

## Client Online Portal User Guide

Plan administrators for the Charter Communications medical plan may access member ID cards and manage enrollments and eligibility information securely through HWMG’s client online portal.

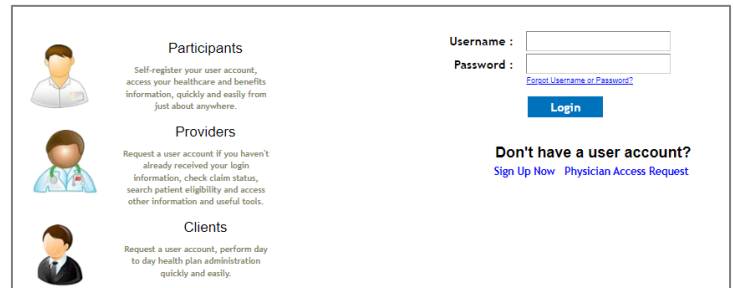
Visit [hwmg.org/employers](http://hwmg.org/employers) or <https://charter-hwmg.javelinaweb.com> and login to your account from a web browser using a computer or mobile device, or follow the steps below to register as a new user.

### User Account Registration

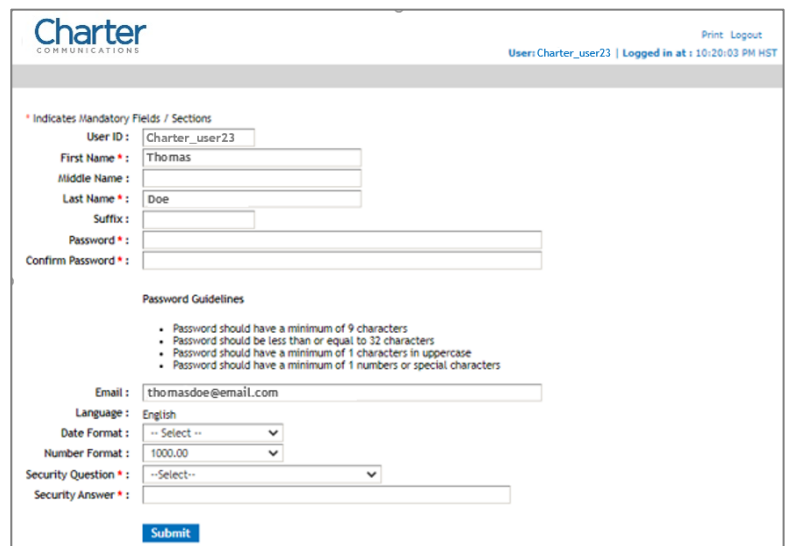
1. Complete an [Online Client Registration Form](#) and send it to HWMG’s Billing Department at [Billingdept@hwmg.org](mailto:Billingdept@hwmg.org).
2. HWMG’s Billing Department will set up your account. Once your account is created, your username cannot be modified.

### User Account Login

1. Login to <https://charter-hwmg.javelinaweb.com> using your username and password (case-sensitive) provided by HWMG’s Billing Department or Account Manager.
2. Upon your initial login, you will be required to choose a new password that meets the password requirements.
3. Select a security question and type in your answer (case-sensitive), then *Submit*. You must answer this question to verify your identity should you need to change or reset your password in the future. Enter first and last name as your electronic signature.
4. Once logged into your account, you may access the following features:
  - Client dashboard and resources
  - Member ID cards
  - View member eligibility and coverage
5. When you are done, for security purposes be sure to log out of your account before closing your browser.



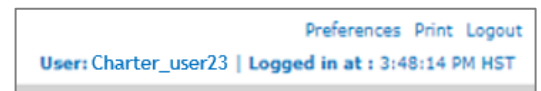
The screenshot shows a login page with three main sections: **Participants** (Self-register your user account, access your healthcare and benefits information, quickly and easily from just about anywhere.), **Providers** (Request a user account if you haven't already received your login information, check claim status, search patient eligibility and access other information and useful tools.), and **Clients** (Request a user account, perform day to day health plan administration quickly and easily.). To the right is a login form with fields for Username and Password, a 'Forgot Username or Password?' link, and a 'Login' button. Below the form is a link for 'Don't have a user account?' with sub-links for 'Sign Up Now' and 'Physician Access Request'.



The screenshot shows a registration form titled 'Charter Communications'. At the top right, it says 'User: Charter\_user23 | Logged in at: 10:20:03 PM HST'. The form includes a 'Print Logout' link. A note states '\* Indicates Mandatory Fields / Sections'. The fields are: User ID (Charter\_user23), First Name (Thomas), Middle Name, Last Name (Doe), Suffix, Password, and Confirm Password. Below these is a 'Password Guidelines' section with bullet points: Password should have a minimum of 9 characters, Password should be less than or equal to 32 characters, Password should have a minimum of 1 characters in uppercase, and Password should have a minimum of 1 numbers or special characters. Other fields include Email (thomasdoe@email.com), Language (English), Date Format (dropdown), Number Format (1000.00), Security Question (dropdown), and Security Answer. A 'Submit' button is at the bottom.

### User Account Preferences

1. Select *Preferences* located at the top right of the screen to update your user information such as name, password, security question, and email address.
2. Update your information, then click *Save*. These changes will only apply to your Javelina Web account.



The screenshot shows the top right corner of the preferences page. It includes a 'Preferences Print Logout' link and a user status indicator: 'User: Charter\_user23 | Logged in at: 3:48:14 PM HST'.

## 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 *Continue* to receive Password Reset instructions via email from [noreply@javelinaweb.com](mailto: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 via email from [noreply@javelinaweb.com](mailto:noreply@javelinaweb.com).




Username :   
Password :   
[Forgot Username or Password?](#)

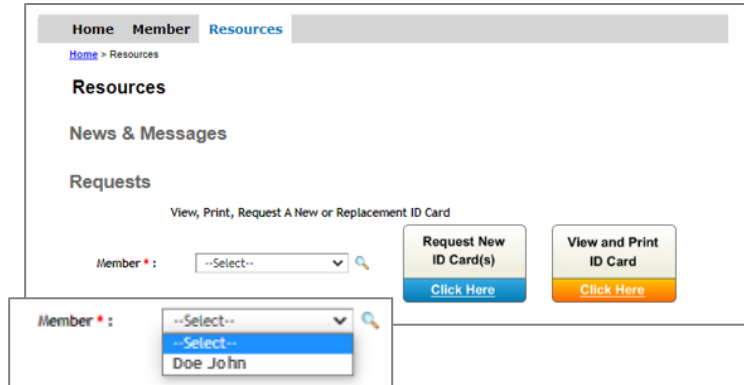
- ### 2. After three failed attempts to login to your user account, the system will temporarily disable your account and display a message that it has been locked. You will need to contact HWMG's Billing Department or your Account Manager to unlock your account. We highly recommend that you **reset your password beforehand** to prevent your account from being locked.

## Client Dashboard and Resources

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

## Member ID Cards

- Select the *Resources* tab to view, print, or request an ID card for a member.
- Select the search icon  to choose which member's ID card you want to request or view/print. Enter the member's ID number, 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 for assistance.
- Once you select the member from the search results, the portal will return to the Requests section for ID cards. Select the member from the drop-down field and click to request a card or view/print.
  - If you request a new ID card, a confirmation message will appear on the screen that your request was submitted. The ID card will be mailed within two business days.
  - If you choose to view and print the member's ID card, an image of the card will appear for you to view, save, and/or print.



Home Member Resources


Home > Resources

Resources

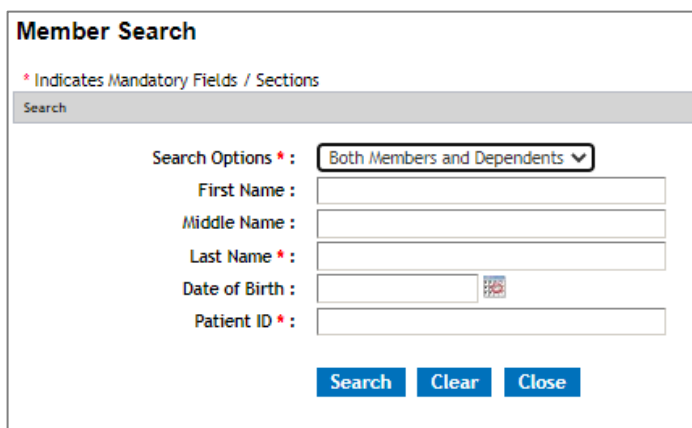
News & Messages

Requests

View, Print, Request A New or Replacement ID Card

Member \* :  

Member \* :



Member Search

\* Indicates Mandatory Fields / Sections


Search

Search Options \* :

First Name :

Middle Name :

Last Name \* :

Date of Birth :  

Patient ID \* :

## Member Eligibility and Coverage

1. Select the *Member* tab to view a member's eligibility, plan benefits, coverage status, and contact information.
2. Enter the member's ID, name, and/or date of birth, then *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 for assistance.
3. Once you select the member from the search results, the portal will display their eligibility information.
4. Select the Plan benefit number to view, save, and/or print the member's plan document.

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

## Assistance

If you have questions or need assistance, please contact HWMG's Billing Department or your Account Manager at **(808) 591-0088**, toll-free at **(800) 621-6998** (TTY: 711), 8 am to 4 pm Monday through Friday (excluding holidays), or via email at **Billingdept@hwmg.org**.

*Powered by Javelina Web. Last updated December 27, 2023.*

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.