

Who Should You Call?

Customer Care or Care Navigator?



As part of your health plan, you have two different resources to help you better understand your benefits and navigate the healthcare system.

	Call HMA's Customer Care Team at 1-800-869-7093 to...	Call Your HMA Care Navigator at 1-877-462-1444 to...
Benefits Coverage	Get answers to your basic benefits questions including, "What is covered under my health plan?" and "Who is covered under my plan?"	Help you better understand your health plan documents, and answer any detailed questions you may have about how specific healthcare services are covered. Ask about authorized or denied healthcare services.
Healthcare Provider Network	See if your doctor is in the HMA network.	Help you find a doctor or hospital in the HMA network.
Claims	Check the status of a claim.	Answer any questions you may have about a confusing or complicated claim.
Account Balances	See where you are at with your deductible(s), and out-of-pocket maximum(s).	Review claims and help you understand your Explanation of Benefits (EOB).
Care Coordination	Find out if a healthcare service (such as a surgery, inpatient treatment, or specialty medication) needs prior authorization from your health plan.	Help you work with your pharmacy benefits manager regarding medication needs. Help you prepare for authorized healthcare services. Help coordinate other complex care needs.



Proving What's Possible in Healthcare®