

HEALTHFIRST Third Party Administrators

Welcome to HFTP.A.com. This site allows you to access the benefits offered by your employer. It gives you the opportunity to view eligibility, claims and benefits on-line. The following are Basic Instructions - "How to Log On."

Web Address: WWW.HFTP.A.COM

Click on: **Clients Only**

User Id = **SMITHCO** (Case Sensitive - Use upper case)

Password = **HFTP.A**

You are now at the Main Information Screen for Smith County. This location will allow you to review:

1. General Information - HealthFirst Third Party Administrators
2. Benefit Summary - One Page Summary of Your Benefits
3. Plan Document - Employee Health Benefit Plan Booklet
4. Forms - Medical Claim Form and Authorization Form
5. PPO Network - AccessDirect Platinum PPO, Texas True Choice and PHCS
6. Prescription Information - HealthFirst RX Solutions
7. Pre-Certification - MM Solutions
8. Cobra - CONEXIS
9. HealthFirst TPA Database - Claims Inquiry ---Click here if you wish to review your claims history (real-time, available 24/7) for Medical Claims. It will have specific information regarding your coverage.

With the On-Line Claims Database, our intent is to offer a secure and confidential web site to protect the privacy of your information. In order to assure no one can access your data, you will be required to register for access to the site.

Click on **CLAIMS INQUIRY**. This takes you to: WWW.HFTP.AONLINE.COM

Since you are a first time user, scroll to the bottom of the screen and click the Register button. This will take you to the User Registration page, where your group number is **0070158**. Once you complete the information requested and click the Next button, it will take you to a profile page. You will use this screen to set up your USER ID and PASSWORD. Passwords must be 6 characters (alpha/numeric). Once you click Next, you will be a registered user in the database.

You will then see a "Welcome" screen with your name. The menu on the left of the page gives you the options for reviewing your information. You can review and make requests for the following:

- * My Profile
- * Change Password
- * Claims Inquiry
- * Need Help?

Due to our continuing effort to improve our services, you may notice changes periodically.

If you have any problems with this site or logging-in, please contact Anita Kieny at (800) 836-1871, extension 85750. You may also send your request by e-mail to website_helpdesk@hftpa.com.

The HealthFirst TPA Web Site works best with The Microsoft Explorer Browser 6.0 or higher.