal at www.webtpa.com and select Provider Log In. You will need to create an account, if you have not already, by clicking Register Now and entering the required information. Once logged in, select the Eligibility/Coverage/Balances tab.
 - To view eligibility for a **subscriber**, input the subscriber's full Member ID, including the numbers after the dash **OR** Social Security Number (no dashes) **AND** Date of Birth.
 - To view eligibility for a **dependent**, input the dependent's full Member ID, including the numbers after the dash **OR** Social Security Number (no dashes) **AND** Date of Birth. You can also view dependent information by entering the subscriber's full Member ID, including the numbers after the dash **OR** Social Security Number (no dashes) **AND** the dependent's Date of Birth.

If you have further questions, please call 844.380.4554, email helpme@webtpa.com or fill out the Ask A Question form on your WebTPA Provider Portal at www.webtpa.com.

In good health,

WebTPA



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