

Welcome

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

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HMA

**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.

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

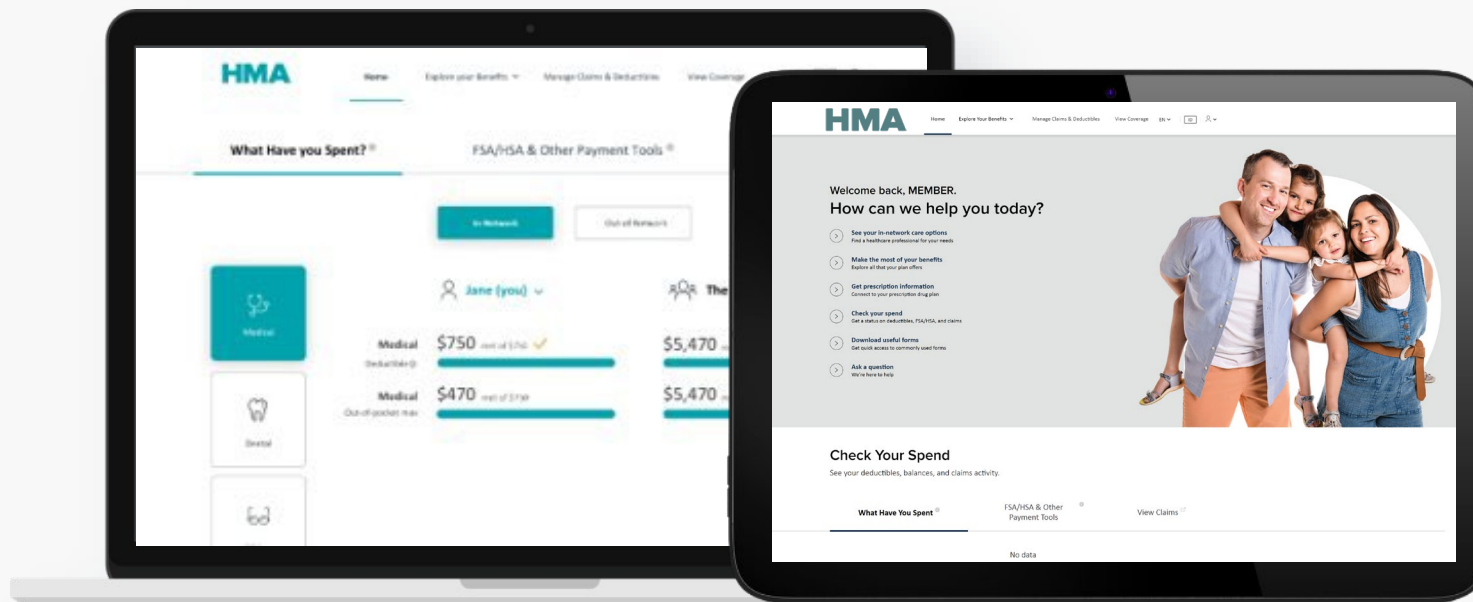
Call our Customer Care Team
Mon-Fri 5AM - 6PM PT
by calling the number on the back of your Member ID card.



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

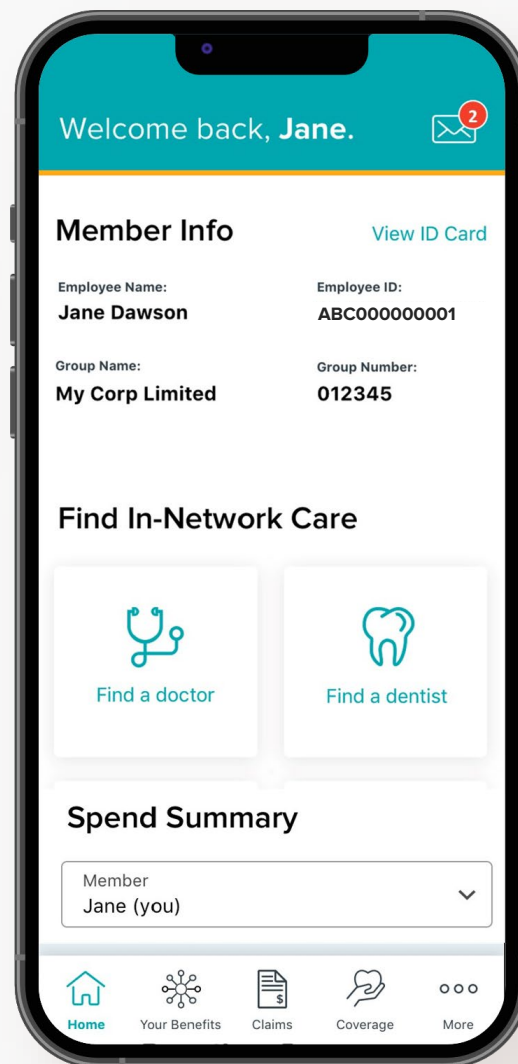
Create your account at [accesshma](https://accesshma.com).

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

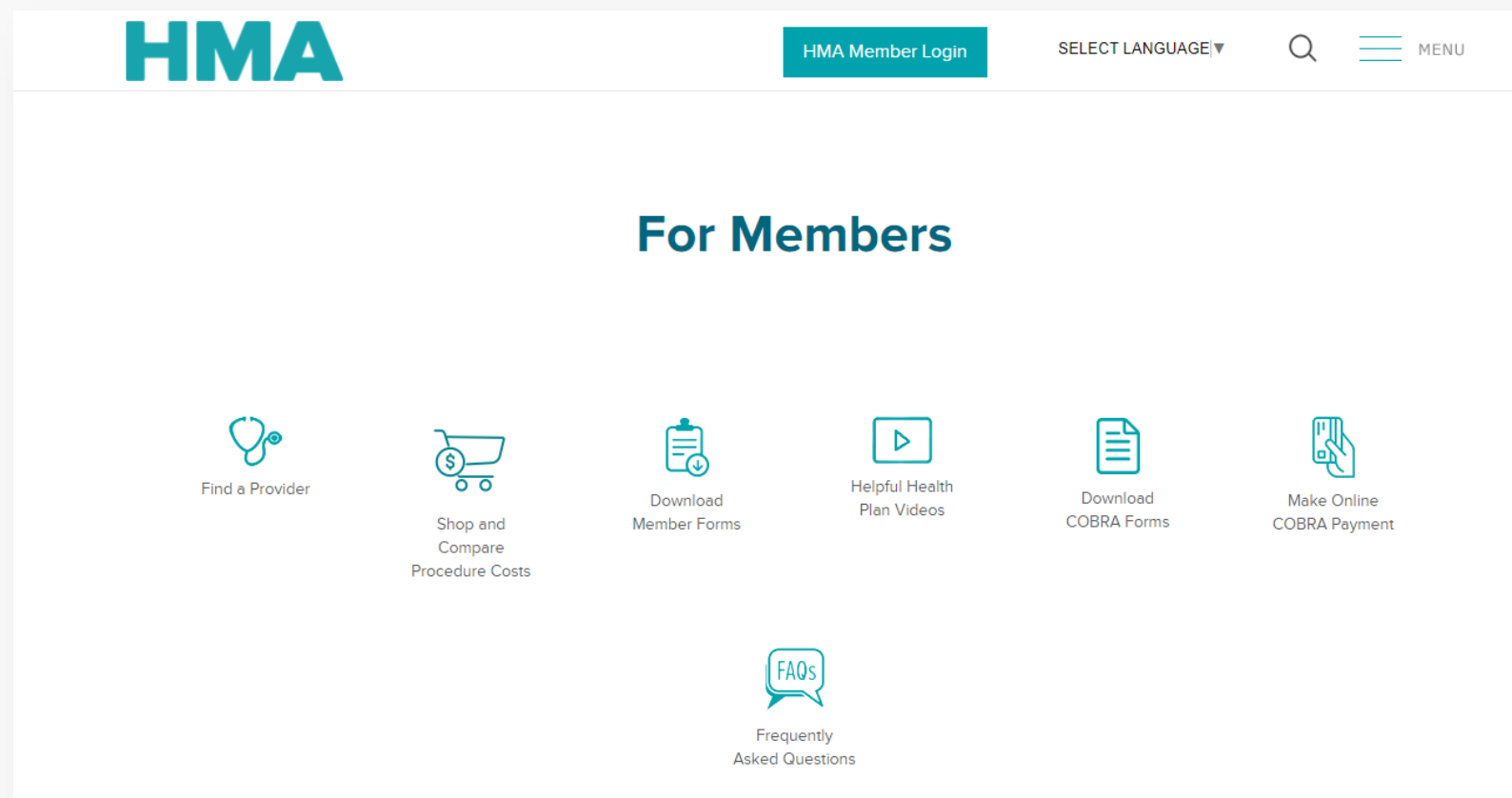
Get connected to our Customer Care team at the touch of a button

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



Best-in-Class Network



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

Network Extenders

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

~96% For hospitals

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

| | | | |
|-------------------------------------|------------------------------------|--|------------------|
| HMA | | ABC COMPANY, INC. | |
| Employee Name: JOHN SMITH | | Dependent(s): SALLY SMITH ROY SMITH | |
| Employee ID: SMPL0001 | | | |
| ABC COMPANY, INC. | | | |
| Group Number: 020XXX | | | |
| RxID | SMPL0001 | RxBIN | XXXX |
| RxPCN | XXXX | RxGRP | XXXX |
| Medical Deductible | In-Network \$XXXX/\$XXXX | Out-Network \$XXXX/\$XXXX | |
| Medical/Rx OOP | | | |
| | Generic Rx | | \$ XX |
| | Preferred Rx | | \$ XX |
| | Non-Preferred Rx | | \$ XX |
| | Office Visit | | \$ XX |
| | Specialist/Urgent Care | | \$ XX |
| | Emergency Room | | \$ XXX, then XX% |

Detailed information specific to your plan

Important phone numbers are on the back

| | | | |
|---|----------------|---|--|
| Healthcare Management Administrators, Inc. (HMA) | | Find a provider and access Customer Care at: www.accesshma.com | |
| Important - Preauthorization may be a plan requirement. To avoid potential benefit penalties, call Customer Care. | | Customer Care: XXX-XXX-XXXX | |
| Please submit EDI claims to Availity, using payer ID: HMA01. | | Pharmacy Benefits: XXX-XXX-XXXX | |
| Please submit paper claims to the address below: | | | |
| HMA PO Box 85008 Bellevue, WA 98015 | | HMA Preferred provides network access in Washington, Oregon, Idaho, and Utah. PHCS provides network access in all other states. | |
| This card is not an authorization for services or a guarantee of payment. | | | |
| PHCS Out of Area | YourPBM | Pharmacy benefits administrator | |

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

HMA

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*

HMA

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*

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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**

HMA

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 Price™ 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 Price™ facility, and save big bucks on care.



Information shown is for illustrative purposes only.



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 **\$4,000** remaining

Family out-of-pocket \$8,000 maximum:

\$2,000 spent **\$6,000** remaining

Member Deals and Discounts



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



Fitness Discounts

\$28 per month
gym membership program



Hearing Aids

Discounts on hearing aids



Meal Services

Complimentary
Shipping on nutritious
prepared meals



Fitness Products

Save up to 30% on devices
or accessories



Vision Care

Save on laser
vision correction or
eyeglasses



Walgreens Smart Saving

20% smart saver discount
on eligible Walgreens
brand health & wellness
products



Allergy Relief Products

20% off products for
non-drug allergy relief



Funeral Planning Services

\$50 off enrollment fee



Pet Wellness Plans

No enrollment fee



Student Loan Refinancing

Solutions to refinancing and
consolidating student loans

HMA Advantages is a separate company providing deals and discounts services for HMA members

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

HMA

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
