



## Online for Providers

This online service gives providers the flexibility and convenience of accessing health plan member information 24 hours a day, 7 days a week.

*Our Online for Providers* service saves valuable time by enabling providers to directly access their patients' information regarding plan benefits, eligibility, claims, member deductible and out-of-pocket accumulators.

Highlights include:

**Verifying Eligibility**

- Is my patient currently covered?
- What is my patient's coverage?

**Checking the Status of Claims**

- Has my claim been paid?
- What is the patient's responsibility on the paid claim?

**Reviewing Provider Payment Reports (PPRs)**

- Can I view the same PPR that was recently mailed to my office?

**Verifying Remaining Deductibles & Out-of-Pocket Expenses**

- What is my patient's remaining deductible amount for the year?
- What is the patient's remaining out-of-pocket for the year?

**Viewing Schedule of Benefits and Summary Plan Descriptions**

- What benefits and coverage are offered under my patient's plan?
- Is there a co-payment that I need to collect from my patient for this office visit?

**Forms and Information**

- Quick access to forms and information including claim forms, pre-certification programs, claim codes and guidelines, important updates, and administrative procedure manuals.

Once registered for Online for Providers, you will receive a Password Notification Letter. Please complete the Registration Form for this online service that is available on our website.

For inquiries regarding Online for Providers, please contact our Provider Relations Department at 791-7557, toll-free at (800) 621-6998 ext. 304, via e-mail at [ProviderRelations@hwmg.org](mailto:ProviderRelations@hwmg.org).