



Supplemental Plan

Plan year 2023-2024

HMA

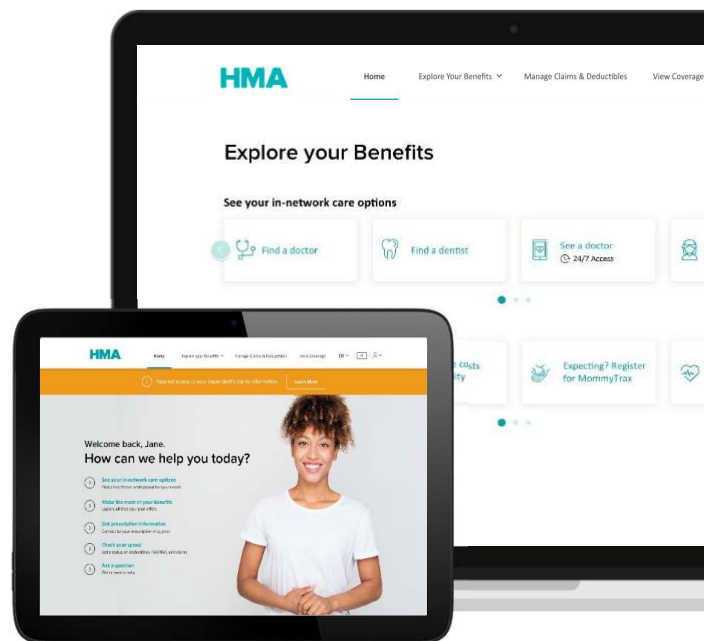
Welcome to the HMA Member Portal

Healthcare Management Administrators (HMA) is pleased to be your health plan administrator. We are here to help you create a healthier future by making the most of your benefits.

Quickly and easily access your benefits and services using our secure member portal.

Connect to Your Health Plan

- Access claims, deductibles, and spending
- Find in-network doctors or hospitals in your area
- Connect to your prescription drug plan
- View, print, or share your ID card
- Verify your coverage for services
- Explore exclusive discounts and more



Creating an account for the first time?

Before you start, you will need your Employee ID number located on your Member ID card.

If you don't have your Employee ID number, please call our Customer Care number at the bottom of this page.

Visit accesshma.com. Then select the button “HMA Member Login” at the top of your screen.

1. On the log in page, select “Create an Account Now” and follow the directions by entering your full name, Employee ID, and date of birth as shown on your Member ID card.
2. Confirm your email address using the verification code that was sent to you.
You're ready to use the member portal!

The member portal is only supported in the latest version of Chrome, Edge, Safari, and Firefox*

**Note: Not all tiles shown above are available to all health plans. Some plans will display different tiles and resources.*

Already have an account?

You are ready. Log in to the member portal using your usual email address and password.



Scan this QR code

If you have any questions or need help, contact our HMA Customer Care Team by calling 1-888-450-4491 Monday-Friday 6:00 am– 6:00 pm PT.



Welcome to the HMA Mobile App

Quickly and securely access your benefits and services at home or on the go.

Use the HMA mobile app to access helpful tools such as:

Find an In-Network Provider or Hospital: With one click, take the guesswork out of finding a doctor, hospital, or clinic in your plan's network.

Access Claims and Benefits: Check the status of open claims, view yearly deductibles, copays, and out-of-pocket maximums for the entire family.

View Your Digital Member ID Card: Never misplace your Member ID card again!

Manage Your Message Center: Send and receive secure messages to and from our dedicated Customer Care Team.

Click to Call: Get connected at the touch of a button to speak with our Customer Care Team.

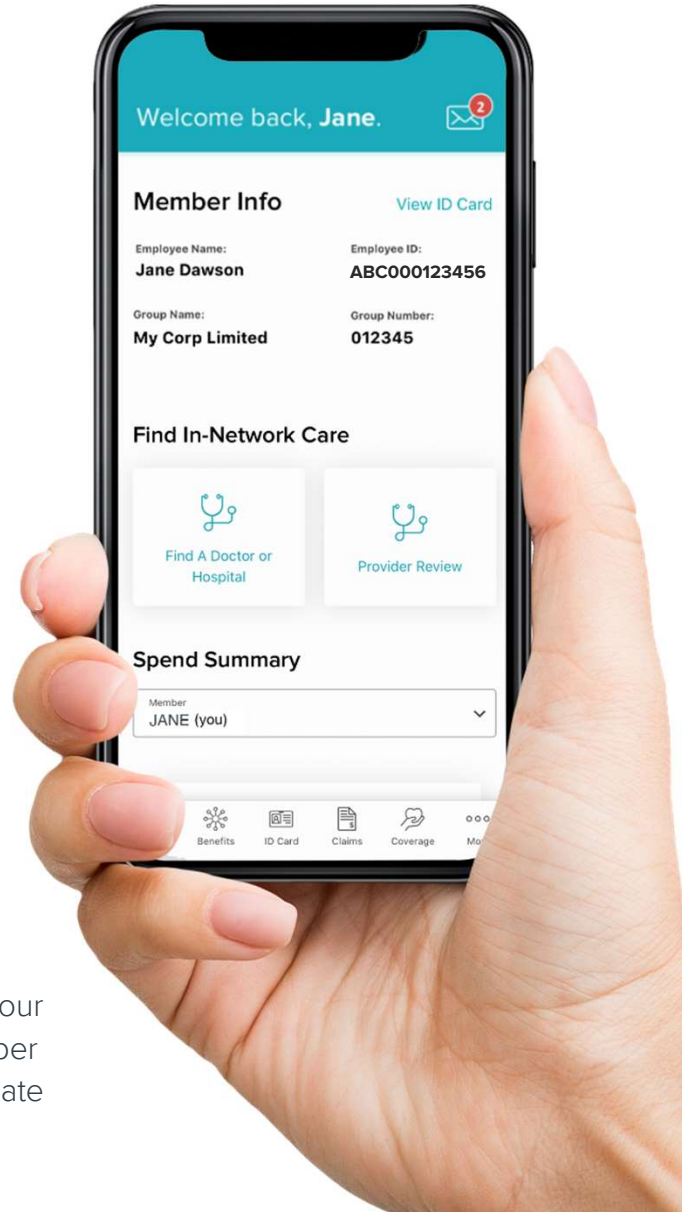
Connect to More: Keep services and discounts offered by your plan at your fingertips.

Get Started

Download for free on Apple and Google Play Stores



After downloading the HMA mobile app, sign in with your existing account or create your account at accesshma.com. Then select the button "HMA Member Login" at the top of your screen. Use your Employee ID number found on your Member ID card and follow the directions from the log in page to create your account.



If you have any questions or need help, contact our HMA Customer Care Team by calling 1-888-450-4491 Monday-Friday 6:00 am– 6:00 pm PT.



Understanding Your HMA Member ID Card

Learn about your HMA Member ID card. Your card provides you with more personalized information about your cost-sharing responsibilities related to your health plan.

Information on Your Member ID Card:

- 1 Name and Unique Member ID
- 2 Pharmacy information, if applicable
- 3 Your group name and group number
- 4 Personalized information about your benefits**
- 5 Identifies your health plan administrator as **Healthcare Management Administrators**
- 6 Information for your provider or facility to submit claims
- 7 HMA Member portal to access your member account
- 8 Important telephone numbers for your plan**
- 9 Your pharmacy benefits administrator

Front of the ID card



The front of the ID card features the HMA logo at the top left and the Suquamish Tribe logo at the top right. The card is divided into several sections: Member Name (JOHN SMITH), Member ID (9HP000123456), Group Name (SUQUAMISH TRIBAL MEMBER PLAN), and Group Number (090583). Below this is a table of codes: RxID (9HP000123456), RxBIN (026953), RxPCN (PHX), and RxGRP (2005UQU). A 'SUPPLEMENTAL PLAN' section lists benefits limited to: Acupuncture - with visit limits, Massage Therapy - with visit limits, Chiropractic - with visit limits, Vision Hardware, and Dental Prescriptions. The bottom left has the HMA logo and 'Preferred Network' text, and the bottom right has 'Purchased/Retired Care Eligible'.

Back of the ID card



The back of the ID card contains contact information for Healthcare Management Administrators, Inc. (HMA) and PHCS. It includes a warning about preauthorization requirements, instructions for submitting EDI and paper claims, and contact numbers for Customer Care (888-450-4491) and Prescriptive (206-686-9016). It also mentions HMA's preferred provider network access in Washington, Oregon, Idaho, and Utah, and PHCS's network access in all other states. The bottom left features the PHCS logo and 'Out of Area' text, and the bottom right identifies PHCS as the Pharmacy benefits administrator.

**Note: Not all benefit details above apply to all health plans. ID cards will display different information based on your health plan.

Your Supplemental Plan Benefit is Limited to:

- Acupuncture – with visit limits
- Massage Therapy – with visit limits
- Chiropractic – with visit limits
- Vision Hardware
- Dental Implants
- Dental Rx

HMA



View your member ID card on your HMA member portal. Log in by visiting accesshma.com or scan the QR code to the left.

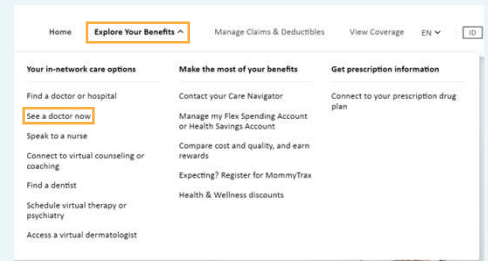
Find a Doctor or Hospital in the HMA Network

Your plan gives you access to the largest healthcare provider networks in the Pacific Northwest and a large provider network when you travel within the U.S. Choose in-network providers for coverage. There are no out of network benefits under this plan.

Connect through your HMA member portal


Visit accesshma.com and select the HMA Member Login button on the top of the page for access to the full search experience.

- 1 After logging in to your HMA account, select “Explore Your Benefits,” and then choose “Find a Doctor or Hospital.”

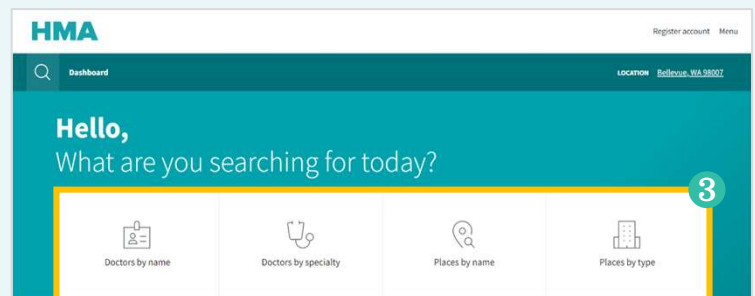


- 2 Enter a location. You can also switch to your current location by 

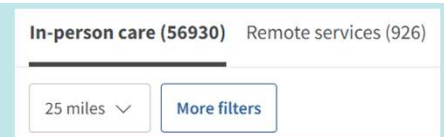


- 3 On the main screen, select one of the category boxes and enter the required information and click on the  to generate results

- **Doctors by name:** search by a specific doctor.
- **Doctors by specialty:** search doctors who specialize in a certain condition.
- **Places by name:** search by hospital name
- **Places by type:** search by labs, hospitals, urgent care facility or emergency services.



- 4 Refine your search results by using the “More Filters,” on the left side of the screen or view doctors that provide telemedicine by clicking on the “Remote Services,” tab on the top left.



Disclaimer: Always call the provider AND facility to verify in-network status before scheduling and before receiving services. Not all services performed by in-network providers are covered. Please review your Summary Plan Documents (Click View Coverage tab and Click on Benefit Plan Details) for more information about covered and excluded services.

If you have any questions or need any help, contact our HMA Customer Care Team by calling the number on the back of your Member ID card Monday-Friday 6:00 am– 6:00 pm PT.

Visit accesshma.com to log in to your HMA account



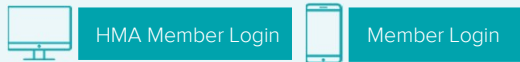
Getting Started with Your HMA Vision Plan

Know what's covered

Access your vision benefits online from the HMA member portal.

**If this is your first time on the member portal, you will need to register and create an account. Be sure to have your HMA member ID card available.*

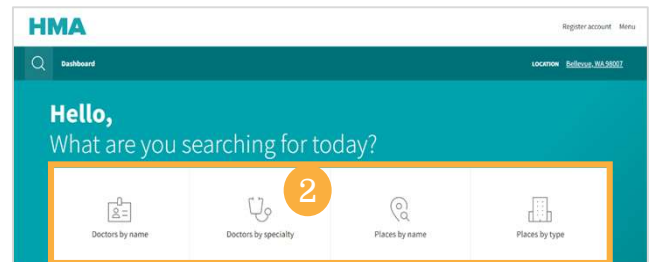
- 1 Go to accesshma.com.
- 2 Select the Login button at the top of the page.
- 3 Once logged in, you can select “View Coverage” in the top navigation bar.
- 4 Then click on “Benefit Plan Details” and open your “Vision Benefits Summary.”



Find a Provider For Your Eye Exam

Log in to the HMA member portal to find a vision care provider in the HMA network.

- 1 After logging in, under “Explore Your Benefits,” select “Find a Doctor.”
- 2 Click the box “Doctors by specialty”, and enter optometry, ophthalmology, or search by “Doctors by name,” for a specific provider.



Submit Your Vision Claim

If you purchased hardware (glasses or contact lenses) from an out-of-network provider, you need to submit a claim in order to get reimbursed.

Collect and include receipts that indicate who the provider was and what service was performed (including Diagnosis and CPT codes). Make sure that your provider won't bill HMA.

To submit your claim on the member portal:

- 1 Log in to the member portal and select “Manage Claims and Deductibles” in the top navigation bar. From this screen, scroll down and select the “Submit a claim” button.
- 2 Complete and submit the digital claim form and upload your itemized receipts using the step-by-step instructions on the screen.

The HMA Customer Care Team is available for questions, Monday through Friday from 6 am to 6 pm PT at 1-888-450-4491.

Disclaimer: Always call the provider AND facility to verify in-network status before scheduling and before receiving services. Not all services performed by in-network providers are covered. Please review your Summary Plan Documents (Click View Coverage tab and Click on Benefit Plan Details) for more information about covered and excluded services.



Visit accesshma.com to log in to your HMA account

Know Where to Go

Save time and money by using an in network facility and the right location for coverage. There are no out of network benefits.

Tribal Clinics



Wellness Center
18490 Suquamish
Way
Suquamish, WA
98392
360-394-8558

Behavioral
Health Services

Marriage & Family
counseling

**Healing House
Medical Clinic**
6968 NE Enetai
Lane
Suquamish, WA
98392
360-394-1350

Primary/Family Care

Naturopath Care

Acupuncture

Urgent Care



Minor Cuts
& Stitches

Minor Burns

Sprains & Strains

Emergency Room



Head Injuries

Chest Pain or
Trouble Breathing

High Fever

Poisoning Or
Drug Overdose

Severe Burns

Major Traumas

Open Wounds
& Bleeding
That Cannot
Be Stopped

Confusion or
Sudden Changes
In Mental Status

Severe
Abdominal
(Stomach) Pain

Coughing Up or
Vomiting Blood

Pregnancy-Related
Problems & Infants
With Fevers

Sudden
Numbness,
Weakness,
Or Paralysis

Utilizing Urgent Care

When accidents and illnesses arise, be prepared and know which Urgent Care providers are part of your network. Urgent care services are less costly than emergency room services and can provide spur-of-the-moment care, except for the most complex conditions. Please use the chart above for guidance in using the right level of care for your illness. Knowing which services are available to you in your community before you need it will allow you and your family to focus on getting the care you need to start feeling better.



Visit accesshma.com to log in to your HMA account