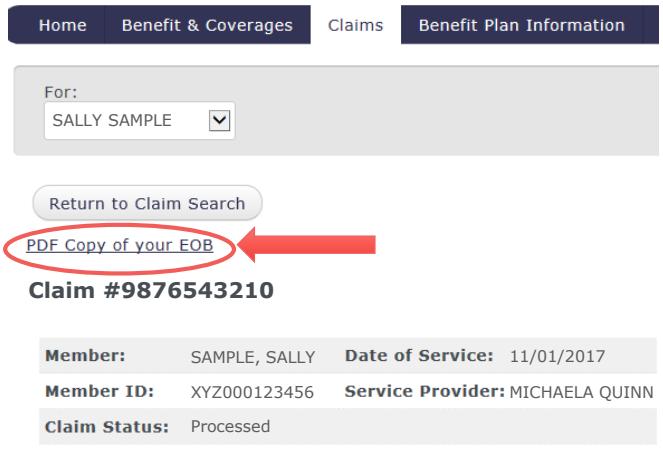
How to Access Your Electronic Explanation of Benefits (EOBs)

Online Tools and Resources

Commonly referred to as an "EOB," the Explanation of Benefits is a document that is generated when HMA processes a claim submitted by you or your healthcare provider. EOBs can help you better understand how your health plan works. You may be receiving these in the mail, but you can also access them electronically.

Access Your EOBs Online, Anytime

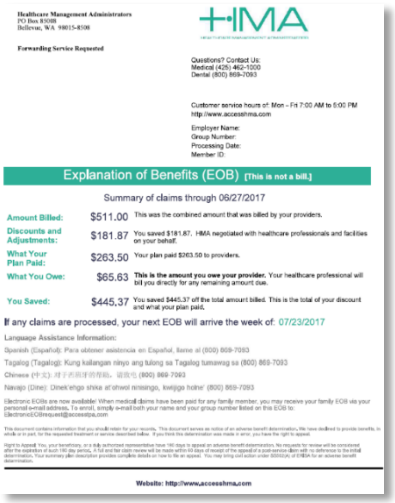
1. Go to www.accesshma.com then click the myHMA Member Login button on the top of the page. If this is your first time on the member portal, you will need to register and create an account.
2. Once you log in to the member portal, click "View Your Claims and Account Balance" from the left side of the screen.
3. You will then be brought to a new window that shows your personal benefits and claims information.
4. From the menu on the top of the page, click "Claims."
5. Clicking on any claim number will bring up detailed information about that claim.
6. After you select a claim, to view the EOB, click the "PDF Copy of your EOB" link that is displayed directly above the claim number (see below).



Go Paperless

You have the option of getting all your EOBs electronically, which is secure, convenient, and won't clutter up your kitchen counter or dining room table. Here's how…

1. After logging in to the HMA member portal, click "View Your Claims and Account Balance." Then, under the Quick Links menu, click "Sign Up for Electronic EOBs."
2. Once signed up, you will start receiving EOB notices in your email after you receive healthcare services and your claims are processed. They will be from SendEmail@EchoHealthInc.com with the subject line "Your Electronic EOB Has Arrived!"
3. In the email, your electronic EOB will be attached as a password-protected ZIP file. The password will be the first 5 digits of your zip code and the last 4 digits of your Member ID number (as shown on your HMA member ID card).
4. The electronic EOB will open in PDF format.



If you have more questions, contact HMA's Customer Care Team:
www.accesshma.com | 1-800-869-7093

HMA
HEALTHCARE MANAGEMENT ADMINISTRATORS