




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, 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 
- Electronic EOB notification
- Digital ID Card
- Order an ID Card
- Download frequently used form

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:**

- Open browser and navigate to [www.healthcomp.com](http://www.healthcomp.com)
- Click **Log in to HCOonline**
- To register click **Sign up**, then click **Member**
- 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
    - Select security question
    - Answer security question
    - Click **Next**
- Go to your email to confirm your registration
- Add [hconline@healthcomp.com](mailto:hconline@healthcomp.com) to your address book to ensure delivery of email notifications.

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