

HCOOnline

Dear Health Plan Participant:

HealthComp is excited to provide you with online account access through HCOOnline, our secure online web portal. Your HCOOnline account will allow you to access enrollment and benefit information, view claim history, inquire about a claim, request an ID card, search for participating providers, and much more, 24 hours a day, 7 days a week. It is easy and fast!

Accessing HCOOnline:

- Browse to www.healthcomp.com.
- Click on **Members** after entering website.
- Click on **HCOOnline**.
- Enter your social security number (omitting dashes) in the username field. (Employee's SS#)
- Enter your birth date in the password field. The format is the four-digit year, 2-digit month and 2-digit day. For example, if your birth date is January 5th, 1962, enter 19620105.

HCOOnline Features:

- View Enrollment Information
- Review benefit information
- Access claims history
- View Explanation of Benefits
- Search for a participating provider
- Inquire About a Claim
- Order an ID Card
- Download frequently used forms



Please Note: It is the responsibility of each person to change his or her Username and Password and to keep it confidential. To change your username and/or password, click on **User Account**.

Claims history for each covered individual is available online. Information includes claim number, received date, dates of service, type of service, billed amount, paid amount, and non-paid amount. Diagnosis or sensitive information is not accessible through this feature.

*If you need assistance or have questions,
please contact **HealthComp's** Online Support
at 1-800-442-7247 or hconline@healthcomp.com*