

## Learn how HMSA's Online Care works for you.

### HMSA's Website - [hmsa.com](http://hmsa.com)

To register for HMSA's Online Care or to access it once you've registered, visit [hmsa.com](http://hmsa.com). After you've registered online, you can also access HMSA's Online Care by phone at 1 (866) 931-HMSA (4672) toll-free.

**HMSA's Online Care for Consumers**  
Need additional information? Go to <http://consumersonline.hmsa.com>

**A convenient resource for everything you need to know about HMSA's Online Care.**

- Overview and virtual site tour.
  - Frequently asked questions.
  - Online Care How-To guides, including:
    - Enroll in HMSA's Online Care
    - Finding a Provider
    - Having a Conversation
- And much more!

For assistance enrolling or for more information, call HMSA's Online Care Customer Service:

Oahu: 948-6013

Neighbor Islands: 1 (866) 939-6013 toll-free



**HMSA's Online Care**  
Housecalls for the 21st century

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**HMSA's Online Care**

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## When you're busy, making an appointment or going to the doctor's office can be difficult. But what if you could talk to a doctor at your convenience?

With HMSA's Online Care, you can speak with a local physician or other health care provider from the comfort and privacy of your home, office, or anywhere you can go online.

### We make it easy to get care online.

Online Care is available to everyone in Hawaii.

**Non-HMSA members** can use Online Care at hmsaonlinecare.com. Click on Enroll Now at the top of the page. Fill in the requested information and click Finish.

**HMSA members** can use Online Care at a special discounted rate. Just follow the steps on the next page.

## HMSA Members: Register for Online Care in four easy steps. It's free!

**Step 1:** Go to hmsa.com. If you've already registered for My Account, log in and go to step 3. If you're new to My Account, click Register. On the Disclaimer page, read the Terms and Conditions of Use. Click I Agree.

**Step 2:** Enter the information requested and click Continue. HMSA will send an email to the address you provide. Open the email and click on the verification link.

**Step 3:** Once you're logged in to My Account, click Access HMSA's Online Care from the home page (the green button on the right).

**Step 4:** HMSA's Online Care Sign-Up Page: Complete the requested information. Once you've accepted the Terms and Conditions, click Done – Show Me Available Providers

### Welcome to HMSA's Online Care!

Now you can view available providers and get real-time answers to your health questions and concerns.

The screenshot shows the HMSA's Online Care website. At the top, there's a navigation bar with 'Home', 'My Health', 'My Providers', 'Assessments', and 'Reference'. Below this is a large banner with the text 'Talk to a Doctor Now' and a photo of three healthcare professionals. A search bar is present with a 'GO' button. Below the search bar, there are tabs for 'Providers' and 'Practices'. The main content area displays a grid of provider cards, each with a profile picture, name, specialty, and a 'CONNECT' button. The providers listed are: RENEY YANG (Psychiatrist), Fanny Phyllis (Family Physician), Gene Proner (General Practice), Ian Terrier (Internist), GABRIELE BARTHLEN (Neurologist), AKIKO YAZAWA (OB/GYN), DARTZUEN WU (Cardiologist), and BOBBY BAKER (Radiologist). The location is set to Hawaii.

## Convenient access to local providers. No appointment needed!

With Online Care, you can quickly receive answers to your health questions or concerns. Whether you have a sudden ailment or a chronic condition, you can connect to local providers online or by phone to discuss symptoms and treatment options.

You can discuss the following and much more with an Online Care provider:

- Sudden or acute conditions such as bronchitis or sinus infection.
- Chronic conditions such as allergies, diabetes, or hypertension.
- Common conditions such as headaches, colds, and the flu.
- Managing multiple medications, side effects, or drug interactions.

### Online Care complements in-person visits

Sometimes there is no substitute for seeing a doctor in person. But for those times when you need to speak with a provider and you have transportation and scheduling challenges, HMSA's Online Care is there for you.

- Real-time care, no appointment necessary. You don't have to wait to speak with a provider ... you can get care now!
- Private and secure access. Conversations and online interactions are confidential and treated with the same protections as patient medical records.