HAWAII-WESTERN MANAGEMENT GROUP, INC.

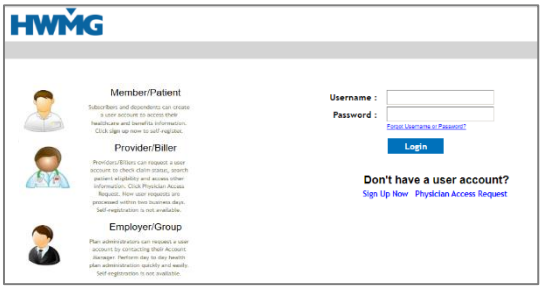
HWMG Online for Providers Portal

Participating providers may access medical plan benefits, eligibility, and claims information securely through HWMG's provider online portal for members covered by the following health plans:

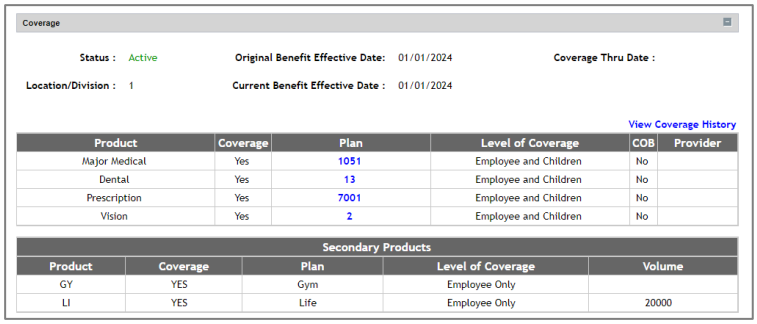
- HMAA
- Charter Communications, LLC
- Hawaii Electricians Health & Welfare Fund

Visit hwmg.org/providers or https://hwmghealthplanportal.javelinaweb.com and login to your account or submit a new user registration request using a computer or mobile device.

Features include:



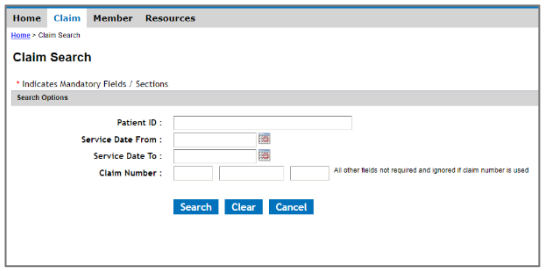
- Online registration request for new user accounts
- Self-login reset for username or password
- Provider dashboard for news and resources
- View member eligibility, coverage, plan benefits, and accumulators
- View your patient's claim history, explanation of benefits (EOB), and provider payment payment reports (PPR)
- User account preferences (manage password, security question, and email address)

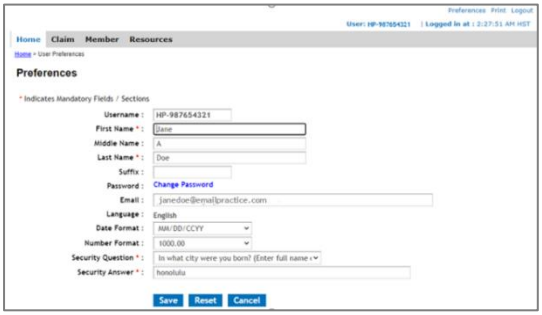


Assistance

Once you submit a new user account registration request online, our Provider Relations Department will review your request and reply within two business days.

If you have questions or need assistance, please contact HWMG Provider Relations at **(808) 791-7557**, toll-free at **(800) 621-6998 x304** (TTY: 711), 8 am to 4 pm Monday through Friday (excluding holidays), or via email at **ProviderRelations@hwmg.org**.





Disclaimer: The information provided by HWMG's online portal is not a guarantee of benefits or eligibility, and is subject to change since coverage for clients/groups or members may change or terminate retroactively.

Powered by HWMG and Javelina Web. Last updated August 31, 2025.