

ADDRESS SERVICE REQUESTED

December 1, 2023

JOHN DOE MD
123 SAMPLE STREET
HONOLULU, HI 96813

RE: System Conversion and Updated Provider Manual

Dear Participating Provider:

This letter is to notify you of the following important updates.

System Conversion

HWMG is pleased to announce that HMAA members will convert to our **new claims and eligibility system** on **January 1, 2024**. The following changes will occur as part of this conversion:



Claims Processing for HMAA Members: Medical and dental claims will be processed in the new system after the conversion date. For services rendered prior to January 1, 2024, claims will be processed in HWMG's old system. There will be no changes to our procedures or address for claim submission.



Provider Online Portal: Beginning January 1, 2024, HMAA member and claim information will be accessible via HWMG's portal powered by the Javelina Web platform by Eldorado Computing, a division of Mphasis Healthcare Solutions, at **<https://hwmghealthplanportal.javelinaweb.com>**. Instructions on how to access the portal and register a new account are available at **hwmg.org/providers**. If we have your email address on file, we will email a link to you in the coming weeks.

HMAA members' medical and dental claims processed for services rendered prior to January 1, 2024 will not be available on HWMG's new system, but can be viewed and downloaded from HMAA's old online portal at **<https://www.hmaaonline.com>** through December 31, 2024. Please note this old system will not reflect member enrollment and benefit updates that occur after our system conversion.

Continued on reverse

Updated Provider Manual

HWMG's Administrative Manual for Participating Providers, which is part of your Participating Provider Agreement, will be updated effective January 1, 2024. The manual is for all provider types and specialties. Changes from the prior version include:

- Modifications to *Health Plan Benefits* regarding HWMG's online portal
- Modifications to *HWMG's Provider Online Portal* regarding HMAA members
- Modifications to *EFT and ERA Services* regarding the Zelis Support Center

To obtain the manual, please visit the *Provider Forms & Information* section of www.hwmg.org, or contact us for a copy.

HWMG and HMAA want to ensure a smooth transition for our participating providers, clients, and members. If you have any questions, feel free to contact us Monday through Friday, 8 am to 4 pm HST.

Provider Relations

Phone (808) 791-7557

Toll-free (800) 621-6998 ext. 304

Fax (808) 535-8314

ProviderRelations@hwmg.org

Credentialing

Phone (808) 791-7518

Toll-free (800) 621-6998 ext. 306

Fax (808) 535-8314

Credentialing@hwmg.org

If you are no longer a participating provider after the effective date of these changes, please disregard this letter.

Sincerely,

HWMG Provider Relations