

Online Group Administration (OGA) Portal User Guide

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

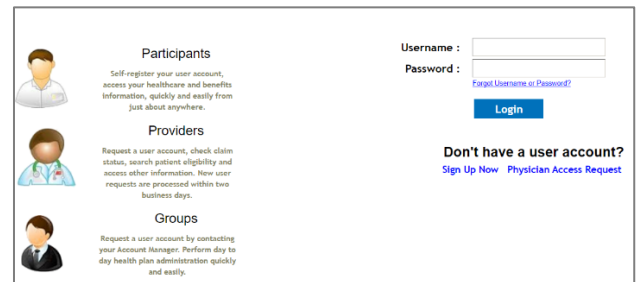
Visit <https://charter-hwmg.javelinaweb.com> and login to your account from a web browser using a computer or mobile device, or follow the steps below to register as a new user. You may also visit hwmg.org/employers for instructions.

User Account Registration

1. Complete an [OGA Portal Registration Form](#) and send it to OGAhelpdesk@hwmg.org. A separate form is required for each user.
2. HWMG’s Billing Department will set up your account and provide instructions. First-time users should expect to receive this information within 5 business days from billingdept@hwmg.org via our SonicWall Secure Message Center. Once your account is created, your username cannot be modified.

User Account Login

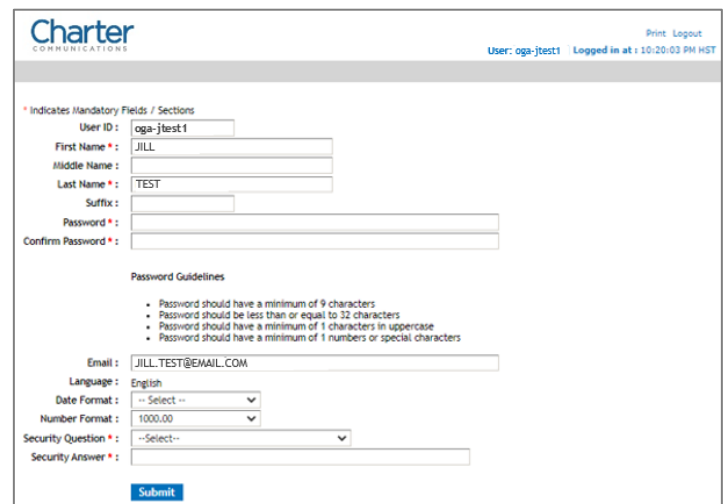
1. Login at <https://charter-hwmg.javelinaweb.com> using your username and password (case-sensitive) provided by billingdept@hwmg.org.
2. Upon your initial login, you will be required to choose a new password that meets the password requirements.
3. Select a security question and type in your answer (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 your first and last name as your electronic signature.
4. Once logged into your account, you may access the following features:
 - 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.



This menu offers three options for user registration:

- Participants:** Self-register your user account, access your healthcare and benefits information, quickly and easily from just about anywhere.
- Providers:** Request a user account, check claim status, search patient eligibility and access other information. New user requests are processed within two business days.
- Groups:** Request a user account by contacting your Account Manager. Perform day to day health plan administration quickly and easily.

On the right, there are fields for Username and Password, a 'Forgot Username or Password?' link, a 'Login' button, and a 'Don't have a user account?' section with links for 'Sign Up Now' and 'Physician Access Request'.

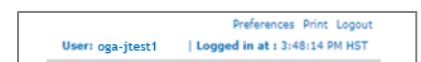


The registration form includes the following fields and sections:

- Header:** Charter Communications logo, 'Print Logout' link, and user info: 'User: oga-jtest1 Logged in at : 10:20:03 PM HST'.
- Form Fields:**
 - User ID: oga-jtest1
 - First Name: JILL
 - Middle Name: (empty)
 - Last Name: TEST
 - Suffix: (empty)
 - Password: (empty)
 - Confirm Password: (empty)
 - Email: JILL.TEST@EMAIL.COM
 - Language: English
 - Date Format: -- Select --
 - Number Format: 1000.00
 - Security Question: --Select--
 - Security Answer: (empty)
- Password Guidelines:**
 - 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
 - Password should have a minimum of 1 numbers or special characters
- Submit:** A blue 'Submit' button at the bottom.

User Account Preferences

1. Select *Preferences* located at the top right of the screen to view your user information such as name, security question, and email address.



This header shows the user's current settings and options:

- User: oga-jtest1
- Logged in at : 3:48:14 PM HST
- Links for 'Preferences', 'Print', and 'Logout'.

- To update your password, select *Change Password* and enter your new password, then click *Save*.
- To update your name and email address, you will need to submit an [OGA Portal Registration Form](#).

Forgot Username or Reset Password

- 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. 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.
- 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 OGAhelpdesk@hwmg.org or your Account Manager to unlock your account. We highly recommend that you **reset your password beforehand** to prevent your account from being locked.

Username :


Password :

[Forgot Username or Password?](#)

Dashboard and Resources

- Upon login, your *Group 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. If your account manages multiple locations/divisions, choose which affiliated location/division you want to view information for. To deselect your affiliation, click *Change Affiliation* or *Resume Own Role*.

Member ID Cards

- Select the *Resources* tab to view, print, or request an ID card for a member. If you manage multiple locations/divisions, you will need to select which affiliated location/division to view information for. To deselect your affiliation, click *Change Affiliation* or *Resume Own Role*.
- 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, you will need to 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 Enrollment Member Resources

Resources

Affiliation Type : Client [Change Affiliation](#)

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 and coverage information for medical and prescription benefits. You can also select *View Coverage History* to verify when a member's coverage status was **active** or **terminated**.

An employee coverage census is not available in OGA at this time.

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

Product	Coverage	Plan	Level of Coverage	COB	Provider
Major Medical	Yes	101	Employee Only	No	
Prescription	Yes	1	Employee Only	No	

Product	Coverage	Plan	COB	Provider
Major Medical	Yes	101	No	
Prescription	Yes	1	No	

Employee Coverage Census

An employee coverage census is not available in OGA at this time. To obtain a census, please send a request to your HWMG Account Manager.

Assistance

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

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 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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