

## Provider Online Portal 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 self-funded health plans:

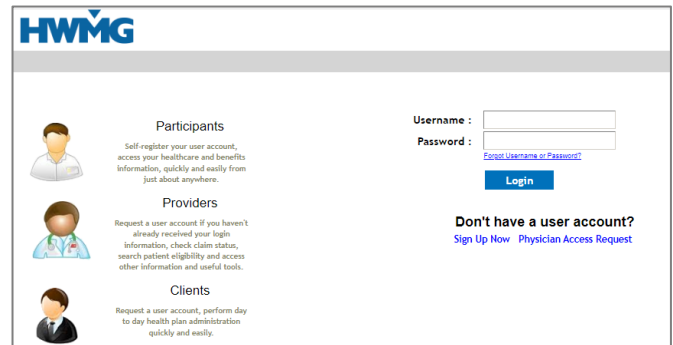
- Charter Communications, LLC
- Hawaii Electricians Health & Welfare Fund

Visit [hwmg.org/providers](https://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.

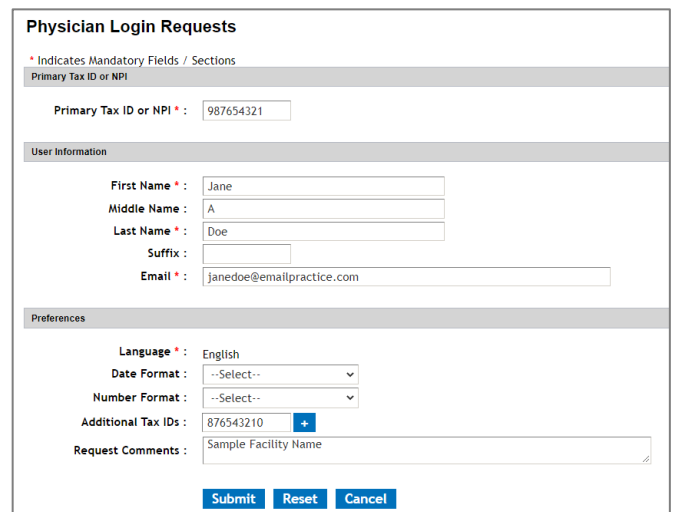
To access information for HMAA members, please continue to use HWMG’s old portal at [hmaaonline.com](https://hmaaonline.com) until HMAA is transitioned to our new system.

### New User Account Registration Request

1. Go to <https://hwmghealthplanportal.javelinaweb.com> and select *Physician Access Request* to submit a 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](mailto: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.
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 the HWMG registration page. It features the HWMG logo at the top left. Below the logo are three main sections: 'Participants' (with a person icon), 'Providers' (with a doctor icon), and 'Clients' (with a person icon). Each section has a brief description of the user type. To the right of these sections are two input fields for 'Username' and 'Password', with a 'Login' button below them. At the bottom right, there is a link that says '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 has a title 'Physician Login Requests' and a note '\* Indicates Mandatory Fields / Sections'. The form is divided into several sections:
 

- Primary Tax ID or NPI:** A single input field containing '987654321'.
- User Information:** Fields for 'First Name' (Jane), 'Middle Name' (A), 'Last Name' (Doe), 'Suffix' (empty), and 'Email' (janedoe@emailpractice.com).
- Preferences:** Fields for 'Language' (English), 'Date Format' (dropdown), 'Number Format' (dropdown), 'Additional Tax IDs' (876543210 with a plus button), and 'Request Comments' (Sample Facility Name).

 At the bottom of the form are three buttons: '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*.
  - 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 click *Continue* to receive Password Reset instructions via email from [noreply@javelinaweb.com](mailto: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.
  - 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](mailto: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 encourage you to 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.

The screenshot shows a web portal with a navigation bar containing 'Home', 'Claim', 'Member', and 'Resources'. Below the navigation bar is a breadcrumb trail 'Home > Claim Search'. The main heading is 'Claim Search'. A note indicates '\* Indicates Mandatory Fields / Sections'. The 'Search Options' section includes input fields for 'Patient ID', 'Service Date From', 'Service Date To', and 'Claim Number'. There are three buttons: 'Search', 'Clear', and 'Cancel'. A note states 'All other fields not required and ignored if claim number is used'.

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

## 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 information.

The screenshot shows a web portal with a navigation bar containing 'Home', 'Claim', 'Member', and 'Resources'. Below the navigation bar is a breadcrumb trail 'Home > Member Search'. The main heading is 'Member Search'. A note indicates '\* Indicates Mandatory Fields / Sections'. The 'Search' section includes a dropdown menu for 'Search Options' set to 'Both Members and Dependents', and input fields for 'First Name', 'Middle Name', 'Last Name', 'Date of Birth', and 'Patient ID'. There are three buttons: 'Search', 'Clear', and 'Cancel'.

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

The screenshot shows a web portal with a navigation bar containing 'Home', 'Claim', 'Member', and 'Resources'. Below the navigation bar is a breadcrumb trail 'Home > Member Search > Member Details'. The main heading is 'Eligibility'. There are two links: 'View Claims' and 'View Accumulators'. The 'Demographic' section includes the following information:  
First Name: John, Date of Birth: 06/22/1958, Member ID: 987654321  
Middle Name: , Age: 64  
Last Name: Doe, Gender: Male  
Suffix: , Relationship to Insured: Self  
The 'Coverage' section includes the following information:  
Status: Active, Original Benefit Effective Date: 01/01/2021, Coverage Thru Date:   
Location/Division: 011, Current Benefit Effective Date: 01/01/2021  
There is a link 'View Coverage History' at the bottom right.

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

Coverage History				
Name : Mary Jane Doe				
<a href="#">View Claims</a>   <a href="#">View Accumulators</a>				
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**.

*Powered by Javelina Web. Last updated December 5, 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.