

## ONLINE INSURANCE ACCESS CHECKLIST

**PLEASE BE SURE TO LOG INTO YOUR INSURANCE ONLINE PROVIDER PORTAL ONCE A MONTH TO AVOID GETTING LOCKED OUT OR HAVING YOUR ACCOUNT DELETED/DEACTIVATED.**

**\*\*PLEASE DO NOT MAKE ANY CHANGES OR UPDATE ANY GROUP ONLINE ACCESS\*\***

Insurance:	Insurance Online Link:	WHAT TO DO IF YOU ARE LOCKED OUT OR CAN'T ACCESS YOUR ACCOUNT:
HMSA HHIN	<a href="https://hhin.hmsa.com/HHIN/Login/Login.aspx?ReturnUrl=%2fHHIN%2f">https://hhin.hmsa.com/HHIN/Login/Login.aspx?ReturnUrl=%2fHHIN%2f</a>	Please use the "Forgot Your Password" or "Unlock My Account" links on the website to reset your account. You will need to answer your security questions that you created when you first logged in & an email will be sent to your work email that was set up by your Online Administrator. Please check your spam folder if you do not receive an email right away. If you have any trouble resetting your password please call HHIN Help Desk at #948-6446. **Please call #948-6330 (HMSA), #948-6486 (Quest HMSA), #948-6281 (FEP), and #948-6280 (Bluecard) for Eligibility, Claims, Referral/Authorizations, and/or Provider Inquiries**
AlohaCare (OALC)	<a href="https://www.alohacare.org/Providers/Default.aspx">https://www.alohacare.org/Providers/Default.aspx</a>	Please contact your Insurance Online Administrator (contact info on the bottom) to reset your account (if you are locked out) or to re-register you a new account (if your account is no longer active) **Please contact OALC #973-1650 for Eligibility, Claims Info, Referral/Authorization, and/or Provider Inquiries**
Medicaid (State of Hawaii/DHS/MOD)	<a href="https://hiweb.statemedicaid.us/Account">https://hiweb.statemedicaid.us/Account</a>	Please contact your Insurance Online Administrator (contact info on the bottom) to reset or re-register your account. **Please contact #524-3370 for eligibility inquiries & #952-5570 for claims & provider inquiries**
HMA	<a href="https://providers.hmatpa.com/">https://providers.hmatpa.com/</a>	Please use the "Forgot Password" link on the HMA website & answer your security question. An email with your account password will be sent to your registered email account. Please check your spam folder if you do not receive an email. **If you do not receive an email or have any trouble resetting your password please call HMA web portal department at #951-4621 to have them Resend Email Link, for Eligibility Inquiries, and/or Provider Inquiries**
Navinet (Medicare & Cigna)	<a href="https://navinet.navimedix.com/sign-in?ReturnUrl=/">https://navinet.navimedix.com/sign-in?ReturnUrl=/</a>	Please contact your Insurance Online Administrator (contact info on the bottom) to reset your account (if you are locked out) or to re-register you a new account (if your account is no longer active). **Please contact the Individual Insurance (Medicare, Aetna, & Cigna) for Eligibility, Claims, & Provider Inquiries**
United HealthCare / OPTUM LINK	<a href="https://provider.linkhealth.com/content/odin/en/provider-dashboard/public/home.html">https://provider.linkhealth.com/content/odin/en/provider-dashboard/public/home.html</a>	Please use the "Forgot Password" link on the UHC OPTUM LINK website & enter your email/optum ID. An email with your account password will be sent to you. You may be required to answer your security questions that you created when you completed your registration. Check your spam folder if you do not receive an email or contact OPTUM Support at #1-855-819-5909. If your account was deleted please contact your Insurance Online Administrator (contact info on the bottom) to re-register you a new account. **Please contact UHC Provider Services at #1-877-842-3210 (Medicare) or #1-888-980-8728 (Medicaid) for Eligibility, Benefits, Claims, & Provider Inquiries.**
MDX Hawaii	<a href="https://www.mdxhawaii.com/providers/provider-portal-page-link.aspx">https://www.mdxhawaii.com/providers/provider-portal-page-link.aspx</a>	Please contact your Insurance Online Administrator (contact info on the bottom) to unlock your account (if you are locked out) or to re-register you a new account (if your account was deleted). **Please contact MDX Hawaii Provider Assistance at #532-6989 for Eligibility, Benefits, Claims, & Provider Inquiries.**
Availity (Humana & Aetna)	<a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a>	Please contact your Insurance Online Administrator (contact info on the bottom) to unlock your account (if you are locked out) or to re-register you a new account (if your account was deleted). **Please contact #1-800-448-6262 (Humana) and #1-800-624-0756 (Aetna) for Eligibility, Claims, & Provider Inquiries.**
Ohana Wellcare	<a href="https://provider.wellcare.com/">https://provider.wellcare.com/</a>	Please use the "Forgot Password" link on the Ohana website & follow the directions provided to reset your password. Please contact your Online Insurance Administrator (contact info on the bottom) to re-register you a new account (if your account was deleted). **Please contact Provider Services #1-888-846-4262 (Medicaid) #1-888-505-1201 (Medicare) #1-866-401-7540 (CCS) for Password Issues, Eligibility, Claims, & Provider Inquiries**
UHA	<a href="https://uhahealth.com/portals/providerlogin">https://uhahealth.com/portals/providerlogin</a>	Please use the "Forgot Your Password" on the website to reset your account. You will need to answer your security questions that you created when you first logged in & an email will be sent to your registered work email. Please check your spam folder if you do not receive an email right away. **Please contact UHA Provider Services at #532-4000 if you have any trouble resetting your password or for Eligibility, Claims, & Provider Inquiries**

Noridian	<a href="https://www.noridianmedicareportal.com/">https://www.noridianmedicareportal.com/</a>	Please use the "Forgot/Unlock Password" link on the Noridian website & answer your security questions that you created when you first logged in. An email link to reset your password will be sent, please follow the directions provided. Check your spam folder if you do not receive an email. If your account was deleted please contact your Insurance Online Administrator (contact info on the bottom) to re-register you a new account. **Please contact Noridian User Security at #1-855-609-9960 for any trouble with your online account or for Eligibility, Claims, & Provider Inquiries**
TriWest Healthcare Alliance (VA)	<a href="http://www.triwest.com/">http://www.triwest.com/</a>	**There is no need to verify eligibility as you would obtain Authorization and this would confirm patient's enrollment. Please contact TriWest Customer Service Line at #1-855-722-2838 for Authorization questions & support**
HealthNet TriCare	<a href="https://www.tricare-west.com/">https://www.tricare-west.com/</a>	Please use the "I forgot or lost my password" link & follow the self-service tool to reset your password (security question you created required). If you receive an error message indicating your account is locked, please contact HealthNet Web Services at #1-800-440-3114. Accounts do become inactive after 90 days of inactivity and terminated after an additional 30 days of inactivity. If your account has been terminated please let your Insurance Online Administrator (contact on the bottom) know so an Attestation can be emailed to you for your signature. An updated Attestation is needed in order to submit a new access request. **Please call HealthNet Customer Service at #1-844-866-9378 for all other Provider inquiries**
<b>UCERA ONLINE GROUP ACCESS BELOW - ALL STAFF SHARE THE SAME LOGIN **PLEASE DO NOT UPDATE ACCOUNT &amp; NOTIFY THE INSURANCE ONLINE ADMINISTRATOR RIGHT AWAY IF ANY PROBLEMS OCCUR (LOCKED OUT OR UNABLE TO LOGIN)**</b>		
HMAA	<a href="https://www.hmaonline.com/FACTSWeb/Default.asp">https://www.hmaonline.com/FACTSWeb/Default.asp</a>	Please keep in mind, that all changes made to the group's password will affect ALL current users. If too many failed log in attempts occurs, then everyone under UCERA will be locked out. If or should you get locked out, please make sure to notify your Insurance Online Administrator (contact info on the bottom) ASAP. Please DO NOT try to change the password on the account as well or I will receive an email from HMAA Provider Network to regenerate our account. This also, will need to be communicated with all current users within UCERA. **Please contact HMAA Customer Service at #941-4622 for any Provider Inquiry & at #791-0088 for Eligibility.**
<b>PLEASE CONTACT LESA LAGMAY - INSURANCE ONLINE ACCESS ADMINISTRATOR AT 808-469-4918 OR <a href="mailto:llagmay@ucera.org">llagmay@ucera.org</a></b>		