

## Online for Members



This online service allows members the flexibility and convenience of accessing their HMAA health plan information 24 hours a day, 7 days a week.

*Online for Members* saves valuable time by enabling members to directly access their information regarding plan benefits, eligibility, claims, as well as the ability to request replacement cards.

Highlights include:

- ☑ **Verifying Eligibility**
  - Has my dependent been added to the plan?
  - What is my coverage effective date?
- ☑ **Checking the Status of Claims**
  - Has my doctor submitted my claim?
  - Is my claim still pending payment?
- ☑ **Reviewing Your Explanation of Benefits (EOB)**
  - May I view my EOBs?
- ☑ **Verifying Remaining Deductible & Out-of-Pocket Expenses**
  - What is my remaining deductible for the year?
  - How much have I paid for health services this year?
- ☑ **Viewing Schedule of Benefits**
  - What benefits and coverage are offered in my plan?
  - Is there a co-payment I need to pay for my doctor visit?
- ☑ **Requesting Identification Cards**
  - May I receive a new card, since I lost my original one?
  - May I request an extra card for my child?

Once enrolled in the health plan, members will receive the following:

- Introductory Letter about our Online Service and Login Information\*
- Quick Start Guide
- Password Notification Letter



\* Dependents aged 18 or older, including spouses, will receive their own login and password to access their health plan information. Subscribers will not be able to view information for their dependents aged 18 or older unless the dependent provides authorization in writing.