

Welcome to PHP TPA Services!

Effective January 1, 2025, PHP TPA Services will be the Third Party Administrator who will administer the **City of Fort Wayne** employee health plan. We are here to help you make the most of your health insurance plan. Should you have any questions, please give us a call.

Location:

1700 Magnavox Way, Ste. 201
Fort Wayne, IN 46804

Mailing Address:

P.O. Box 9648
Fort Wayne, IN 46899


Phone numbers:

Local: 260-436-9495
Toll Free: 800-551-7334

Website: tpaservices.vbagateway.com**Hours of Business:** Monday–Friday, 8 am – 5pm

IMPORTANT INFORMATION:

Effective January 1, 2025 – All employees will be enrolled in the PHP Freedom Network. PHP Freedom Network is the largest provider network in the region.



PHP Freedom Network

Features the following health systems:

- Lutheran Health System
- IU Health System
- Select Health Network (St. Joseph Regional Medical Center)
- Goshen Health System
- Parkview Health System
- Community Health Alliance (Beacon Health System, Memorial Hospital, Elkhart General Hospital)
- Promedica Health System
- Cleveland Clinic

What this new network means for you

With **Lutheran, Parkview, and IU Health** all in the PHP Freedom Network, you have unmatched access for your care with specialists, cutting-edge treatments, and advanced technologies. Whether you're looking for routine care, specialized treatment, or emergency services, you now have seamless connections to the best providers in the area.

The PHP Freedom Network offers you:

- **More Locations, More Convenience** Network providers, clinics, hospitals, and urgent care centers are spread throughout our entire region, adding a level of convenience for your care.
- **Coordinated Care Across Systems** With Lutheran, Parkview, and IU Health all under one network, you can expect better communication, reduced duplication of tests and procedures, and a more efficient experience overall.
- **Access to Quality and Innovative Care** With our expansive network, you have access to the latest advancements and technology in medical care without having to leave the area, including world-class surgical teams and innovative treatments. You can feel confident you are receiving the best possible care from leaders in their field.
- **Broad Scope of Services** Whether you need primary care, maternity services, cancer care, or specialized surgeries, you have access for virtually any medical need, from preventive to complex care.

Find a PHP Freedom with Encore Combined Network Provider at:

Online: <https://secureportals.phpni.com/providerdirectory>

Phone: 833-278-2883

(Select "PHP Freedom Encore Combined" from the Network drop-down menu to search for in-network providers.)

ID Card

You will receive a new ID card. **Always present your ID card to all healthcare providers, including pharmacies, at the time of service** so your benefits will process properly. When the ID card is released to you, single coverage will receive one ID card and those with family coverage will receive two ID cards. If you require additional ID cards for your family, please contact PHP TPA Services.

Prescriptions

There is no change to your prescription management benefit manager, it is still Magellan Rx (Prime Therapeutics). However, be sure to provide your pharmacy with your new PHP TPA Services ID Card.

Magellan Rx - Phone: 800-424-0472

Website: www.primetherapeutics.com/member

Section 125/Flexible Spending Account

Your flexible spending account is administered by PHP TPA Services. **Questions? Call: 260-421-4203.**

Online Access

PHP TPA Services provides online access to your Claims, Eligibility, and Benefit Information. This will be accessible *after* January 1. **Visit:** tpaservices.vbagateway.com

We look forward to serving you!