



Member Portal FAQ

Below is a list of the most commonly asked questions about the RGA member portal. If you need additional assistance, please contact Customer Care at 1-866-738-3924 Monday through Friday, 6:00 AM – 6:00 PM PT.

What internet browser do I need to visit the member portal?

The member portal is only supported in Chrome, Edge, Safari, and Firefox.

I already have an HMA portal account, do I need to create a new one?

No, you do not need to create a new account. You may log in with your usual email address and password.

How do I locate an in-network provider?

From the home dashboard, scroll down to Explore Your Benefits. In this section, select the first tile labeled "Find a Doctor".

How do I grant, deny, or request portal account access to my family members?

Select the profile icon in the top right corner of the screen, then select "Account Access". From this screen, scroll down to the "Grant or Deny Access to Plan Members" and locate the applicable person, then select "Grant Access" or "Deny Access". You can also request access from this screen.

How do I change my password or email address?

Select the profile icon in the top right corner of the screen, then select "My Account" from the drop-down list. On this screen, you have the option to select "Change Email" or "Change Password".

How do I ask a question to Customer Care?

Select the profile icon in the top right corner of the screen, then select "Messages". On the message screen, select "New Message" to send a message.

How do sign up for electronic Explanation of Benefits (EOBs)?

Select the profile icon in the top right corner of the screen, then elect "Communication Preferences". From there, in the "Explanation of Benefits (EOB)" section, select "Email" then "Save Changes".

How do I submit a claim?

From the home dashboard, select the "Manage Claims & Deductibles" link located at the top of your screen. Scroll down to the claims list and you will find a button titled "Submit a Claim".

How do I update my communication preferences?

From any screen, select the profile icon in the top right corner of the screen and then select "Communication Preferences".

Where can I find an overview of my benefits?

An overview of your plan's benefits can be found on the home dashboard under "Explore Your Benefits"

Where do I access or download member forms?

To access and download commonly used member forms, scroll all the way to the bottom of the portal from any screen, then select "Useful Forms".

I submitted a claim but I don't see it on my claims list, why not?

Newly submitted claims will not appear immediately on your claims list. Please allow up to 14 days for your claim and status of the claim to appear on your claims list.

How do I remove account access to somebody in my family (for example, a former spouse?)

Select the profile icon in the top right corner of the screen and then select "Account Access". From this screen, scroll down to "Grant or deny access to plan members", locate the applicable person, then select "deny access".

I can't see my dependent's information, why not?

Due to privacy laws, members have access to account information for dependents 12 years or age and under. Dependents 13 years of age or older must grant members access to their account information through their member portal settings.

Can I add a new member to my policy through the portal?

New enrollments are submitted by your employer. Please reach out to your employer if you don't see a newly added family member on your account. New enrollments are normally processed within 3 business days from the date submitted by your employer.

How do I view my ID card?

Select the profile icon in the top right corner of the screen, then select "ID Cards" from the drop-down list.