

Welcome

Information is confidential and your PHI information will not be shared and is protected by HIPAA.

Agenda

- 01 Who is HMA?
- 02 How to get started?
- 03 Medical Benefits
- 04 Programs and Services
- 05 Additional & Pharmacy Benefits
- 06 Resources

Assist. Educate. Support.



We want to help you get
the most out of
your healthcare plan.

With HMA you have access to the
largest network of high-quality,
affordable healthcare providers.

HMA

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About HMA

HMA is a Pacific Northwest based company, that administers health plans for employers. We have partnered with Lower Elwha Klallam Tribe and work as an extension of your HR team to help you understand how your health plans work. We make it easy to find the answers you need in making more informed healthcare decisions. Whether you need to find a doctor, know what's covered on your plan, or need guidance to find care, we are here to help you understand your benefits so that you can stay healthy and save money.

Getting Started with HMA

Register on the member portal

Access benefit and claims information online at accesshma.com.

Check out your benefits

Review your plan and benefits to see your coverage, discounts, and more.

Receive your Member ID card in the mail

Your card is delivered with all the information you need to start accessing care.

Contact HMA if you have any questions

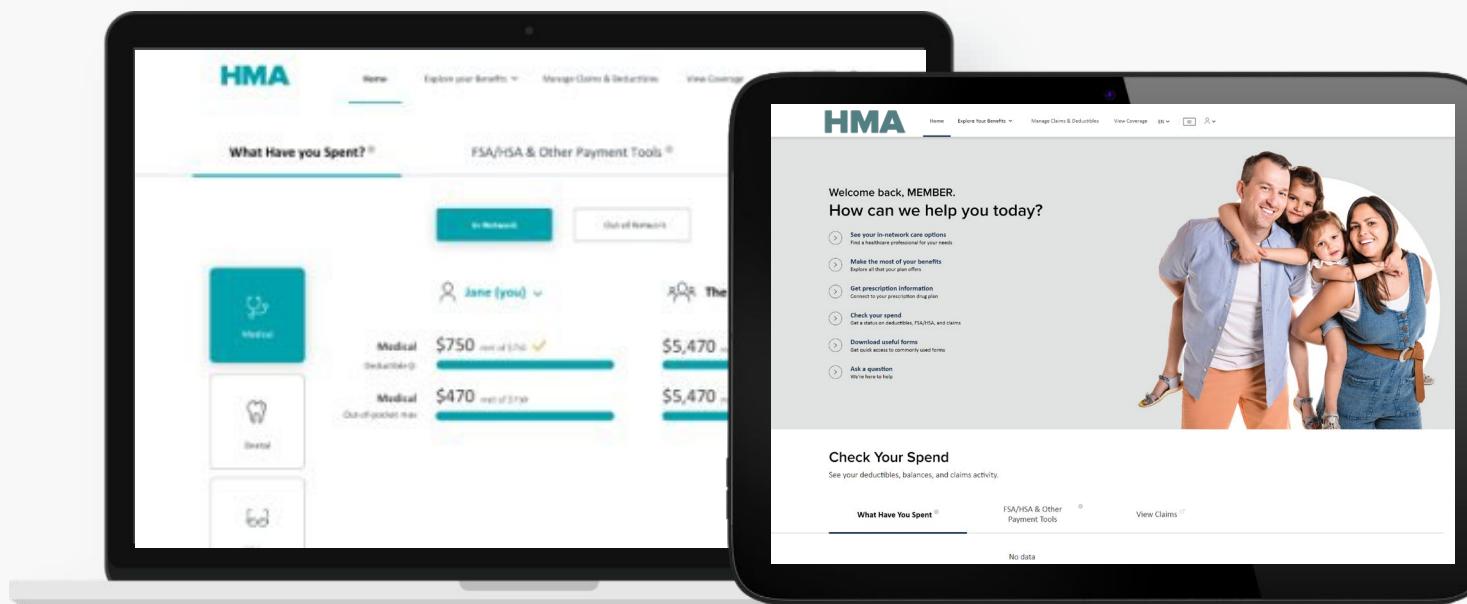
Call our Customer Care Team
Mon-Fri 5AM - 6PM PT
by calling the number on the back of your Member ID card.



Understanding Your Health Benefits

Member Portal

After receiving your member ID number, you can create a member portal account on our website to easily and securely manage your healthcare benefits.



Through the member portal you can:

- ✓ View your claims status
- ✓ Get help with your questions
- ✓ View your benefits and coverage
- ✓ Connect to HMA programs and services

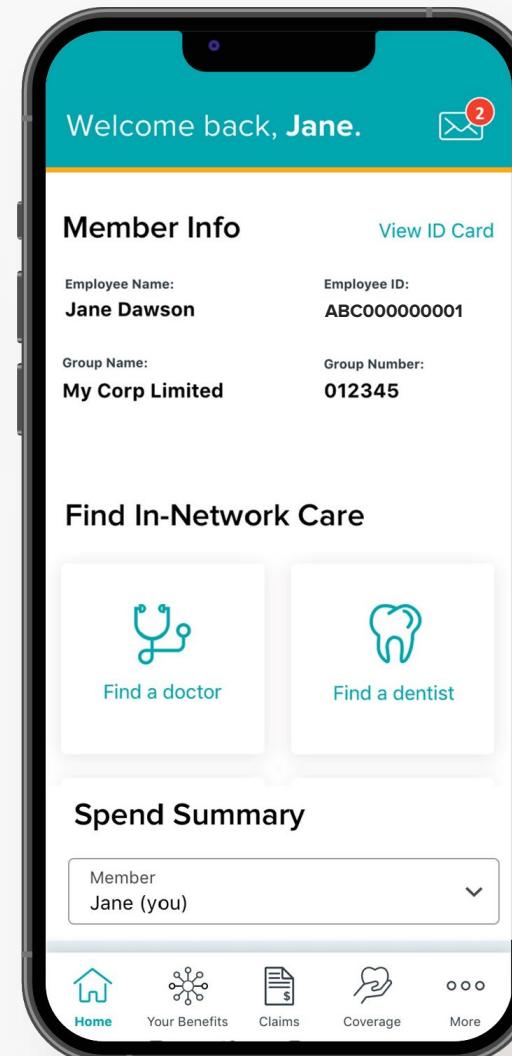
Create your account at [accesshma](https://accesshma.com).

Stay Connected with the Mobile App

Once you register for your account on the web, you can access your account using the mobile app.

Get Started

Download the free Mobile App in the Apple or Google Play Stores



Through the app you can:

View your digital member ID cards

Find an in-network provider or hospital

Securely access your claims and benefits at home or on the go

Get connected to our Customer Care team at the touch of a button

Provider Search

Want to check if your doctor is in network? Find a provider using the public provider search.

- ⓘ Check to see if your current doctors are in-network without logging in
- ⓘ Preview all the in-network doctors and hospitals available in your local area

The screenshot shows the HMA website homepage. At the top, the HMA logo is on the right, and a navigation bar includes 'HMA Member Login', 'SELECT LANGUAGE ▾', a search icon, and a 'MENU' icon. Below the navigation is a large 'For Members' section with several icons and links:

- Find a Provider** (stethoscope icon)
- Shop and Compare Procedure Costs** (shopping cart icon)
- Download Member Forms** (document icon)
- Helpful Health Plan Videos** (play button icon)
- Download COBRA Forms** (document icon)
- Make Online COBRA Payment** (hand holding a card icon)
- Frequently Asked Questions** (speech bubble icon)

Best-in-Class Network

HMA

We believe better healthcare begins with higher standards. Providers in our network undergo rigorous credentialing to ensure they meet the highest quality standards, so that you receive the best care possible.

Coverage Across the Country

Your plan gives you access to the largest healthcare provider networks in the Pacific Northwest and the Blue Cross Blue Shield network via BlueCard program when you travel within the U.S.

~92% For doctors

~96% For hospitals

Network Extenders

Digital behavioral health providers and hybrid offerings are available as an extension of your network in select markets.

Benefits of In-Network Providers

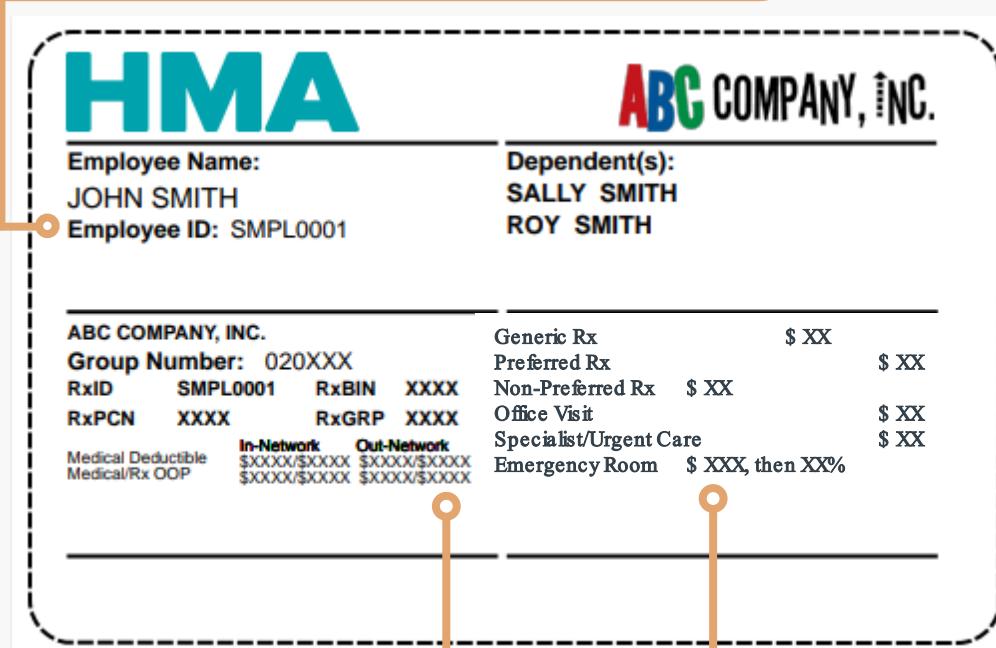
- ✓ Will not bill you for charges over the contracted rate
- ✓ Usually covered at a higher percentage by your plan
- ✓ File claims for you
- ✓ Applies to your standard out-of-pocket maximum
- ✓ Applies to your standard deductible
- ✓ Meets our quality standards



Your Member ID Card

Member ID Card

Your employee ID is your member ID



Detailed information
specific to your plan

Important phone numbers
are on the back



What if I don't receive my Member ID card by the estimated date?

Contact Customer Care at

1-800-869-7093

M-F 5am- 6pm PT

What if I lose my Member ID card?

1. Sign onto the Member Portal at accesshma.com and get access to a digital copy of your ID card.

2. Contact Customer Care at **1-800-869-7093** M-F 5am- 6pm PT

Preventive Care*

Most health plans include preventive services through an in-network provider.

Preventive care and services can help you prevent and avoid serious illnesses through early detection.

- **Immunizations**
- **Blood pressure, blood sugar, and cholesterol checks**
- **Annual health screenings**
- **Detect and prevent future risk of illness and disease**

Preventive care benefits vary with age and personal health history.

*Ask your health care provider which covered preventive services are right for you





Programs and Services

Telehealth with MDLIVE

Medical Urgent Care | Dermatology | Behavioral Health, Psychiatry

Common medical conditions include:

- Allergies
- Cold / Flu/ Cough
- Constipation
- Diarrhea
- Pink eye
- Sore throats
- Sinus Infections
- Urinary problems

Dermatology:

- Acne
- Cold sores
- Dandruff
- Eczema
- Nail concerns
- Psoriasis
- Rashes
- Rosacea

Behavioral health, Psychiatry:

- Addictions
- Anxiety
- Child and adolescent issues
- Depression
- Coping with loss & grief
- Parenting counseling & advice
- Panic disorders

Activate your account by signing up through the **Member Portal** or by texting **HMA** to **635483**

Available 24 hours a day, 7 days a week

Use phone, secure video, or through the MDLIVE App

Therapy and psychiatry appointments can be scheduled days in advance

Save time and money by seeing an MDLIVE doctor for non-emergencies

MDLIVE doctors may even send a prescription to your nearest pharmacy (if needed)

Price Comparison Tool

Powered by **Healthcare Bluebook**

Get cost estimates and find the best in-network medical care!

Your plan provides you access to Healthcare Bluebook's Price Comparison Tool to find savings for all shoppable procedures.¹

This tool makes it easy to search for the Fair PriceTM and compare estimated procedure costs between facilities including what your personal deductible and out-of-pocket cost share will look like.

Access Healthcare Bluebook:

Log in to your member portal, Click on "Explore Your Benefits" and "Shop and Compare Procedure Costs"

¹shoppable procedures are services that are: able to be scheduled, are high volume, and have a high-cost variance. A full list of eligible procedures is available when you log in to your member portal. HCBB is not a provider directory.

Search for your procedure in Healthcare Bluebook, use a Fair PriceTM facility, and save big bucks on care.



Information shown is for illustrative purposes only.

Spinal Fusion



Easy to Understand Cost Estimates

Example out-of-pocket cost estimate

The average price for Spinal Fusion with these providers: **\$23,302**

ABC University Hospital

Your estimate out of pocket for this procedure: **\$3,000**

Out of Pocket Balances:

Individual deductible \$3,000 maximum: **\$1,000** spent **\$2,000** remaining

Individual out-of-pocket \$4,000 maximum: **\$1,000** spent **\$3,000** remaining

Family deductible \$6,000 maximum: **\$2,000** spent **\$4,000** remaining

Family out-of-pocket \$8,000 maximum: **\$2,000** spent **\$6,000** remaining

Member Deals and Discounts

HMA

Sign into your HMA Account at accesshma.com and select the “Health & Wellness Discounts” tile.



Specialty Medications

If you are taking or are prescribed a specialty medication, a member of our Specialty Medication Support Team may reach out to help you receive the medication at a lower cost.

Specialty Medication Steerage Program

Our Specialty Medication Support Team works to transition specialty medications to a lower level of care where and when it is safe to do so.

Transitioning to a more appropriate level of care means you will receive the same treatment, with appropriate clinical support, at a lower cost — and often at a more convenient location, such as a freestanding infusion site or your home.

If there is an opportunity to transition your care to a more appropriate level of care, our Specialty Medication Support Team will coordinate with both you and your provider to help keep your treatment on track.

What is a specialty medication?

Specialty medications are given as an infusion or injection and are used to treat complex and chronic conditions. Although they are not very common, they can be expensive because they require special handling and careful oversight from a trained healthcare provider.

Resources

Helpful links and contact numbers

[Member Portal](#)[Provider Search](#)[HMA website](#)

Customer Support

1-800-869-7093

M-F 5am- 6pm PT

If you have questions regarding your member ID card. Please call the customer support number above.



Questions?

THANK YOU
