



**HMA**



# 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](http://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.**

<b>HMA</b>		<b>ABC COMPANY, INC.</b>	
<b>Employee Name:</b> JOHN SMITH Employee ID: 426000XXXXXX		<b>Dependent(s):</b> SALLY SMITH ROY SMITH	
<b>ABC COMPANY, INC.</b> Group Number: 050XXX RxID 0000XXXX RxBIN XXXX RxPCN XXXX RxGRP XXXX Medical Deductible In-Network Out-Network Medicare/DOOP \$XXXXX XXXX XXXX XXXX \$XXXXX XXXX \$XXXXX XXXX		Generic Rx \$XX Preferred Rx \$XX Non-Preferred Rx \$XX Office Visit \$XX Emergency Room \$XX	

<p>Open Access Plan <a href="http://www.accesshma.com">www.accesshma.com</a></p> <p>Healthcare Management Administrators, Inc. (HMA)</p> <p><b>Important - Preauthorization may be a plan requirement. To avoid potential benefit penalties, call Customer Care.</b></p> <p>Please submit EDI claims to Availity, using payer ID: HMA01. Please submit paper claims to the address below:</p> <p>HMA PO Box 85008 Bellevue, WA 98015</p> <p>This card is not an authorization for services or a guarantee of payment.</p>	<p>Find a provider and access Customer Care at: <a href="http://www.accesshma.com">www.accesshma.com</a></p> <p>Customer Care: <b>833-865-0141</b> Pre-Authorization: <b>833-865-0144</b> Pharmacy Benefits: XXX-XXX-XXXX Buy-Up Product #1: XXX-XXX-XXXX Buy-Up Product #2: XXX-XXX-XXXX</p> <p><b>Notice - Possession of this card or obtaining prior authorization does not guarantee coverage or payment for the service or procedure reviewed. Benefits are not insured by Cigna or affiliates.</b></p> <p>Priority Health provides network access in Michigan. Cigna OAP provides network access in all other states.</p>
YourPBM Pharmacy benefits administrator	

## 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](https://priorityhealth.com/provider/HMAproviderportal)

The screenshot shows the HMA provider portal interface. At the top right, it says 'You are currently logged in as: self@phg Express Requests (0) | Profile | Logout'. The main header includes the HMA logo and navigation links: Home, Eligibility and Claims, Express Requests, and Provider Forms & Info. Below the header, there's a 'Home' section with a sub-header 'Access your benefit information 24 hours a day, 7 days a week in a secure online environment!'. The main content area has a section titled 'View links, documents and forms related to your benefit plan' with sub-points: 'Research claims and print explanation of benefits', 'Submit customer service requests through our "Express Requests" feature', and 'Check eligibility status and much more...'. There are also two image thumbnails: 'Claims' showing a person at a computer, and 'Eligibility' showing a group of people outdoors. At the bottom, there's a footer with the HMA logo and 'A Priority Health Company'.



**Still have questions?** Check out our HMA provider landing page at [priorityhealth.com/hma-providers](https://priorityhealth.com/hma-providers).