# Online Patient Claims

Access your patients' claims online using our secure claims portal, powered by WEBeci.

Here's how to get started:

1. Visit the Providers section at **hpiTPA.com**. Click **Check Claim & Eligibility**, then **Provider Portal**.

2. To request a user ID and password, click **Provider Access Request** at the bottom of the login page and enter the National Provider ID or Primary Tax ID Number to complete the request.

**3.** Your user ID and password will be emailed to you within two business days.
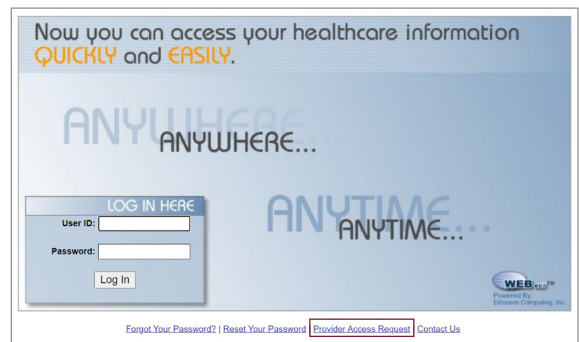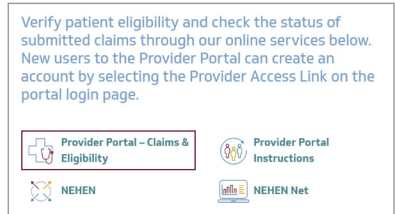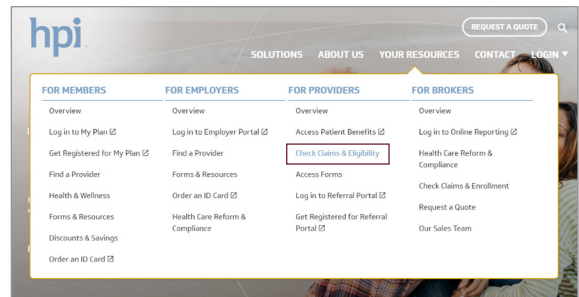
Each authorized user must obtain a unique user ID and password from HPI in order to be granted online access.

Log In

- Log in with the user ID and password emailed to you. The first time you log in, be sure to change your password under User Settings.

- As a security measure, you will be prompted to create three security questions.
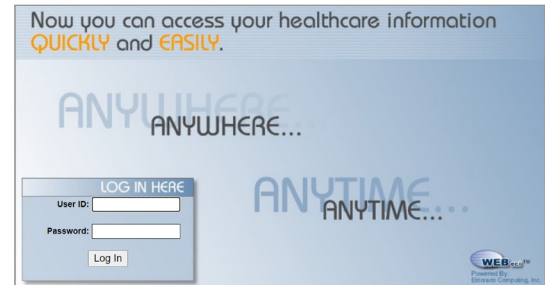
Search for Claims

- To search for a claim, enter the patient's 9-digit Patient ID number (begins with HH) as shown on the member ID card. (*Be sure to use all capital letters, and do not include the 2-digit suffix if there is one.*)

- Refine your search by selecting a group of claims (last 10 claims through last 1 year) or a specific range of service dates.

- To search for a specific claim, enter the claim number.
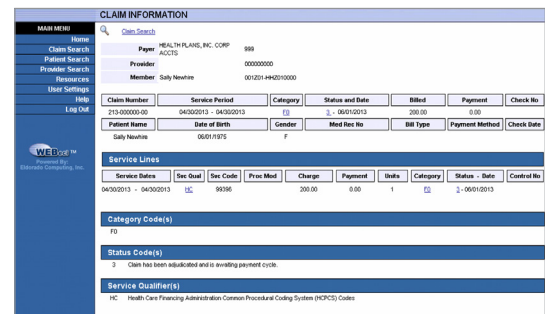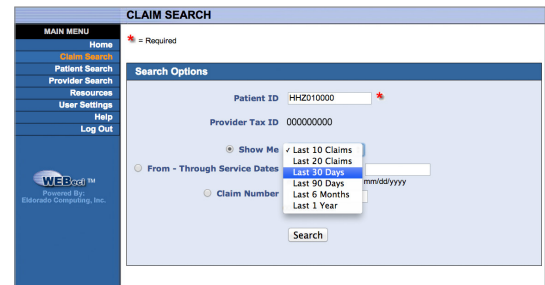
View Claims and Eligibility

- To view the details of a particular claim, click on the claim number on the Claim Search Results page.

- To verify a patient's eligibility, click on **Patient Search**, then enter the date of service and the patient's 9-digit Patient ID number as shown on the member ID card. (*Be sure to use all capital letters, and do not include the 2-digit suffix if there is one.*)

Have questions? Contact HPI Customer Service at 800-532-7575 or visit us online at hpiTPA.com

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