

Helpful Tips for New Members



Aloha and welcome to HMAA! We are excited to have you as a member and want to ensure you have a smooth transition. Following are some helpful tips.

Continuity of Care

- To help ensure your healthcare is transitioned smoothly, complete our [Continuity of Care Form](#) (*hmaa.com > Members > Forms & Info > New Member Continuity of Care Form*) to let us know about your current and upcoming health procedures and medication. Our nurses will ensure we receive the necessary documentation.
- Talk with your doctor and refill prescriptions before your current coverage ends.

Accessing Care

- Search for a primary care and other physicians now in our [provider directory](#) (*hmaa.com > Find a Provider*)
 - Selecting a participating doctor will ensure a lower out-of-pocket cost for you.
 - You will also have access to an expansive Cigna provider network while traveling on the Mainland.
- Our [HiDoc® telemedicine service](#) (*hmaa.com/telemedicine*) provides virtual access to local physicians and therapists for **free** online or phone consultations, day or night. It is convenient for:
 - General health consultations and prescriptions* if you do not have a primary care physician
 - Speaking with a doctor before you find one from HMAA's participating network
 - Non-emergent, routine, or urgent care that is commonly treated through telemedicine
 - Mental health counseling
 - Refilling a prescription in urgent situations when your PCP is unavailable*

** Restrictions apply for certain medications.*
- Learn more about HMAA's [Prescription Plans](#) (*hmaa.com > Members > Forms & Info > Plan Benefits and Information > Prescription Plan Information*)
 - Locate a [pharmacy](#) near you. HMAA partners with all major pharmacies in Hawai'i, or you can receive ongoing maintenance medications through the mail.
 - Review HMAA's Prescription Plan Formulary developed by our pharmacy benefit manager, OptumRx. Drugs listed on the formulary are typically available at a lower co-payment.

Email Updates

- Stay up-to-date with HMAA news by subscribing to our emails at [Member Email Updates](#) (*hmaa.com > Members > email-updates*)

Member Plus Discounts

- Enjoy special offers from a variety of merchants through our [Member Plus Discount Program](#) (*himemberplus.com*)

Health and Wellness Benefits

- With HMAA, you get more than just a health plan! We offer a free suite of health and wellness services to promote healthy living. Learn more about our [Health and Wellness Benefits](#) (*hmaa.com/wellness*)

Customer Service

- Our Customer Service Center is available to answer your benefit and claim questions Monday through Friday, 8 am to 4 pm HST. Contact them as follows:
 - [Online](#) (*hmaa.com > Contact Us*)
 - Email CustomerService@hmaa.com
 - Call (808) 941-4622 or toll-free (888) 941-4622

Last updated April 5, 2023