

We are pleased to make available to our Providers a service that enables you to view eligibility and claim information online. ¹ You can also view patient deductibles and stop loss accumulators, plan documents, and your Provider Payment Reports (PPR) for paid claims.

Getting Started

To access Online for Providers, you will need your Tax Identification Number (TIN) and your login password. If you do not have a password, please request one through Provider Relations (see Contact Information section).

Online for Providers is a secure Website. Your Provider ID and password must be protected and used only by the practice to which it was assigned. It is your responsibility to maintain and protect your ID and password, and to contact our Provider Relations Department if you forget or lose your password.

Logging In

The Website address for Online for Providers is: <https://www.hmaaonline.com>

On the Home Page (Figure 1.1), you will see two choices: Provider and Member/Dependent.

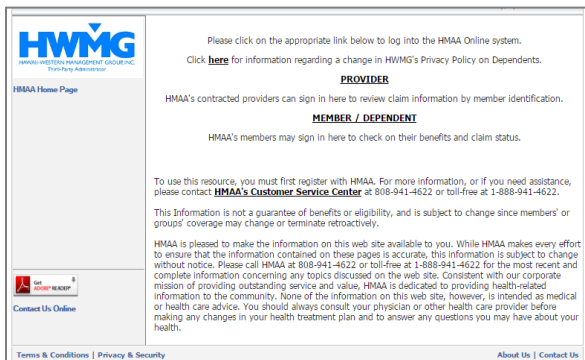


FIGURE 1.1: Online Home Page. Select on PROVIDER.

Choose the first option, **PROVIDER**. This link will direct you to the Provider Login Page (Figure 1.2). Enter your Provider ID (your tax ID number) and password and select [I Accept]. You are now logged into Online for Providers.

FIGURE 1.2: Provider Login Page. Enter your Provider ID and Password.

¹ The information provided by Online for Providers is not a guarantee of benefits or eligibility and is subject to change since members' or groups' coverage may change or terminate retroactively.

View Plan Information

Enter a patient's member ID from his or her insurance card and select [Submit] (Figure 1.3). If you don't have the patient's member ID but have their Social Security Number (SSN), you may enter the SSN and choose SSN as the ID type in the drop-down box. From here, you have several options. To access these options, select the links in the sidebar or on the main page (Figure 1.4 & 1.5). You may:

1. Check Eligibility
2. View patient's plan documents – **Important:** *If you are using Adobe Acrobat Reader and an incorrect PDF appears, please refresh your browser.*
3. Check your in-process and paid claims
4. View Patient Accumulators – **Note:** *If the patient has Single Coverage, you may see accumulators relating to Family Coverage. Please disregard the Family information as it is not applicable.*
5. View your Provider Payment Reports (PPR, Figure 1.6)
6. Download forms
7. Link to other related websites
8. Update your password

FIGURE 1.3: Enter Insured ID and select Submit.

Plan	Effective Date	Termination Date
5	01/01/1999	12/31/2005
1	03/01/1994	12/31/1998

Plan	Effective Date	Termination Date
2	03/01/1994	12/31/2005

FIGURE 1.4: You can access the sidebar options at any time.

Claim	Service From	Service Through	Provider of Services	Patient Number	Total Charges

FIGURE 1.5: Select individual claims to see them in more detail.

Insured ID: [REDACTED]

Claim Details

Claim 061241177

Check#	Payee	Amount	Date Paid
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Click here for a PDF image of the Provider Payment Report

Click here to view PPR

The following is a list of the charges associated with this claim

#	Date of Service	Amount Billed	Ineligible Amount (Code)	Renegotiated Discount	Deductible	Payment Amount
01	04/17/2006	[REDACTED]	[REDACTED]	0.00	0.00	0.00
02	04/17/2006	[REDACTED]	[REDACTED]	0.00	0.00	0.00
03	04/17/2006	[REDACTED]	[REDACTED]	0.00	0.00	0.00
04	04/17/2006	[REDACTED]	[REDACTED]	0.00	0.00	0.00
TOTALS		[REDACTED]	[REDACTED]	0.00	0.00	0.00

View claim detail

FIGURE 1.6: View individual claims, PPRs and Letters.

Contact Information

Online for Providers: <https://www.hmaaonline.com/>

If at any time you have questions or concerns, please feel free to contact us.

Provider Relations

- Access to Online for Providers
- Provider information updates/changes
- Contracts and fee schedules

Email ProviderRelations@hwmg.org
 On Oahu (808) 791-7557
 Toll-Free (800) 621-6998 ext. 304

Customer Service Center

- Patient eligibility
- Plan benefits and deductibles
- Claim status and payments

Email CustomerService@hwmg.org
 On Oahu (808) 941-4622
 Toll-Free (888) 941-4622