

Top 5 Things You Need to Know

Have questions about your medical plan?

If you have questions about:

Where can you get more info?

1

Getting Hospital/Facility Care

- Get hospital-based care and facility services from any hospital or facility you choose
- Be sure your services are precertified at least 7 days in advance



call

Pathways Concierge
at the phone number listed
on your member ID card
weekdays 8am-8pm (ET)

2

Your Physician Network

- Visit physicians and other non-hospital providers who participate in your PPO network
- Check your PPO network online



visit us

hpiTPA.com
click "Find a Provider"

3

Your Coverage or Providers

- Pathways Concierge member services team is here to help with any benefit, provider, or claim questions you may have



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4

Your Plan Benefits

- Medical plan benefits
- Health care claims
- Member savings programs



read

Your Welcome Materials or
log in to *My Plan* at
hpiTPA.com

5

Bills from Providers

- If you receive a bill (beyond your patient responsibility) from a hospital or facility, contact Pathways Concierge



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