

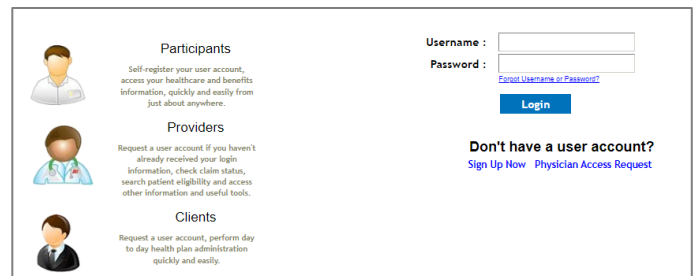
Member Online Portal User Guide

Members covered by the Hawaii Electricians Health & Welfare Fund medical plan may access their plan benefits, eligibility, member ID cards, and claims information securely through HWMG's member online portal.

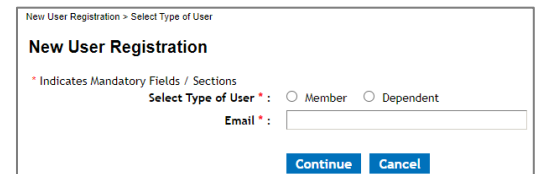
Visit hwmg.org/members or <https://hawaiielectricians.javelinaweb.com> and login to your account from a web browser using a computer or mobile device, or follow the steps below to register as a new user.

User Account Self-Registration

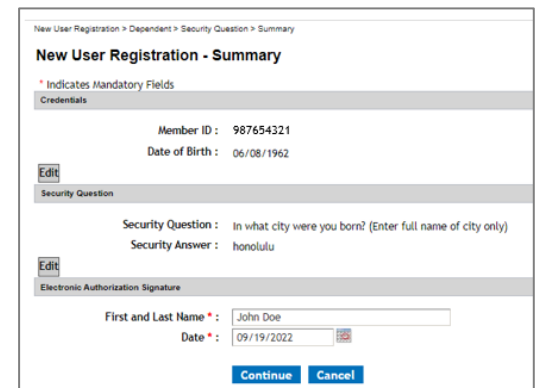
- Go to <https://hawaiielectricians.javelinaweb.com> and select *Sign Up Now* to self-register. Follow the prompts to enter your information. If you are a Subscriber, select *Member* as the type of user. If you are a Dependent, select *Dependent*. Be sure to enter your member ID as it is shown on your card.



- Enter the email address where you want to receive notifications about your account. If your member ID and date of birth match our records, select your profile and proceed with registering your account. If the system cannot locate your profile, contact HWMG's Customer Service Center for assistance. Refer to the last page of this guide.



- Create your Username and choose a Password (case-sensitive) that meets the requirements. Once your account is created, your username cannot be modified.



- 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. Enter your first and last name as your electronic signature.

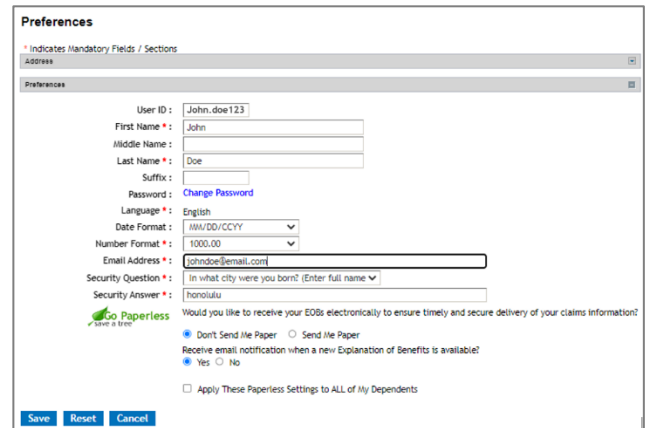
- You will receive an email from noreply@javelinaweb.com stating your account was successfully created. In some cases, emails from Javelina Web may be found in your "junk email" folder.

- Once your account is created, login using your username and password to access your:
 - Member dashboard and resources
 - Eligibility
 - Claims and Explanation of Benefits (EOBs)
 - Plan benefits and accumulators
 - Opt for paperless EOBs
 - Member ID cards

- When you're 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*.
 - Any updates made to your name, password, email address, security question, and date/number format will only apply to your Javelina Web account.



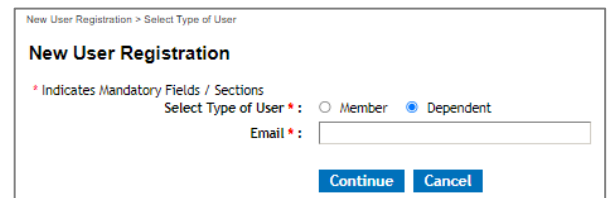
Forgot Username or Reset Password

1. Click *Forgot Username or Password?*
 - To reset your password, enter the username and email address associated with your account and select *Continue* to receive Password Reset instructions via email from noreply@javelinaweb.com. You will be required to enter your security answer (case-sensitive) in order to change your password. Your new password cannot match your last 5 passwords.
 - 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 Customer Service Center to unlock your account. **We encourage you to reset your password beforehand to prevent your account from being locked.**



Access to Dependent Information

1. Dependents may self-register their own user account to view their information.
2. If you are a Subscriber and want to view your dependents' information from your user account, please contact HWMG's Customer Service Center. Dependents aged 18 or older must provide HWMG written permission for their information to be viewed by another individual, and may do so by submitting an [Authorization for Release of Personal Health Information](#). This form may be downloaded at hwmg.org/members.

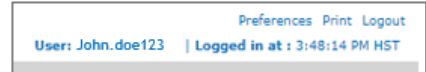


Member Dashboard and Resources

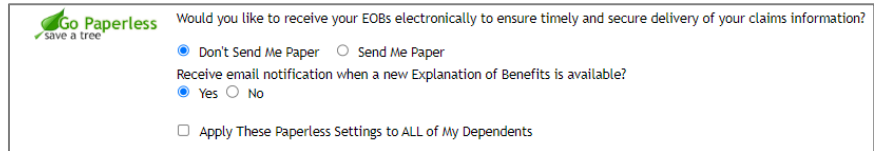
1. Upon login, your *Member Dashboard* will appear from the *Home* tab.
 - If you are a Subscriber, you will see sections for Recent Claims & Transactions, Member Eligibility Summary, Coverage Information, Plan Benefit Accumulators, Latest News & Messages, and Ask a Question.
 - If you are a Dependent, you will see a section for Latest News & Messages.
2. Select the *Resources* tab to view the Latest News & Messages, Member ID Cards, Helpful Links, Documents and Forms, and HWMG's Contact Information.

Choose Paperless EOBs

1. Select *Preferences* located at the top right of your screen.



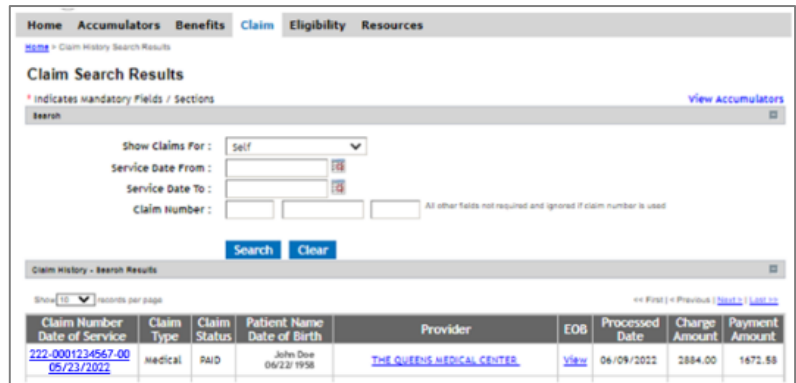
2. In the *Go Paperless* section, select *Don't Send Me Paper*. You will receive an email notification when a new EOB is available to view.



3. Subscribers can apply these paperless settings to all of their dependents, unless their dependent(s) choose to receive paper EOBs from their own online account.

Medical Claims and EOBs

1. Select the *Claim* tab to view your claim history or search for a particular claim. If you are a Subscriber with authorized access to view your dependents' coverage and claims information, you may also view your dependents' claim information.

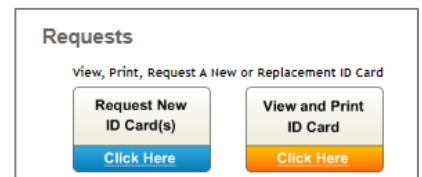


2. Click on a *Claim Number* to view your claim details including the covered services and payment status.

3. If you click on *View EOB*, an image of your Explanation of Benefits will display for you to view, save, and/or print.

Member ID Cards

1. Select the *Resources* tab to view, print, or request a member ID card.

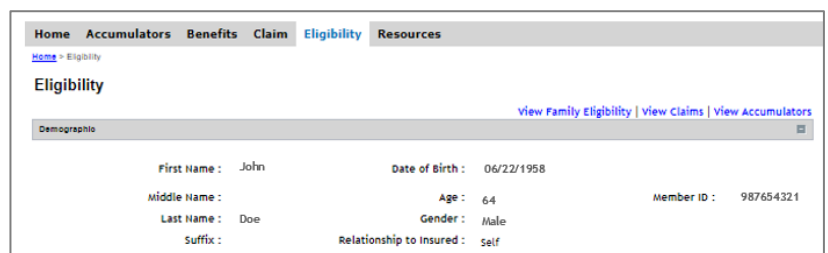


2. If you request a new ID card, a confirmation message will display that your request was submitted. The ID card will be mailed within two business days.

3. If you choose to view and print your ID card, an image of your card will display for you to view, save, and/or print.

Eligibility

1. Select the *Eligibility* tab to view your member eligibility, coverage status, and contact information.

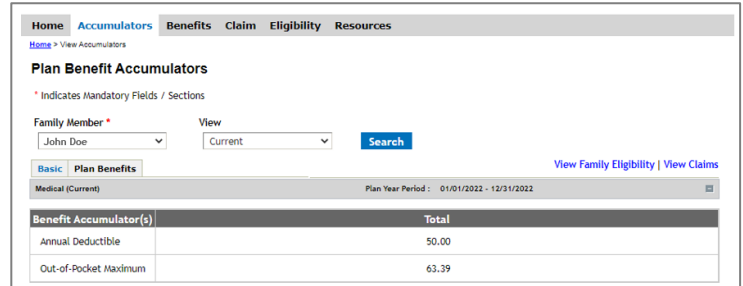
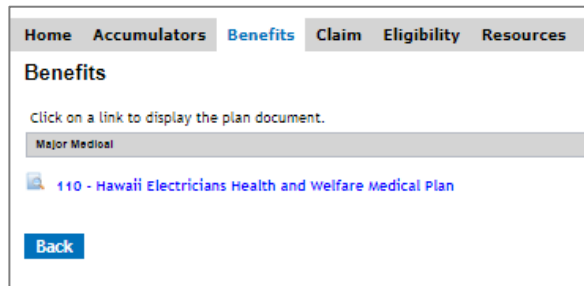


2. If you are a Subscriber with dependents covered under your medical plan, select *View Family Eligibility* for a list of your dependents' names and eligibility status.

If you are authorized access to view your dependents' coverage and claims information, you may also click on your dependents' names to access their information.

Plan Benefits and Accumulators

1. Select the *Benefits* tab and click on the plan benefit to view, save, and/or print the plan document.
2. Select the *Accumulators* tab to view a list of your current or lifetime plan benefit accumulators which include your annual deductible and out-of-pocket maximum.



Ask a Question to HWMG's Customer Service Center (only available to Subscribers)

1. Select the *Home* tab and go to your *Member Dashboard*.
2. In the *Ask a Question* section, enter your member ID and question, then click *Send*. An email with your question and contact information will be sent to HWMG's Customer Service Center for handling.

The screenshot shows the 'Ask a Question' form. It has a heading 'Ask a Question' and a text area with the instruction: 'Type your member ID and question below, then click send. An email with your contact information will be sent to your health plan.' Below the text area is a 'Send' button.

Assistance

If you have questions or need assistance, please contact HWMG Customer Service Center at **(808) 941-4622**, toll-free at **(888) 941-4622** (TTY: 711), 8 am to 4 pm Monday through Friday (excluding holidays), or via email at **CustomerService@hwmg.org**.

Powered by Javelina Web. Last updated December 6, 2022.

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.