

As your health plan, HMAA provides wellness and health promotion programs. It is important to understand your rights when participating in these program initiatives and activities.

### What are my rights when participating in HMAA's wellness programs?

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As an eligible member, you have the right to:

- Receive information about HMAA, including wellness and health promotion services provided on behalf of employers or plan sponsors; HMAA staff and their qualifications; and any contractual relationships.
- Decline participation in, or disenroll from, wellness and health promotion programs offered by HMAA. Requests must be submitted to HMAA in writing.
- Be treated courteously and respectfully by HMAA's staff.
- Communicate concerns or complaints about the programs.
- Receive instructions on how to use the complaint process including HMAA's standards of timeliness for responding to and resolving complaints and quality issues.
- Be informed by HMAA of any advertising and marketing efforts. However, HMAA does not advertise, market, or promote the purchase of products or services through its wellness programs; nor does HMAA have financial ownership arrangements with any organizations that might do so.

### How do I file a complaint?

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Concerns or complaints regarding HMAA's wellness and health promotion programs may be submitted in writing to HMAA's Wellness team as follows.

Email: [HMAAwellness@hmaa.com](mailto:HMAAwellness@hmaa.com)

U.S. Mail: 737 Bishop Street, Suite 1200, Honolulu, HI 96813

You will be contacted by an HMAA representative within 2-3 business days of receipt. You will receive timely updates and ongoing communication on the review status of your complaint, and notice of the final result along with any relevant explanations.

### How can we help you?

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You have the right to ask for material in other languages as needed. For help or more information, please contact [HMAAwellness@hmaa.com](mailto:HMAAwellness@hmaa.com).