

# Using Your Health Plan Benefits When You Travel

When you're a Healthcare Management Administrators (HMA) member, you have the peace of mind knowing that wherever you are, you are able to access your health plan benefits.

## Coverage across the country

No matter where you are in the United States, you will be covered under your HMA Plan. You have access to the network and savings discounts negotiated with healthcare providers in each state.

## How to access your national coverage:

- Always carry your current HMA member ID card with you.
- To find in-network doctors and hospitals, log in to the myHMA member portal at [www.accesshma.com](http://www.accesshma.com) and click on "Find a doctor or hospital."
- Call HMA's Customer Care Team at **1-800-869-7093** for any required pre-certification or pre-authorization.
- When you arrive at the in-network doctor's office or hospital, show them your HMA member ID card. The provider can find on the back of the card the information and contact details to inquire about your benefit coverage and to find out how to submit the claim.

## Around the world

Coverage terms with non-US providers may be different. Before leaving the United States, verify your international benefits with HMA's Customer Care Team at **1-800-869-7093**.

## How to submit a claim to the HMA member portal:

1. Visit [www.accesshma.com](http://www.accesshma.com) and then click the myHMA Member Login button at the top of the page.
2. After logging in to the myHMA member portal, from the top of the screen, select "Manage Claims and Deductibles."
3. Select the "Submit a Claim" button.
4. To submit a claim, you will first need to attach the following three (3) documents:
  1. The completed Medical Claim Form.
  2. The itemized bill from your healthcare provider.
  3. The itemized receipt showing proof of payment.
5. After your claim is submitted, you can visit the "Manage Claims and Deductibles" page to view your claim status.

**Note: Claims may take up to 25 days to appear in your myHMA portal.**

**In an emergency, go directly to the nearest hospital.**