



HWMG Online for Providers User Guide

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 from a web browser using a computer or mobile device, or follow the steps below to register as a new user.

New User Account Registration Request

1. Go to <https://hwmghealthplanportal.javelinaweb.com> and select *Physician Access Request* to submit a new user registration request.
2. Enter your information
 - Primary tax ID/TIN or NPI
 - Name
 - Email address where you want to receive notifications about your account
 - Preferred date and number format
 - Additional tax IDs, if any
3. In the Request Comments section, indicate your Practice/Facility Name(s).
4. Click *Submit*.
5. Our Provider Relations Department will review your request and reply within two business days.
 - If your request is approved, you will receive an email from noreply@javelinaweb.com stating your account was successfully activated, and it will include your login information. HWMG will assign your Username and a temporary password. In some cases, emails from Javelina Web may be found in your "junk email" folder.
 - If your request is denied or we have questions, our Provider Relations Department will contact you by phone or email.
6. Once your account is created, your Username cannot be modified. Upon your first login, you will be required to change your temporary password. Your password will expire after 180 days. After your password expires, you will be prompted to create a new one during your next login attempt.
7. Select a security question and type in your answer (case-sensitive). You must answer this question to verify your identity should you need to change or reset your password in the future.

The screenshot shows a registration page with three main options: Member/Patient, Provider/Biller, and Employer/Group. Each option has a brief description and a 'Sign up now' link. To the right, there are fields for Username and Password, a 'Login' button, and a link for 'Don't have a user account?' with sub-links for 'Sign Up Now' and 'Physician Access Request'.

The screenshot shows the 'Physician Login Requests' form. It includes a header with a note that an asterisk indicates mandatory fields. The form is divided into sections: Primary Tax ID or NPI (with a field containing 987654321), User Information (with fields for First Name: Jane, Middle Name: A, Last Name: Doe, Suffix, and Email: janedoe@emailpractice.com), and Preferences (with dropdowns for Language: English, Date Format, and Number Format, a field for Additional Tax IDs: 876543210, and a text area for Request Comments: Sample Facility Name). At the bottom are buttons for Submit, Reset, and Cancel.

8. You may now login to access:
 - Provider dashboard and resources
 - Claims, Explanation of Benefits (EOB), and Provider Payment Reports (PPR)
 - Member eligibility, coverage, plan benefits, and accumulators
9. When you are done, for security purposes be sure to log out of your account before closing your browser.

User Account Preferences

1. Select *Preferences* to update your user information such as password, security question, and email address.
2. Update your information, then click *Save*.

The screenshot shows the 'User Preferences' page. At the top, there are navigation links: Home, Claim, Member, Resources. The user is logged in as 'User: HP-987654321' at '12:27:51 AM EDT'. The 'Preferences' section includes:

- Username: HP-987654321
- First Name: Doe
- Middle Name: A
- Last Name: Doe
- Suffix: (empty)
- Password: Change Password
- Email: jaredoe@javelinapractice.com
- Language: English
- Date Format: MM/DD/YYYY
- Number Format: 1000.00
- Security Question: In what city were you born? (Enter full name + *)
- Security Answer: Honolulu

 Buttons for 'Save', 'Reset', and 'Cancel' are at the bottom.

- Any updates made to your name, password, email address, security question, and date/number format will only apply to your Javelina Web account, and not your other HWMG records. Your new password will expire after 180 days. After your password expires, you will be prompted to create a new one during your next login attempt.
- Contact our Provider Relations if you need to update other information HWMG has on file.

Two-Factor Authentication (2FA)

Each time you login, you will receive a one-time verification passcode at the email address associated with your portal account. A **pop-up window** will display for you to enter the code and complete your login.

Please ensure the browser settings on your device have the pop-up blocker **disabled** for HWMG’s provider online portal and the cache/cookies are cleared. If needed, try a different browser or Incognito window mode.

Your email account will need to accept messages from noreply@javelinaweb.com. You can update your email address in the Preferences page of the portal. Please contact HWMG for assistance. [View FAQs.](#)

Forgot Username or Reset Password

1. Click *Forgot Username or Password?*

- To reset your password, enter the username and email address associated with your account and click *Continue* to receive Password Reset instructions via email from noreply@javelinaweb.com. You will be required to answer your security question (case-sensitive) in order to change your password. Your new password cannot match your last 5 passwords and it will expire after 180 days.

The screenshot shows a login form with:

- Username: [input field]
- Password: [input field]
- A link: [Forgot Username or Password?](#)
- A blue button: **Login**

- If you forgot your username, select *Click here if you forgot your username*. Enter the email address associated with your account and select *Next Step* to receive your username(s) via email from noreply@javelinaweb.com.

2. After three failed attempts to login to your user account, the system will temporarily disable your account and display a message that it has been locked. You will need to contact HWMG’s Provider Relations to unlock your account. We recommend that you **reset your password beforehand** to prevent your account from being locked.

Provider Dashboard and Resources

1. Upon login, your *Provider Dashboard* will appear from the *Home* tab, where you will see a section for Latest News & Messages.
2. Select the *Resources* tab to view the Latest News & Messages, Helpful Links, Documents and Forms, and HWMG's Contact Information.

Claims, Explanation of Benefits (EOB), and Provider Payment Reports (PPR)

1. Select the *Claim* tab to view your patient's claim history or search for a particular claim.
2. Enter the claim information, then click *Search*.
 - If the member is found in our records, it will appear in the Search Results.
 - If the system cannot locate the member, contact HWMG Customer Service for assistance.

3. Click on a *Claim Number* to view the claim details including the covered services and payment status.
4. Click on *View EOB* to view, save, and/or print an image of the patient's Explanation of Benefits.
5. Click on *Payment/Transaction* to view, save and/or print an image of the Provider Payment Report.

Member Eligibility, Coverage, Plan Benefits, and Accumulators

Select the *Member* tab to view a member's eligibility, plan benefits, coverage status, and contact information.

1. Enter the member's ID, name, and/or date of birth, then click *Search*.
 - If the member is found in our records, it will appear in the Search Results.
 - If the system cannot locate the member, contact HWMG Customer Service for assistance.

2. Once you select the member from the search results, the portal will display their eligibility and coverage information for medical, dental, prescription, vision, gym, and life/AD&D benefits.

3. Select *View Accumulators* to view a list of a member's current or lifetime plan benefit accumulators, which include the annual deductible and out-of-pocket maximum.

Product	Coverage	Plan	Level of Coverage	COB	Provider
Major Medical	Yes	1051	Employee and Children	No	
Dental	Yes	13	Employee and Children	No	
Prescription	Yes	7001	Employee and Children	No	
Vision	Yes	2	Employee and Children	No	

Secondary Products				
Product	Coverage	Plan	Level of Coverage	Volume
GY	YES	Gym	Employee Only	
LI	YES	Life	Employee Only	20000

4. Select *View Coverage History* to verify when a member's coverage status was **active** or **terminated**.

5. Select the Plan benefit number to view, save, and/or print the member's plan document.

Coverage History				
Name : Mary Jane Doe View Claims View Accumulators				
Coverage ▾				
Status : Terminated		Effective Date: 10/01/2022	Coverage Thru Date :	
Location/Division : 1000				
Product	Coverage	Plan	COB	Provider
Major Medical	Yes	110	No	
Coverage ▾				
Status : Active		Effective Date: 01/01/2021	Coverage Thru Date : 09/30/2022	
Location/Division : 1000				
Product	Coverage	Plan	COB	Provider
Major Medical	Yes	110	No	

Assistance

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.

The instructions in this User Guide conform to the requirements of the HWMG's online portal powered by Javelina Web. In case of any conflict between this Guide and the online portal, the online portal takes precedence. Nothing in this Guide shall be considered a binding representation or contractual declaration by HWMG. Although HWMG makes every reasonable effort to ensure the accuracy and validity of the information provided in this Guide, HWMG acknowledges that errors and omissions may occur, and information sometimes changes before those changes can be reflected in this Guide. HWMG does not warrant the content of this Guide and does not assume liability for its completeness, accuracy, or any losses or damages resulting from its use or application.

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