HMA | **Priority Health**

HMA
A Priority Health TPA product

What's a TPA?

A third-party administrator (TPA) is a company that provides operational services, such as prior authorizations, claims processing, etc.

This TPA product is administered by HMA, while the member maintains access to the Priority Health network. **It is not a leased network.**

A small segment of Priority Health's self-funded employer groups have purchased this TPA product offering.

Who's HMA?

Healthcare Management Administrator, Inc. (HMA) is a leading TPA that has been in business for nearly 40 years, just like us. The HMA product we offer to our employer groups happens through a strategic collaboration between HMA and Priority Health. Learn more about HMA on their website for providers, *accesshma.com/for-providers*.

Your reimbursement rates won't be impacted.* The HMA product will use our broad network PPO rates within our existing provider agreements.

*Note that HMA has its own payment integrity processes.

Follow the instructions on the patient's member ID card to submit claims and obtain prior authorizations.

Don't worry: There's no need to get credentialed separately with HMA. **If you're a credentialed provider with Priority Health, you're all set to serve HMA plan members.**

Working with HMA members

Follow the guidance below to work with HMA members using their three primary tools.

Provider portal

✓ Viewing patient eligibility

✓ Viewing Explanations of Payment (remittance advice) on closed claims

✓ Reviewing plan summaries

✓ Submitting prior authorization requests

✓ Updating provider information

✓ Asking questions (Express Requests)

Phone support*

✓ Member eligibility and benefits information

✓ Claims status

✓ Prior authorizations

✓ General questions and support

CALL 833.865.0141

*Phone support includes live agent assistance on Mon.–Fri., 8:00AM–9:00PM Eastern.

Availity

✓ Submitting claims*

✓ Tracking claims status

✓ Member benefit checks

✓ Member accumulators (deductible, out-of-pocket)

✓ Payment information

*Use payer ID **HMA01**. You can also fax claims to **866.458.5488** or mail them to: HMA, Attn: Claims Department, P.O. Box 85008, Bellevue, WA 98015.

Register for the **HMA provider portal** by clicking on the **Not Registered** link and go through the steps to create an account. See our **provider portal training guide** for detailed instructions on using it.

Note: You can also access the HMA provider portal through our site at *priorityhealth.com/provider/HMAproviderportal*

Still have questions? Check out our HMA provider landing page at *priorityhealth.com/hma-providers*.