

HMSA's Online Care

There when you need it.



HMSA



**Blue Cross
Blue Shield
of Hawaii**

An Independent Licensee of the Blue Cross and Blue Shield Association

Working for a Healthier Hawaii

HMSA's Online

Care

It's 2 a.m., or maybe 2 in the afternoon. You're worried about how you're feeling or maybe you have a question. You need to see a provider — but the thought of finding the right one, scheduling an appointment, traveling, waiting, or even stepping outside of your home or office just seems like too much.

Now, you don't have to wait. With HMSA's Online Care, you can speak with a physician or other health care provider from the comfort and privacy of your home. In fact, Online Care is always available, no matter where you are. No appointment necessary. No wait. No hassle.

Why wait to get the care you need? With HMSA's Online Care, you can go online or use the phone to talk to a provider right away.

We make it easy to get care online.

Online Care is available to everyone in Hawaii. You do not have to be an HMSA member to use Online Care.

If you can go online or get to a phone, you can use HMSA's Online Care. Just log on, choose a provider, and you'll be connected immediately.

That's all there is to it. When you're online, you'll be able to see a provider over the Internet, talk, and share notes on-screen.

Once your session is over, you will be able to forward the provider's notes to your personal care provider to help ensure continuity of care. A complete record of each visit will be kept for you, so you can refer to each provider's notes and even share them with other providers in future sessions. Rest assured that the information is yours and you are the only one who can see or share it.

How HMSA's Online Care works for you



1. Go to *hmsa.com* or call 1 (866) 931-HMSA (4672) toll-free.



2. Choose the physician or other health care provider you want to speak with.



3. Talk to the provider.



4. Forward a detailed summary to your regular provider.

Using HMSA's Online Care

We make it easy for you to find the right provider.

From a selection of HMSA participating providers, we'll give you a list of the ones who are available for the care you need. HMSA's Online Care includes primary care providers and specialists.

We will also provide you with specific choices. Do you prefer a provider who speaks a particular language? Would you prefer to see a male or a female provider? Would you rather talk to a provider from a certain hospital or one who's near your home or office?

You can even review each provider's credentials and patient satisfaction ratings. With HMSA's Online Care, the choice is yours.

Not sure which provider to choose? We can help.

Is a general practitioner the right choice, or should you see a specialist? What kind of specialist is best suited to address your needs? By answering a few simple questions, we will recommend which of the available providers is the best fit for you. We can even suggest important questions to ask during your visit to make sure all of your concerns are covered.

The same providers who are available through your health plan are ready to see you.

All of the providers available through HMSA's Online Care are licensed to practice in Hawaii. They may be practicing on your island or in your community. Or they could be providers who have simply been too far away for you to visit easily before now. Most importantly, these are the same providers you could see in the office, too. The same providers in HMSA's participating provider network may now be available in a new and more convenient way.

Online care complements in-person visits

Sometimes there is no substitute for seeing a provider in person. But for those times when you need to speak with a provider and prefer to avoid the wait, travel and scheduling challenges, HMSA's Online Care is there for you.

To find out more, visit hmsa.com or call 948-6013 on Oahu or 1 (866) 939-6013 (toll-free) on the Neighbor Islands. Learn how HMSA's Online Care can work for you.

How to use HMSA's Online Care *without going online*

How to use HMSA's Online Care without going online

You must register online the first time you use HMSA's Online Care. After that first visit, you can use HMSA's Online Care by calling 1 (866) 931-HMSA (4672) toll-free. You will have access to the same providers, immediate service and care.



To find out more, visit hmsa.com.

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Learn how

HMSA's Online Care
can work for you.



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