



the clear solution to healthcare confusion

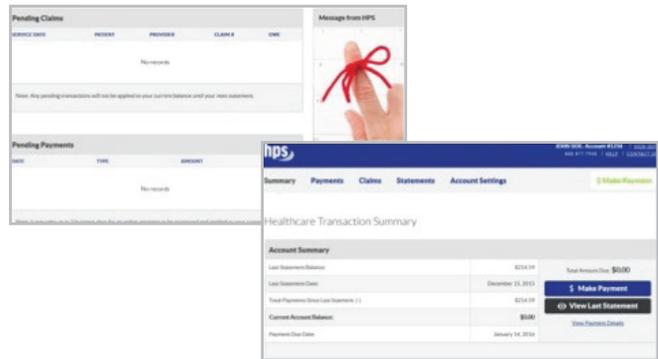
## New Overall Look and Feel *Designed to look similar to a credit card statement*

### Improved Page Layouts

- View the current SuperEOB®, account activity, pending claims, payment due, etc.
- Access to claims information is enriched with an improved search function to find specific claims data

### Enhanced Payment Experience

- PayPal™ added as a new payment option
- Expanded search functionality
- Ability to export payment and claims transactions



## New Sign In Experience

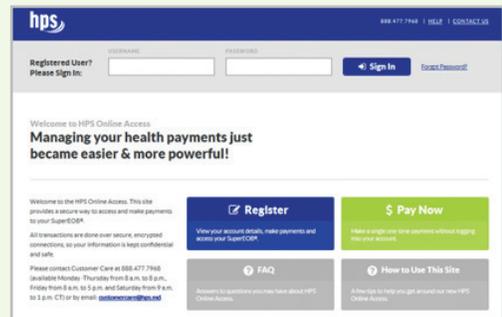
### Current Experience:



We will be discontinuing availability of the current Payment Portal ([www.hps.webview.com](http://www.hps.webview.com)) as of June 30, 2016.

Your current User ID and password to access the Payment Portal will not allow you to access the new HPS Online Access.

### New Experience:



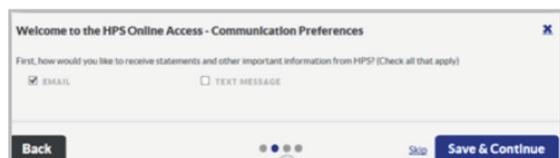
**New URL – [onlineaccess.hps.md](http://onlineaccess.hps.md)**

Please refer to your access code letter for your code to sign in for the first time.

## Upgraded Registration Process

### Select and Store Your Preferences:

- Paper or online statements
- Email and/or text message communications
- Store your preferred payment method for secure and convenient ongoing payments



## TO REGISTER:

1. Go to: [onlineaccess.hps.md](https://onlineaccess.hps.md); click **Register**
2. Enter your first and last name (as addressed above), access code (at the top of this page), group number (found on your health insurance ID card) and date of birth; click **Next**
3. Create your account User Name and Password; click **Next**
4. If you have any other health insurance coverage, enter in the other coverage information; click **Next**
5. Review and acknowledge the terms of participation by selecting **Complete Registration**

## YOUR PERSONAL ACCESS CODE

Your access code is your initial password to sign in to HPS Online Access. Upon sign in, you will be prompted to establish a password that you will use each time you sign in to the portal. **Access codes are required to register for an account, therefore, please keep this letter until you have successfully registered on HPS Online Access.**

A list of Frequently Asked Questions is below for your reference. You may also contact Customer Care for assistance at 888.477.7968 (available Monday -Thursday from 7 a.m. to 8 p.m., Friday from 7 a.m. to 5 p.m. and Saturday from 9 a.m. to 1 p.m. CT) or [customer care@hps.md](mailto:customer care@hps.md).

Sincerely,

Health Payment Systems

## FREQUENTLY ASKED QUESTIONS (FAQs)

- **What if I do not want to register?**  
While you are not required to register, you may still make payments online using the Pay Now feature. You will be unable to view claims information or your SuperEOB.
- **Will I need to register every time I make a payment?**  
You will need to complete the registration process only once. To sign in to HPS Online Access, simply enter your user name and password to access your account.
- **How long does an access code last?**  
Access codes do not expire. If you need assistance, please contact Customer Care. After registering, you may change your password on the Account Settings tab or request a new one by contacting Customer Care.
- **What if I lose or forget my access code?**  
You may request a new access code by calling Customer Care at: 888.477.7968. Access codes may not be distributed over the phone due to compliance with the healthcare industry's HIPAA regulations.
- **How do I link my family's accounts so we have one login for our family?**  
After signing in, you may link the access codes for each family member to easily view all your family's information from one sign in. Accounts may only be linked at the subscriber/dependent level. For privacy reasons, accounts may not be linked between dependent accounts. Contact Customer Care for assistance. Family members have the option of keeping their personal health claims private via their individual access codes by updating the Account Settings page. You will still be able to view summary information for your entire family on the SuperEOB.

Additional FAQs are available within HPS Online Access. To access the FAQs, go to: [onlineaccess.hps.md](https://onlineaccess.hps.md), sign in to your account and select **Help** located on the top left hand corner.

Contact Customer Care for assistance:

**Phone: 888.477.7968**

7 a.m. – 8 p.m. CT (Monday – Thursday)

7 a.m. – 5 p.m. (Friday)

9 a.m. – 1 p.m. (Saturday)

**Email: [customer care@hps.md](mailto:customer care@hps.md)**