

## HWMG Online for Providers Portal Overview

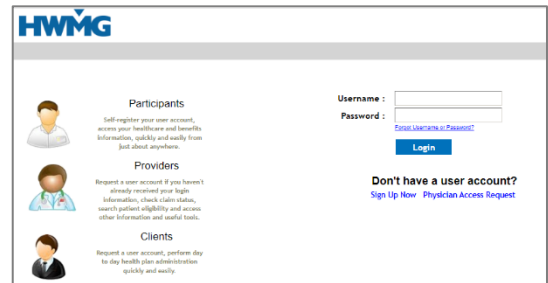
Participating providers may access medical plan benefits, eligibility, and claims information securely through HWMG’s provider online portal for members covered by the following health plans:

- HMAA
- Charter Communications, LLC
- Hawaii Electricians Health & Welfare Fund

Visit [hwmg.org/providers](http://hwmg.org/providers) or <https://hwmghealthplanportal.javelinaweb.com> and login to your account or submit a new user registration request using a computer or mobile device.

### Features Include

- Online registration request for new user accounts
- Self-login reset for username or password
- Provider dashboard for news and resources
- View member eligibility, coverage, plan benefits, and accumulators
- View your patient’s claim history, explanation of benefits (EOB), and provider payment reports (PPR)
- User account preferences (manage password, security question, and email address)



Product	Coverage	Plan	Level of Coverage	COB	Provider
Major Medical	Yes	1051	Employee and Children	No	
Dental	Yes	13	Employee and Children	No	
Prescription	Yes	7001	Employee and Children	No	
Vision	Yes	2	Employee and Children	No	

Product	Coverage	Plan	Level of Coverage	Volume
GY	YES	Gym	Employee Only	
LI	YES	Life	Employee Only	20000

### Assistance

Once you submit a new user account registration request online, our Provider Relations Department will review your request and reply within two business days.

If you have questions or need assistance, please contact HWMG Provider Relations at **(808) 791-7557**, toll-free at **(800) 621-6998 x304** (TTY: 711), 8 am to 4 pm Monday through Friday (excluding holidays), or via email at **ProviderRelations@hwmg.org**.

*Powered by Javelina Web. Last updated December 20, 2023.*

**DISCLAIMER:** The information provided by HWMG’s online portal is not a guarantee of benefits or eligibility, and is subject to change since coverage for clients/groups or members may change or terminate retroactively.

