



WebTPA *Clinical Services*

WebTPA's Clinical Services Team is here to help!

Utilization Management

- Utilization Management is an authorization review process that determines if a service is medically necessary and if the level of care being requested is appropriate.
- Utilization Management is used as one of several indicators to identify members who may need to be engaged in other areas of care management: complex case management or care coordination.

Complex Case Management

- Complex Case Management is care management for new complex disease processes, ongoing complex care needs, and extended hospital stays or frequent admissions to the hospital or ER.
- Examples include cancer management, transplants, high-risk pregnancy, NICU stay, and traumatic accident / injury.

Care Coordination

- We can support you through care management for chronic conditions, post-discharge follow-ups, behavioral health support, LSU First bariatric program, Comprehensive Care Clinic referrals, and medication management support.



Questions? For more information, call 855-205-4972.

What We Do For Members

We provide members with personalized care support and navigation assistance to help eliminate barriers to health and wellbeing. Our care teams work directly with members and their primary care providers (PCPs) to identify, understand, and manage health risks and chronic diseases so that members have the best health outcomes possible.



Care Decision Support
Helping members decide where and when to seek medical care



Quality & Prevention
Helping members use preventive measures to maintain a healthy lifestyle



Chronic Disease Support
Helping members with chronic disease maintain a healthy lifestyle



Unique Program Benefits
Helping qualified members understand and access the Bariatric and Comprehensive Care Clinic programs



Medication Support
Helping members understand their medications and take them correctly



Transition of Care
Helping members come home from a hospital or care facility

Additional Coordination Assistance

Behavioral Health

Supporting members through care planning, coordination, and seamless collaboration for chronic conditions, disabilities, behavioral health, and substance abuse.

Provider Selection Assistance

Helping you locate the right doctor or facility based on your needs, help making appointments and following up to ensure satisfaction.

Wellness Credit

The Case Management and Care Coordination programs apply to the monthly Wellness Credit. If an employee or their spouse (if on the benefit plan) is identified as a candidate for one of these programs, and they engage with the program, it helps them keep their monthly premium credit / wellness credit.

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