



Dear Health Plan Participant:

HealthComp is excited to provide you with online account access thru **HCOOnline**, our secure online web portal. Your **HCOOnline** account will allow you to access current enrollment, 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!

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

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.

Accessing HCOOnline:

- In Internet Explorer, browse to www.healthcomp.com
- Click on **Members** after entering website
- Click on **HCOOnline** from the drop down menu
- Click **Member** under the **New User Registration**
- Complete **New User Registration**
 - **Verification**
 - Enter your **Social Security Number** (omitting dashes) in the field
 - Date of Birth (MM/DD/YYYY)
 - Home Zip Code (#####)
 - **User Account**
 - Email address
 - Username
 - Password
 - HealthComp Group Number (found on the front side of your HealthComp ID Card)
 - Select security question
 - Answer security question
 - Click **Create New User**
- Go to your email to confirm your registration
- Add hconline@healthcomp.com to your address book to ensure delivery of email notifications

HCOOnline mobile application enables members and providers to access HCOOnline from their smartphone or tablet.

If you require assistance, please contact **HealthComp's** customer service team at: 800.442.7247 or hconline@healthcomp.com

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