

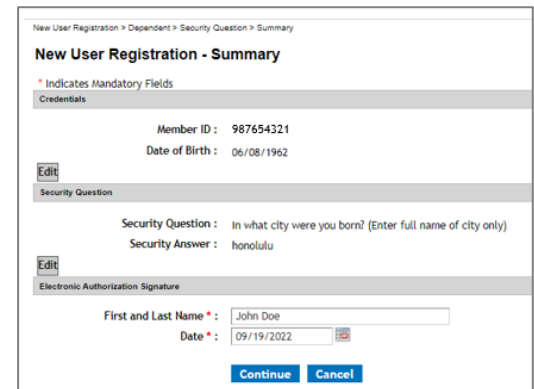
## Member Online Portal User Guide

Members covered by the Charter Communications medical and drug plan may access their plan benefits, eligibility, member ID cards, and claims information securely through HWMG's member online portal.

Visit [hwmg.org/members](https://hwmg.org/members) 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.

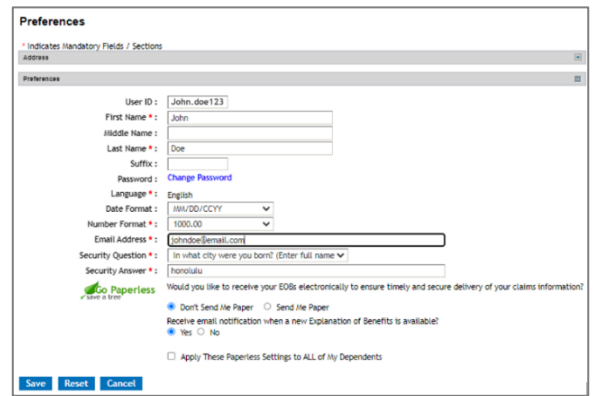
### User Account Self-Registration

- Go to <https://charter-hwmg.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](mailto: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 for a user account. It includes fields for: 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 (johndoe@email.com), Security Question (In what city were you born? (Enter full name)), and Security Answer (Honolulu). There are also radio buttons for 'Paperless' settings: 'Don't Send Me Paper' (selected) and 'Send Me Paper', and a checkbox for 'Apply These Paperless Settings to ALL of My Dependents'. A 'Save' button is at the bottom left.

## Forgot Username or Reset Password

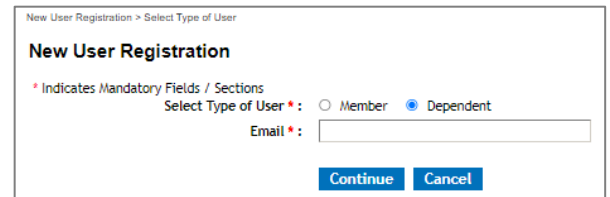
1. Click *Forgot Username or Password?*
  - To reset your password, enter the username and email address associated with your account and select *Continue* to receive Password Reset instructions via email from noreply@javelinaweb.com. You will be required to enter your security answer (case-sensitive) 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.**



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

## 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](http://hwmg.org/members).



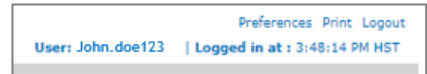
The screenshot shows the 'New User Registration' page. It has a heading 'New User Registration' and a sub-heading 'Select Type of User'. There are two radio buttons: 'Member' and 'Dependent' (which is selected). Below that is an 'Email' input field. At the bottom are 'Continue' and 'Cancel' buttons.

## 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 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.

**Go Paperless** save a tree 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

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.

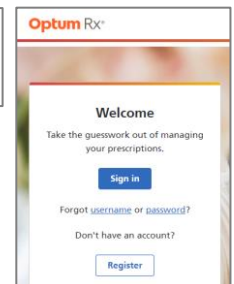
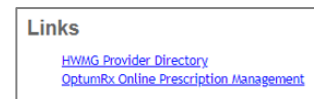
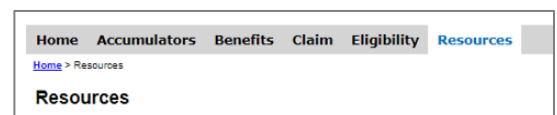
Claim Number	Date of Service	Claim Type	Claim Status	Patient Name	Date of Birth	Provider	EOB	Processed Date	Charge Amount	Payment Amount
<a href="#">222-000123-4567-00</a>	<a href="#">06/23/2022</a>	Medical	PAID	John Doe	06/22/1958	<a href="#">THE QUEENS MEDICAL CENTER</a>	<a href="#">View</a>	06/09/2022	2884.00	1672.58

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.

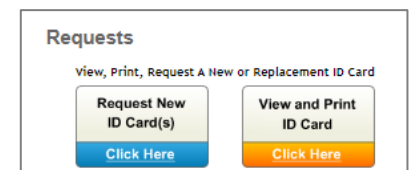
## Prescription Management and Claims

1. Select the *Resources* tab.
2. In the Links section, select *OptumRx Online Prescription Management*.
3. Sign in to your OptumRx account to view your drug 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.



## 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.

The screenshot shows the 'Eligibility' page with a navigation bar at the top containing 'Home', 'Accumulators', 'Benefits', 'Claim', 'Eligibility', and 'Resources'. Below the navigation bar, there are links for 'View Family Eligibility', 'View Claims', and 'View Accumulators'. The main content area is titled 'Demographic' and contains 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		

## 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.

The screenshot shows the 'Benefits' page with a navigation bar at the top containing 'Home', 'Accumulators', 'Benefits', 'Claim', 'Eligibility', and 'Resources'. Below the navigation bar, there is a section titled 'Benefits' with the instruction 'Click on a link to display the plan document.' There are two sections: 'Major Medical' with a link '101 - Charter Hawaii Employee Health Benefit Program' and 'Prescription' with a link '1 - Drug Copay \$10/15 with coinsurance: Plan Document'. A 'Back' button is located at the bottom left.

The screenshot shows the 'Plan Benefit Accumulators' page with a navigation bar at the top containing 'Home', 'Accumulators', 'Benefits', 'Claim', 'Eligibility', and 'Resources'. Below the navigation bar, there is a section titled 'Plan Benefit Accumulators' with a note '\* Indicates Mandatory Fields / Sections'. There are two dropdown menus: 'Family Member \*' with 'John Doe' selected and 'View' with 'Current' selected. A 'Search' button is to the right. Below the dropdowns, there are tabs for 'Basic' and 'Plan Benefits', with 'Plan Benefits' selected. A 'View Family Eligibility | View Claims' link is on the right. Below the tabs, there is a table for 'Benefit Accumulator(s)' with columns for the accumulator name and 'Total'. The table shows 'Annual Deductible' with a total of 50.00 and 'Out-of-Pocket Maximum' with a total of 63.39. The 'Plan Year Period' is 01/01/2022 - 12/31/2022.

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

## 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 with a navigation bar at the top containing 'Home', 'Accumulators', 'Benefits', 'Claim', 'Eligibility', and 'Resources'. Below the navigation bar, there is a section titled 'Ask a Question' 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.' There is a text input field for the question and a 'Send' button at the bottom.

## Assistance

If you have questions or need assistance, please contact HWMG'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@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.