

Thank you for your membership! This guide is a quick reference for administering your health plan. You may click on each section header for more information.

Key Contacts

- **Account Management.** Our Account Management Team is your primary point of contact for your servicing needs and is available Monday through Friday, 8 am to 4 pm HST. Consider them your advocate; they will guide you through situations that may arise during your membership with HMAA and are here to answer your questions. They are also happy to provide member orientations in person, virtually, or through a narrated YouTube video. You may reach Account Management as follows.
 - Email AccountManager@hmaa.com
 - Phone (808) 791-7654 or toll-free (800) 621-6998 ext. 301
 - [Online](#)
 - Fax (808) 535-8305
- **Customer Service.** Our Customer Service Team assists members with benefit and claim questions and is available Monday through Friday, from 8 am to 4 pm HST. Contact Customer Service as follows.
 - Email CustomerService@hmaa.com
 - Phone (808) 941-4622 or toll-free at (888) 941-4622
 - [Online](#)

Online Services

- **[Online Group Administration](#)** is an efficient way to administer your health plan with the flexibility and convenience of 24/7 access to your account.
- **[Online Bill Pay](#)** is available after your first billing cycle. It's a secure and convenient way to view your bills, make premium payments, and set up autopay.
- **[View or print your health plan documents](#)** at any time.

Email Updates

- Stay up-to-date with news, special offers, events, and more by subscribing to our emails. You can unsubscribe at any time.

Member Plus Discounts

- As an employer, you can become a participating merchant and enjoy free promotion of your business!
- As a member, you'll receive discounts and special offers from a variety of merchants.

Health and Wellness Benefits

- At HMAA, we're more than just a health plan! We offer a free suite of health and wellness services to promote healthy living.
- Our services include free onsite flu vaccinations, free colorectal cancer test kits, our innovative Baby & Me maternity program, and more.

Billing and Premium Payment

- Bills are generated mid-month for the following month's coverage.
- Your full premium payment is due on the first day of the month in which coverage is expected.
- To keep your coverage active, your payment must be postmarked or your Online Bill Payment must be made by the last business day of the month.
- If your premium payment is not received by the middle of the coverage month, you will receive a Notice of Intent to Cancel. As a requirement for health insurers, a copy is sent to the State of Hawai'i Department of Labor. Please be aware that the notice and your payment may have crossed; in that case, disregard the notice.
- Because your health plan is a prepaid plan, any claims incurred during months with unpaid premiums will be denied.
- We ask that you pay the premium as billed and allow HMAA to make all adjustments, which will appear on the following month's statement. Examples include credits for terminated members and additional premium due for enrollments. To allow time for processing:
 - Submit enrollments no later than the 10th day of the month in which coverage is expected.
 - Submit member terminations on or before the last day of the month in which eligibility ends. Please be advised that HMAA cannot accept retroactive terminations.
- Make checks payable to **HMAA**. Mail your payment, along with the stub from your premium bill, to:

HMAA
P.O. Box 29790
Honolulu, HI 96820-2190

You can also make payments online at hmaa.com/billpay or call (866) 793-0242 to pay by phone. You will need your policy and division number(s), and the PIN from your current HMAA bill.

Member Enrollments and Terminations

- Administrators may **enroll or terminate** members via our [Online Group Administration](#) portal; or
- To **enroll** members – use the [Enrollment Form](#).
 - Email to enroll@hmaa.com* or fax to (808) 535-8353
 - Upload to hmaa.com/enroll
- To **terminate** members – use the [Member Change or Termination Form](#).
 - Email to billingdept@hmaa.com* or fax to (808) 535-8353

HMAA Administrative Procedures

- Refer to HMAA's Administrative Procedures for more details about administering your health plan.
- Additional [Forms and Information](#) are available for your convenience.

Hawaii Prepaid Health Care Law

- Refer to the State of Hawaii's Highlights for information about the Prepaid Health Care Act and related employer responsibilities.

* If you email HMAA, please send the email securely. For security purposes, you will not receive an email confirmation receipt. HMAA is not responsible for the security or confidentiality of communications you send by email.

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