Signing up for MDLIVE on your computer

Important: Have your HMA member ID card in hand before you start.

1. Go to [www.accesshma.com](http://www.accesshma.com) and click on the “myHMA Member login” button.

2. Returning users will log directly into their account. First-time users will need to register by clicking on “New Member? Register Now.”

3. After you log into your account, click the “See a Doctor Now with MDLIVE” tile.

4. Complete the Patient Registration section. Be sure to enter your first name, last name and date of birth EXACTLY as they appear on your HMA member ID card.

5. The on-screen instructions will help you through the rest of the process. Once your registration is complete, you will arrive at your personalized welcome screen.

The MDLIVE service is only for eligible health plan members. If you have dependents enrolled on the health plan, you must activate your own MDLIVE account before setting up accounts for your dependents.

You can also sign up for MDLIVE by calling 1-877-596-0967
Signing up for MDLIVE on your mobile device

Important: Have your HMA member ID card in hand before you start.

1. Search for “MDLIVE” and download the app with the red and white MDLIVE logo.

2. After downloading, open the app and click “Create Account” at the bottom of the screen.

3. Complete the Personal Information section.

4. On the bottom of the second Personal Information screen, select the MDLIVE as a Benefit checkbox to state that you receive MDLIVE as a benefit through your employer.

5. Enter Your Employer’s Name where it asks for the Employer, Insurance Provider, or Organization. After you type the first few letters, your employer should appear from a list of choices.

6. On the last registration screen, enter your HMA member ID number where it asks for “Customer ID Number.”

Note: The MDLIVE service is only for eligible health plan members. If you have dependents enrolled on the health plan, you must activate your own MDLIVE account before setting up accounts for your dependents.

7. Once your account is verified, you will arrive at your personalized welcome screen.

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