

We are pleased to make available to members and plan participants Online for Members, a service that enables you to view eligibility and claim information online.¹ You can also view your deductible and accumulators, Summary Plan Description (SPD), and Explanation of Benefits (EOB) for paid claims.

Getting Started

To access Online for Members, you will need your Insured ID Number (from your member ID card) and your login password, issued at your time of enrollment. If you do not have a password, please request one through our Customer Service Center (refer to Contact Information).

Online for Members is a secure website. Your Insured ID and login password must be protected and used only by the individual to whom it was assigned. It is your responsibility to maintain and protect your ID and password, and to contact our Customer Service Center if you forget or lose your password.

Logging In

The Website address for Online for Members is: www.hmaonline.com.

On the Home Page (Figure 1.1), you will see three choices: Provider, Member/Dependent, and Plan Administrator. Choose the second option, **MEMBER/DEPENDENT**. This link will direct you to the Member Login Page (Figure 1.2).

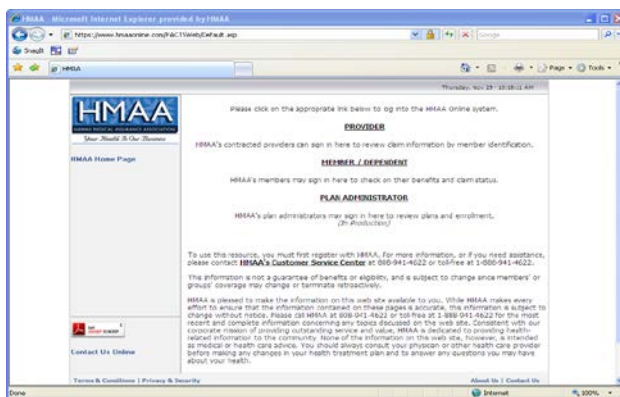


FIGURE 1.1: Online Home Page.
Click on MEMBER / DEPENDENT.



FIGURE 1.2: Online for Members Member Login Page.
Enter your Insured ID and Password.

¹ All members aged 18 and older will need to give written permission for their personal information to be viewed by another family member. The information provided by Online for Members is not a guarantee of benefits or eligibility and is subject to change since members' or groups' coverage may change or terminate retroactively.

Insured ID

All users need an Insured ID Number and password to login. Passwords are provided by mail to each member and dependent aged 18 and older. Please keep your password safe, and do not share it with anyone. You will have the opportunity to reset your password the first time you login. Your Insured ID is located on your Member ID card.

Dependents aged 18 and older will use an altered ID to login. Each dependent is assigned a Dependent Number, which is shown on your Online welcome letter as well as on your ID card. Enter the Insured ID, a hyphen (-), and then your Dependent Number. For example:

Insured ID:	123456789
Dependent #:	2
Enter:	<u>123456789-2</u>

Passwords

There are two types of passwords for Online for Members: **Family** Passwords and **Member** Passwords.

Each subscriber (employee) will receive a **Family** Password. This password enables you to view your own information, and information for your dependents under the age of 18. You will be able to view information for your dependents aged 18 and older only if they sign a release form that gives you permission to do so. This is due to Federal and State Privacy Laws.

Each dependent aged 18 and older will receive a **Member** Password. This password enables them to login and view only their own information.

View Plan Information

Once you are logged in, you have several options to choose from. To access these options, click on the links in the sidebar or on the main page (*Figures 1.3 & 1.4*). You may:

1. View Eligibility
2. View your Schedule of Benefits (SOB) – **Important:** *If you are using Adobe Acrobat Reader 7.0 and an incorrect PDF appears, please refresh your browser.*
3. View in-process and paid claims
4. View accumulators – **NOTE:** *If you have Single Coverage, you may see accumulators relating to Family Coverage. Please disregard the Family information as it is not applicable to you.*
5. View your Explanation of Benefits (EOB, Figure 1.5).
6. Request new ID Cards
7. Link to HMAA's Website
8. Update your password

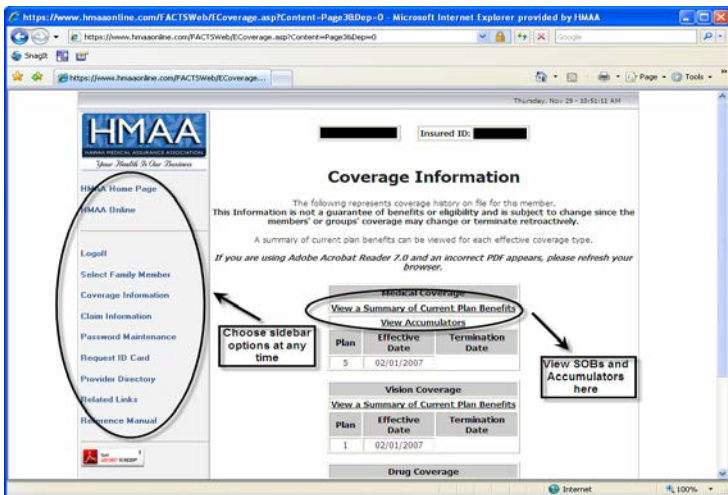


FIGURE 1.3: You can access the sidebar option at any time.

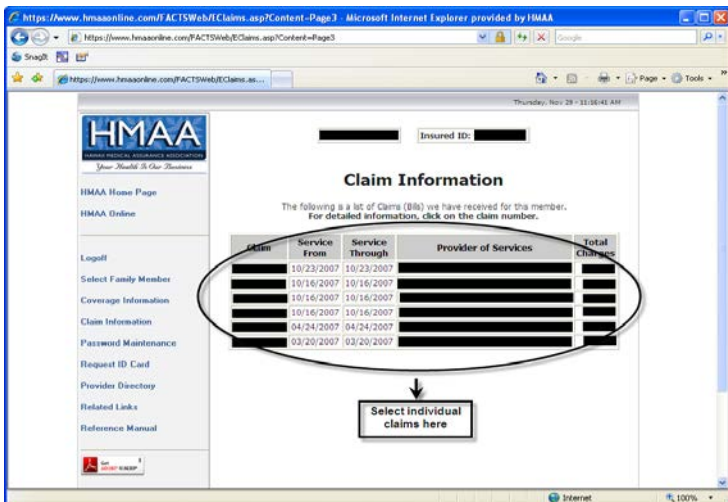


FIGURE 1.4: Select individual claims to see them in more detail.

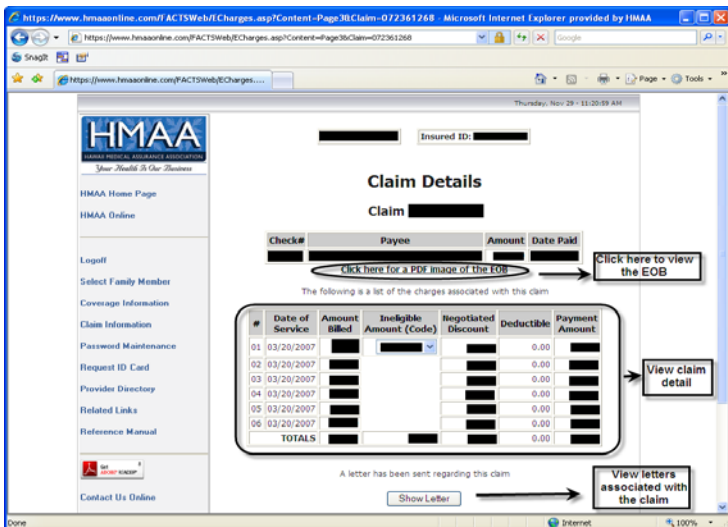


FIGURE 1.5: View individual claims, EOBs and Letters.

Contact Information

If you have any questions or concerns, please contact our Customer Service Center for assistance.

On Oahu (808) 941-4622 | Toll-Free (888) 941-4622
 E-Mail CustomerService@hmaa.com or CustomerService@hwmg.org