

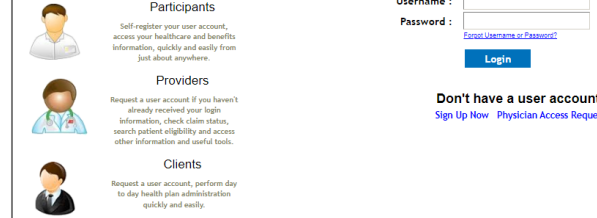
HMAA Member Online Portal User Guide

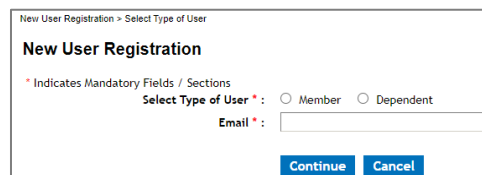
HMAA members may access their plan benefits, eligibility, ID cards, and claims information securely through our member online portal powered by HWMG and Javelina Web for services rendered beginning **January 1, 2024**. Visit hmaa.com/members/online-services or <https://hmaahealthplanportal.javelinaweb.com> 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.

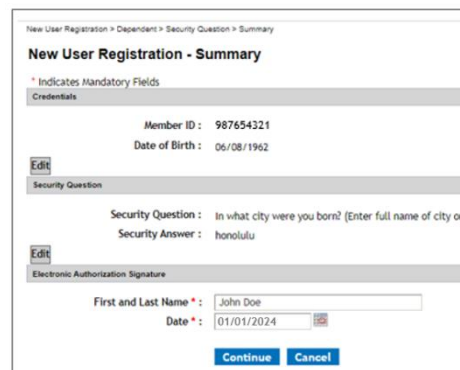
Use HMAA's old **online system** for services rendered through December 31, 2023.

User Account Self-Registration

- Go to <https://hmaahealthplanportal.javelinaweb.com> and select *Sign Up Now*. 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 exactly as shown on your card.

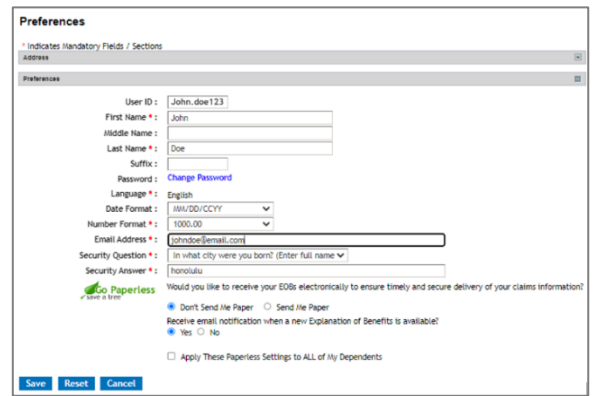

- Enter the email address where you want to receive notifications about your account. If your member ID and date of birth match our records, select your profile and proceed with registering your account. If the system cannot locate your profile, contact HMAA's Customer Service Center for assistance.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


- Choose your Username and Password (case-sensitive) that meet 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.



The screenshot shows the 'Preferences' page with various fields for user information. Fields include: User ID (John.doe123), First Name (John), Middle Name, Last Name (Doe), Suffix, Password (with a 'Change Password' link), Language (English), Date Format (MM/DD/YYYY), Number Format (1000.00), Email Address (john.doe@email.com), Security Question (In what city were you born? (Enter full name)), and Security Answer (Honolulu). There are also options for 'Go Paperless' and a checkbox for 'Apply These Paperless Settings to ALL of My Dependents'. Buttons for 'Save', 'Reset', and 'Cancel' are at the bottom.

Forgot Username or Reset Password

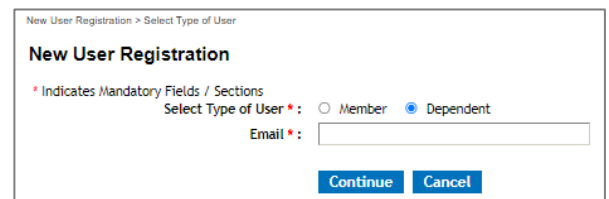
1. Click *Forgot Username or Password?*
 - To reset your password, enter the username and email address associated with your account and select *Continue* to receive Password Reset instructions via email from noreply@javelinaweb.com. You will be required to enter your security answer (case-sensitive) 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 HMAA's Customer Service Center to unlock your account. We recommend that you **reset your password beforehand** to prevent your account from being locked.



The screenshot shows a login form with fields for 'Username' and 'Password'. Below the password field is a link that says 'Forgot Username or Password?'. A blue 'Login' button is at the bottom right.

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 HMAA's Customer Service Center. Dependents aged 14 or older must provide HMAA 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 hmaa.com/members/forms-and-information.



The screenshot shows the 'New User Registration' form. It has a title 'New User Registration' and a subtitle 'Select Type of User'. There are two radio buttons: 'Member' and 'Dependent', with 'Dependent' selected. Below is an 'Email' field. At the bottom are 'Continue' and 'Cancel' buttons.


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 HMAA'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.

Preferences Print Logout
User: John.doe123 | Logged in at : 3:48:14 PM HST

 Would you like to receive your EOBs electronically to ensure timely and secure delivery of your claims information?

Don't Send Me Paper Send Me Paper
 Receive email notification when a new Explanation of Benefits is available?
 Yes No

Apply These Paperless Settings to ALL of My Dependents

Medical or Dental 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.

Home Accumulators Benefits **Claim** Eligibility Resources

Home > Claim History Search Results

Claim Search Results

* Indicates Mandatory Fields / Sections [View Accumulators](#)

Search

Show Claims For:

Service Date From:

Service Date To:

Claim Number: All other fields not required and ignored if claim number is used

Claim History - Search Results

Show records per page << First | Previous | Next | Last >>

Claim Number Date of Service	Claim Type	Claim Status	Patient Name Date of Birth	Provider	EOB	Processed Date	Charge Amount	Payment Amount
223-0001776801-00 01/01/2024	Medical	PAID	John Doe 06/22/1956	THE QUEENS MEDICAL CENTER	View	01/15/2024	2884.00	1672.58

Prescription and Vision Care Management (if applicable)

1. Select the *Resources* tab.
2. In the Links section, select *Prescription Drug Online Account* or *Vision Care Online Account*.
3. Sign in to your OptumRx or VSP account to view your drug or vision claims, obtain maintenance medications through home delivery, and access other features. If you don't have an account, you will need to register as a new user.


Home Accumulators Benefits Claim Eligibility **Resources**

Home > Resources

Resources

Links

- [Find a Provider](#)
- [Prescription Drug Online Account](#)
- [Vision Care Online Account](#)
- [HMAA Active&Fit Direct Enrollment](#)



Welcome

Take the guesswork out of managing your prescriptions.

Forgot username or password?

Don't have an account?

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.

Requests

View, Print, Request A New or Replacement ID Card

Request New ID Card(s)

View and Print ID Card

Eligibility

1. Select the *Eligibility* tab to view your member eligibility, contact information and coverage status for medical, dental, prescription, vision, gym, and life/AD&D benefits.
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.

Home Accumulators Benefits Claim **Eligibility** Resources

Home > Eligibility

Eligibility [View Family Eligibility](#) | [View Claims](#) | [View Accumulators](#)

Demographic

First Name : John Date of Birth : 06/22/1958

Middle Name : Age : 64 Member ID : 987654321

Last Name : Doe Gender : Male

Suffix : Relationship to Insured : Self

Coverage

Status : Active Original Benefit Effective Date : 01/01/2024 Coverage Thru Date :

Location/Division : 1 Current Benefit Effective Date : 01/01/2024

[View Coverage History](#)

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

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.

Home Accumulators **Benefits** Claim Eligibility Resources

Benefits

Click on a link to display the plan document.

Major Medical

[1051 - Option Plus One: Description of Coverage](#)

Dental

[Dental Plan A with Orthodontia: Plan Document](#)

Vision

[2 - High Option Vision Plan Document](#)

Prescription

[7001 - Drug Copay 55/20/35 with coinsurance: Plan Document](#)

[Back](#)

Home **Accumulators** Benefits Claim Eligibility Resources

Home > View Accumulators

Plan Benefit Accumulators

* Indicates Mandatory Fields / Sections

Family Member * View [Search](#)

[Basic](#) **Plan Benefits** [View Family Eligibility](#) | [View Claims](#)

Medical (Current) Plan Year Period : 01/01/2024 - 12/31/2024

Benefit Accumulator(s)	Total
Annual Deductible	50.00
Out-of-Pocket Maximum	63.39

Ask a Question (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 HMAA's Customer Service Center for handling.

Ask a Question

Type your member ID and question below, then click send. An email with your contact information will be sent to your health plan.

[Send](#)

Assistance

If you have questions or need assistance, please contact HMAA's 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@hmaa.com**.

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.

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