

1. What is TPA Stream?

TPA Stream is a partner of Admin America, Inc. TPA Stream provides Admin America, Inc. with claim documentation for expenses filed through insurance*. TPA Stream is not used for enrollment in your FSA, HRA, or HSA benefit plan.

2. Is TPA Stream secure?

For the full privacy policy please visit: <https://app.tpastream.com/privacy>

3. How will TPA Stream help me?

TPA Stream will send Admin America, Inc. your Explanation of Benefits (EOBs) from the Medical, Dental, and Vision Insurance companies you enter into TPA Stream. This reduces the amount of paperwork you need to supply to Admin America, Inc.

4. Will TPA Stream work for my family?

If your spouse and/or dependents are enrolled in the Medical, Dental, and/or Vision Insurance companies you enter into TPA Stream and their claims are available to you on your insurance portal(s), then their claim documentation will be supplied to Admin America, Inc.

5. What do I need to sign up for TPA Stream?

Once you receive the enrollment request and you are ready to enroll, you will need the following information:

- Medical, Dental, and/or Vision Insurance card(s)
- Medical, Dental, and/or Vision Insurance Portal Username(s) and Password(s)
- Medical, Dental, and/or Vision Insurance Portal Security Questions and Answers

6. Do I need to sign up every year?

No, you do not need to sign up every year, but if your insurance carrier, insurance portal user name(s), password(s), or security questions change, then you will need to update your TPA Stream account with this new information.

7. What if I change insurance carriers?

If you change insurance carriers you will need to update your TPA Stream account with the new insurance carrier information.

*Medical, Dental, and Vision Carrier participation varies.

8. What if I change insurance plans?

If you change insurance plans but your insurance carrier(s), insurance portal username(s), password(s), and security questions remain the same, then you do not need to update your TPA Stream account with the new insurance plan information.

9. What if I change my insurance portal username, password, or security questions?

If your Medical, Dental, or Vision insurance portal username(s), password(s), or security questions change, then you will need to update your TPA Stream account with the new insurance portal information.

10. What if my insurance portal password expires?

If your Medical, Dental, or Vision insurance portal password expires you will need to update your password through your insurance portal or by contacting your insurance company. Once you have updated your password on your insurance portal you will need to update your insurance password through your TPA Stream account.