

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?

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?

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

Mail: 220 South King 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?

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