



HMA Website Redesign

Launching: February 1, 2016

Old vs. New Site Overview

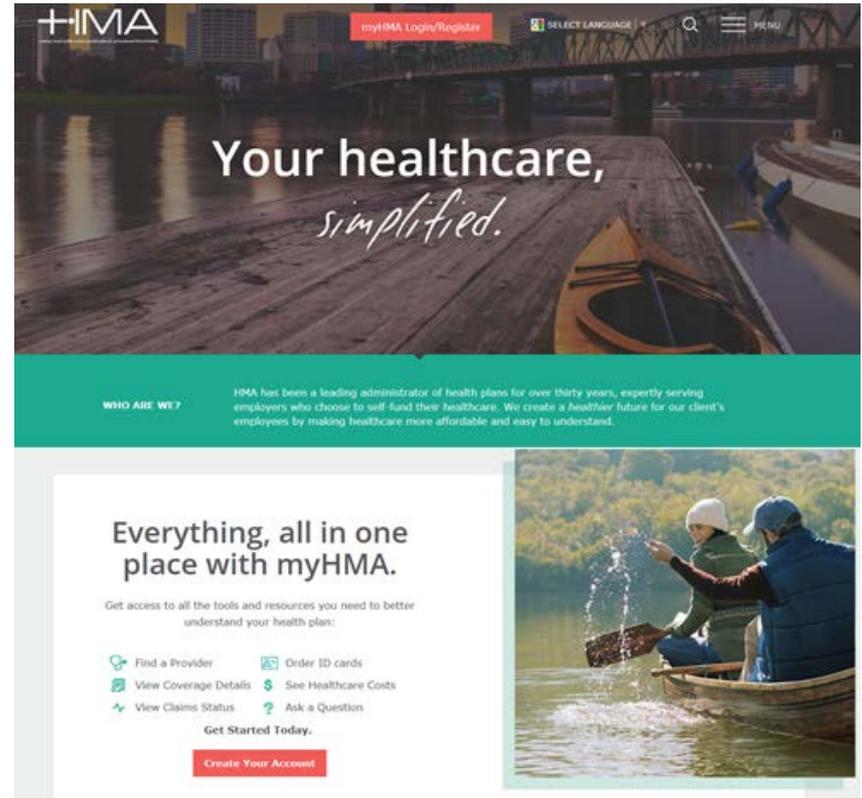


Current vs. New Website - www.accessshma.com



Current

- Overwhelming site menu
- Intended audience unclear
- Hard to find information; busy layout
- Required zoom on mobile
- Outdated



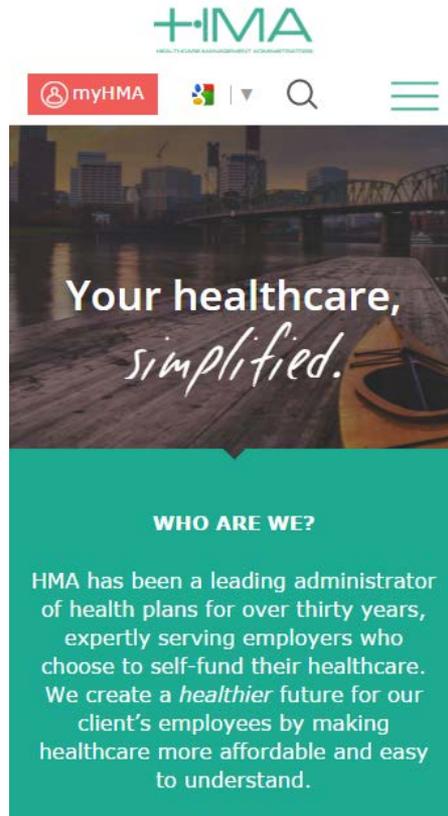
New

- Clean and simple
- Member focused
- Mobile-enabled, responsive design
- Easy, intuitive navigation (hover feature)
- Contemporary; evokes PNW connection



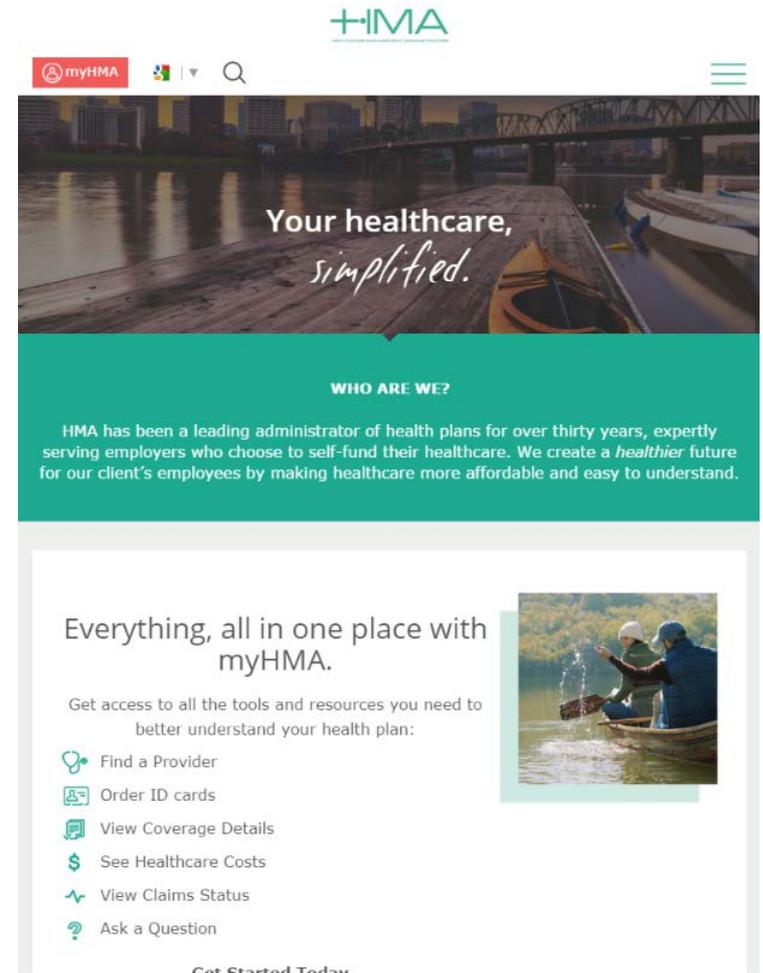
New Website – Uses Responsive Design

Mobile Experience



Easily find information using your mobile device or tablet

Tablet Experience



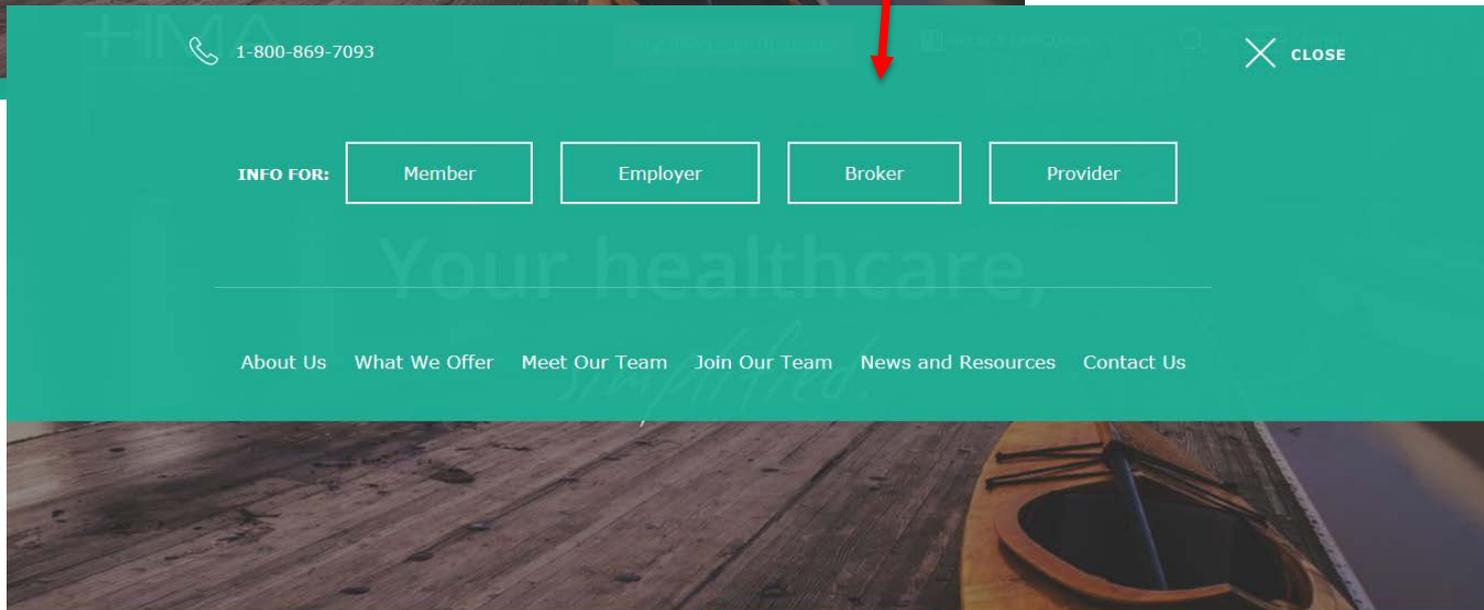
Homepage Refresh Overview



Homepage: Refresh – Navigation Pane



Menu to navigate to other pages moves with you as you scroll



Provider Search: Easier to Find and Use

Links to Public Provider Search found on:

- *Home page*
- *Member Page*
- *Employer Page*
- *Broker Page*



Don't worry, we've got your doctor.

HMA has access to the largest provider network in the Pacific Northwest. We also offer access to a national network that will ensure you have coverage throughout the country. You can save money by going to in-network providers.

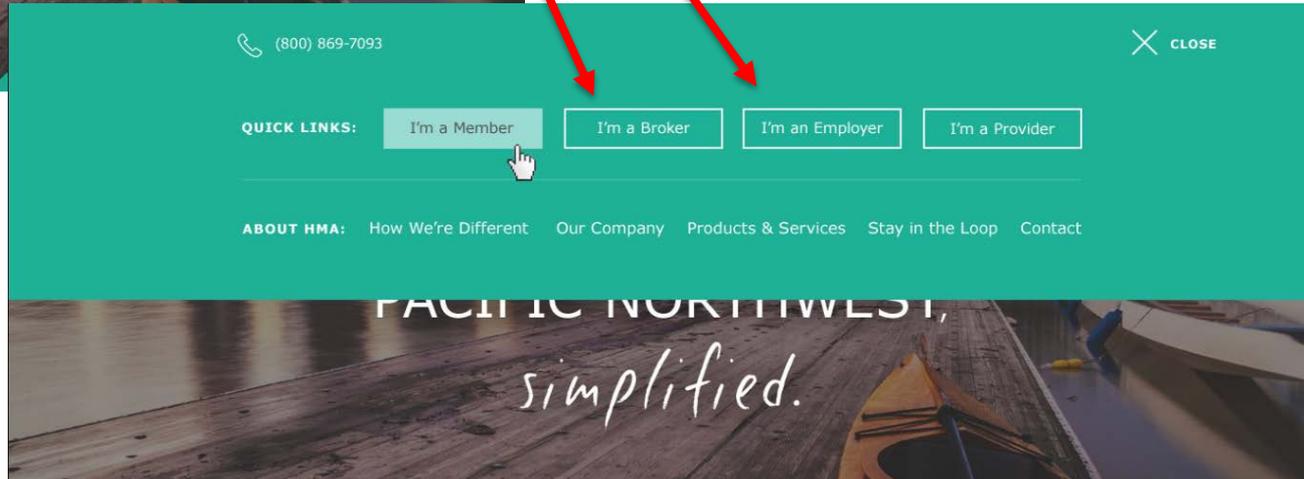
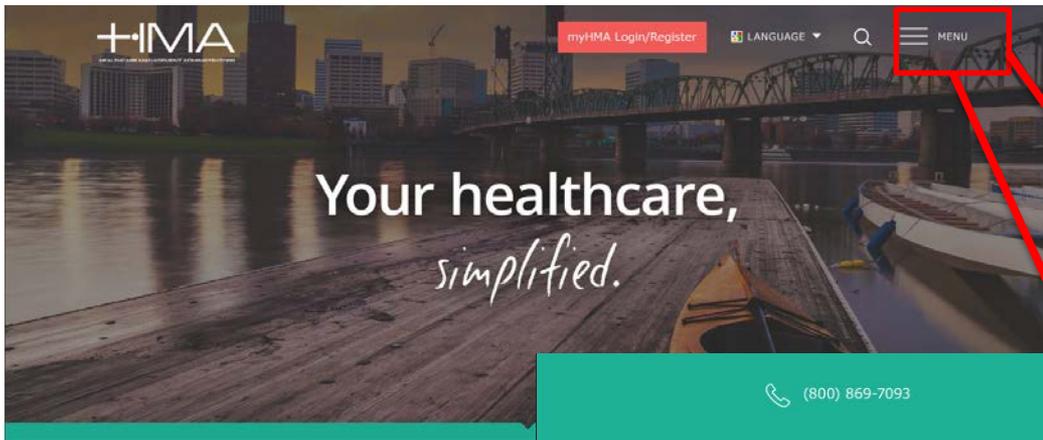
Login to myHMA for the full search experience or click the button below to access the public provider search.

[Search for a Doctor or Hospital](#)

Employer and Broker Resources



Employer and Broker Resources:



Easily find resources, including the new Report Portal, using quick links at the top of the Employer and Broker pages



Help member with claim or coverage question



Access My Reports



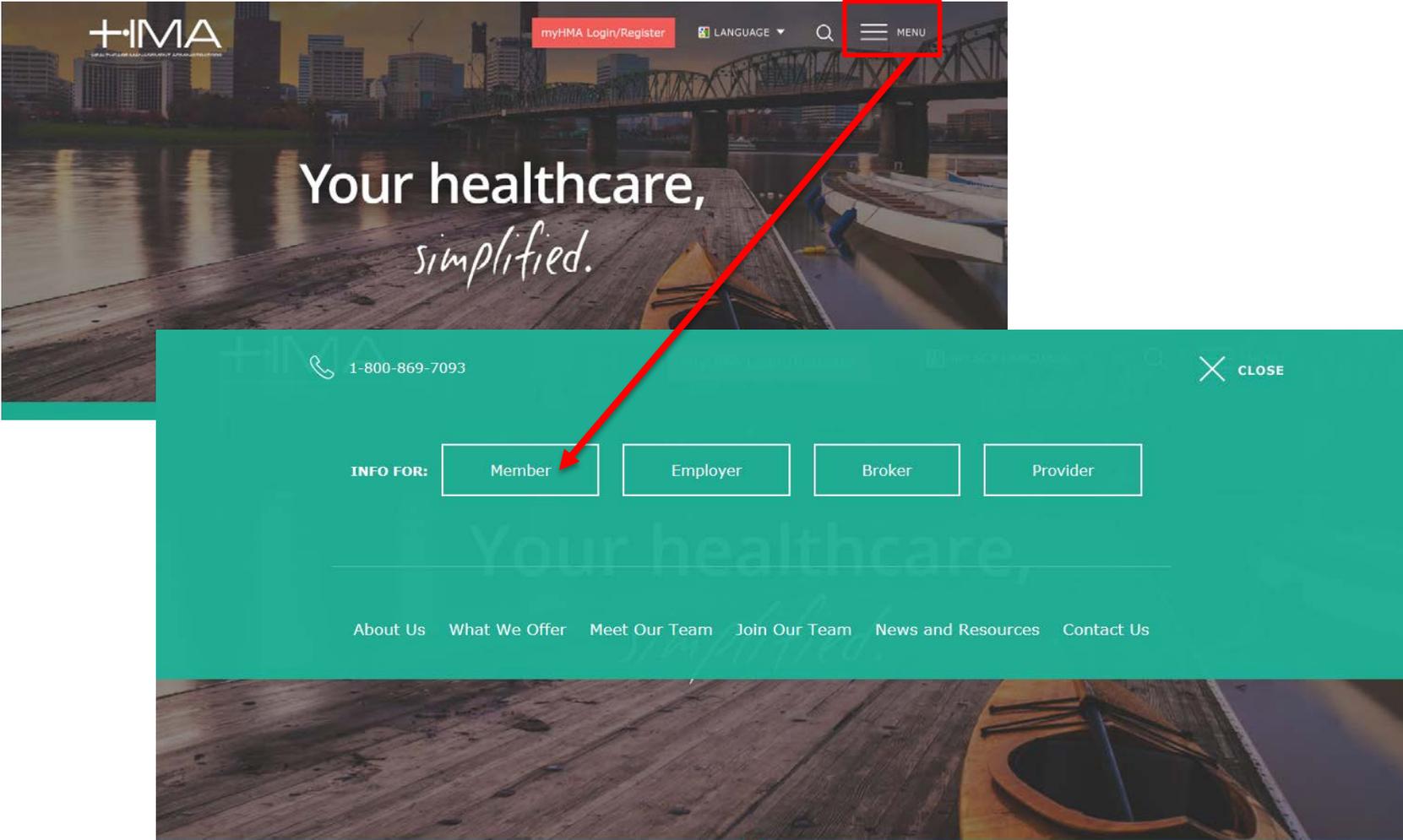
Find a Provider



Member Focus and Portal Enhancements



Member Experience – Easier Navigation



Member Experience - Enhancements

Quick Links to:



Login to myHMA



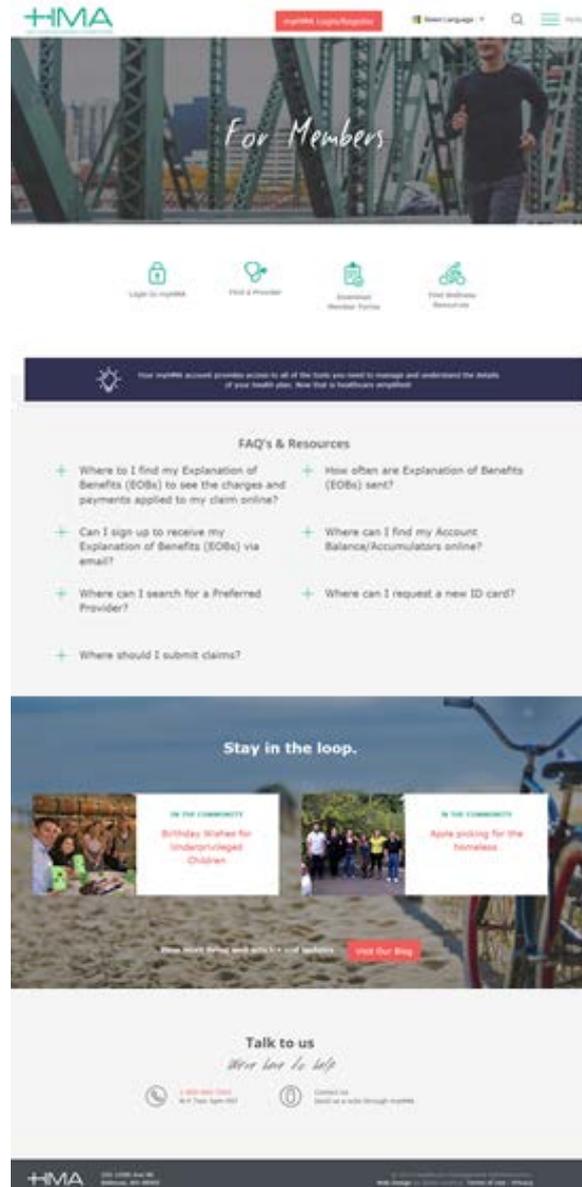
Find a Provider



Download
Member Forms



Find Wellness
Resources

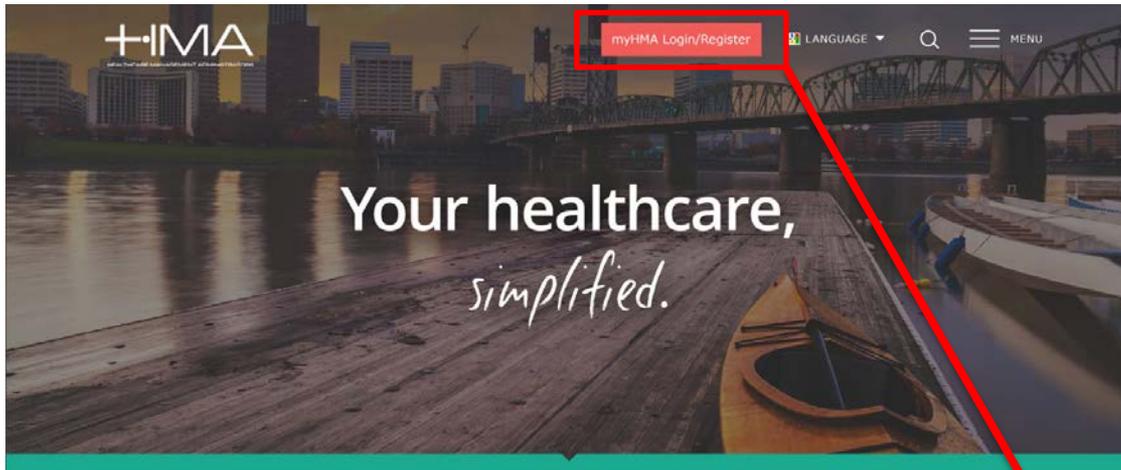


FAQs included to provide members self-serve

Our contact information is included at the bottom of every page – we're here to help!



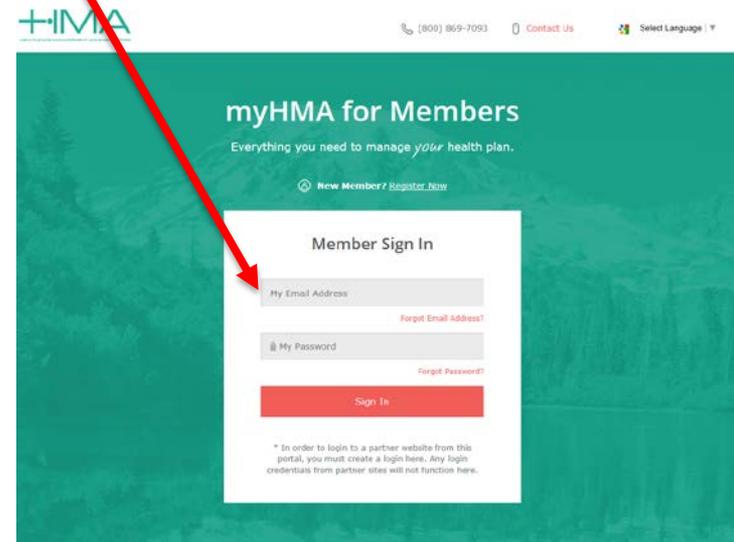
Member Portal: Enhancements



All members need to create new usernames and passwords to access the enhanced myHMA experience

We have made substantial enhancements including:

- Additional security settings*
- Single Sign-On*
- Dashboard view of tools and resources*



myHMA Member Portal: Enhancements

- Dashboard connects to all services
- Single Sign-on used, so members will only need to remember one username and password

The screenshot displays the myHMA Member Portal interface. At the top, the HMA logo is on the left, and contact information (800) 869-7093 and Contact Us is on the right. A Sign Out button is also present. The main header area features a banner with the text "myHMA gives you 24/7/365 access to manage your health plan" over a collage of images. Below the banner, a "Healthcare Search" section contains three cards: "Find A Local Doctor or Hospital" (Search in WA, OR, ID, UT), "Find A National Doctor or Hospital" (Search outside of WA, OR, ID, UT), and "Find A Local or National Dentist". A "Resources" section at the bottom includes four teal buttons: "Print Your ID Card", "Ask HMA a Question", "See available Member Deals and Discounts", and "Get Health and Wellness Tips". A dark sidebar on the left contains a welcome message "Welcome, TRACIE" and navigation links: "View My Claims and Account Balance", "View My Benefits", "View My Coverage", and "Return to homepage".

Claims and Eligibility Portal: Enhancements



You are currently logged in as: Sam Jones
[Messages \(0\)](#) [Profile](#) [Logout](#)

Select Language Powered by [Google Translate](#)

[Home](#) [Benefit & Coverages](#) [Claims](#) [Benefit Plan Information](#) [Contact Your Plan](#)

Welcome Sam!

Coverage Summary

Member:	Sam Jones		
Coverage Status:	Full-Time Active Employee	Group Number:	300
View all Coverage & Benefits			
Dependents			
Elizabeth Jones - View Eligibility			
Daniel Jones - View Eligibility			
Alicia Jones - View Eligibility			

Balance Summary

Type	Current	Maximum	Percent Met
MED Coinsurance Out-Of-Network	\$0.00	\$1500.00	<div style="width: 0%;"></div>
MED Deductible In-Network	\$900.00	\$900.00	<div style="width: 100%;"></div>
MED Out of Pocket In-Network	\$0.00	\$500.00	<div style="width: 0%;"></div>
MED Out of Pocket Out-Of-Network	\$0.00	\$1500.00	<div style="width: 0%;"></div>

Quick Links

Print ID Card	»
Request New ID Card	»
Health Info	»
Grant/Deny Access to my Account	»
FSA	»

- Simplified language
- Enhanced security
- Quick links added to frequently requested items
- Accumulator information included, so members are aware of where they are at in satisfying their deductible and out-of-pocket amounts



Provider Search: Enhancements

Search shows our logo and Customer Care phone number, so members can easily reach out with any questions

The screenshot displays the T·IMA Healthcare Management Administrators website. At the top left is the logo with the text "HEALTHCARE MANAGEMENT ADMINISTRATORS". On the top right are "Home" and "Settings" navigation links. The main search area features a text input field for "Search for a doctor or hospital name", a location dropdown menu set to "Seattle, WA", and a blue "Search" button. Below the search bar is a link for "Advanced Search". A secondary bar contains the text "Get detailed information about doctors and facilities in your network." followed by a "Sign Up" button. Three informational boxes are arranged horizontally: "Choose an in-network provider" (explaining cost savings), "Shop around" (explaining provider profiles), and "Understand your health plan" (explaining coverage and contact info). A teal banner at the bottom contains a disclaimer about network affiliation information. The footer includes links for "Health Insurance Glossary", "Conditions of Use", and "FAQs".

T·IMA
HEALTHCARE MANAGEMENT ADMINISTRATORS

Home Settings

Search for a doctor or hospital name Seattle, WA Search

Advanced Search

Get detailed information about doctors and facilities in your network. Sign Up

Choose an in-network provider
You can save money by using in-network doctors.

Shop around
Provider profiles can help you decide who to see. Look for appointment availability, languages spoken and clinic locations.

Understand your health plan
Know what your health plan covers before your doctor's visit. Question on coverage? Contact us at 1-800-869-7093; we're here to help.

While effort is made to keep network affiliation information up to date, provider status within a network is subject to change at any time and the information shown may not be accurate or complete. You should confirm directly with your provider their network status before services are received. The actual provider affiliation status with a network at the time services are rendered will determine how your claim is paid.

Health Insurance Glossary Conditions of Use FAQs



Questions?

Contact your Account Manager

+IMA
HEALTHCARE MANAGEMENT ADMINISTRATORS