# How to submit a claim to HMA

From time-to-time, you may want to see an out-of-network healthcare provider. Since these providers are not in the HMA network, they may ask you to pay their bill upfront. If your procedure or service is covered under your health plan, you can receive reimbursement at the out-of-network rate. Here is what you need to do…

Step 1. Check to make sure that the service is covered by your health plan.

Step 2. Download and print a copy of the HMA Medical Claim Form.

1. Go to **www.accesshma.com** then click on the Menu.
2. Click the Member button.
3. Click on "Download Member Forms" then click "Medical Claim Form."
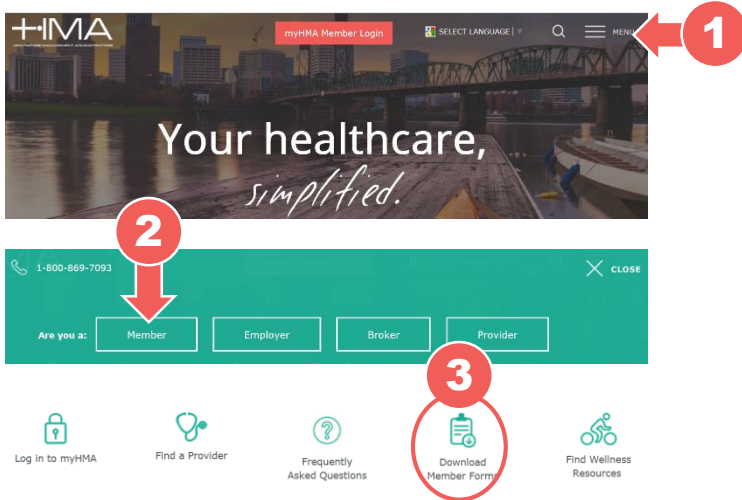
Step 3. Take the form and your HMA member ID card to your healthcare provider.

1. Complete Sections 1, 4, 5, and 7 of the Medical Claim Form before arriving at your appointment.
2. Have your healthcare provider complete Sections 2 and 3.
3. Show your member ID card to your provider. Make sure they make a copy for their records (even if they "don't take insurance").
4. Discuss payment arrangements with your provider. Sign and date Section 6 if they want you to pay upfront.

Step 4. Submit the completed Medical Claim Form and your itemized bill* to HMA.

You can do this one of three ways:
• Upload to the myHMA member portal.
• Mail to the address on the top of the form.
• Fax to the number on the top of the form.

An itemized bill is one that contains the provider's name, address, Federal Tax ID Number, and the nature of the accident or illness being treated.

How to submit a claim to the myHMA member portal:

1. Go to **www.accesshma.com** then click the myHMA Member Login button.
2. After logging in, click on "Ask HMA a Question."
3. On the next screen, click on "Contact Your Plan" from the top menu.

4. On the "Contact Your Plan" page, click on "I have a general Claims question."
5. Attach the completed medical claim form AND the itemized bill from your provider. To add an attachment, click on "Attachments," upload your file (one at a time), and click the Add button.
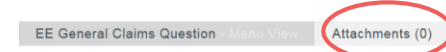
6. Click on "EE General Claims Question" to return to the previous screen. The number of attachments should be displayed next to "Attachments."
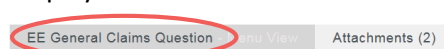
7. In the General Claims Question form, select "See my question below" from the Question dropdown menu.
8. Click the "Submit" button. Once submitted, you will receive a tracking ID. Please note that reimbursements can take up to 30 days.

All claims for reimbursement must be submitted within one year of the date incurred.

If you need additional assistance, call HMA Customer Care at **1-800-869-7093**