Member Portal User Guide

November 2023

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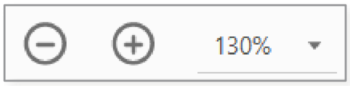
⚠ The information presented in this user guide is for educational purposes only and does not alter or expand the terms of any agreement between you and VBA. To the extent there are any inconsistencies between this presentation and your agreement with VBA, the terms of the written agreement shall control.

About this Guide

Icons Used in Documentation

As you read this document, you will notice the following icons:

Icon	Description
📄	Notes contain additional information to help you complete your work more efficiently.
⚠	Important facts contain critical information that can affect your Member Portal procedures.
↻	Shortcuts contain information about a faster way to accomplish a task.
↻	To increase the viewing size of the information and screen captures in this document, use the zoom feature of Adobe Acrobat Reader. Click the plus (+) sign to increase the viewing size and the minus (-) sign to decrease the viewing size of the documents.



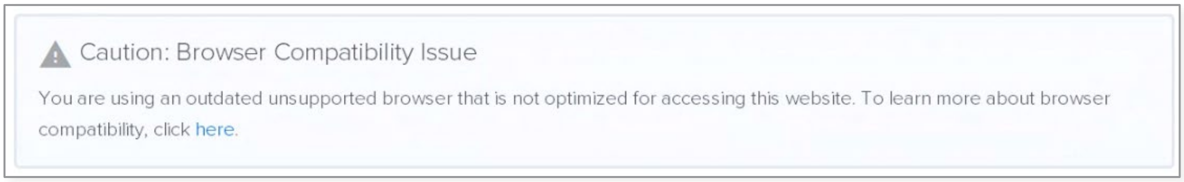
Introduction

Our Member Portal provides a user-friendly, web-based environment that allows you to:

- View Member Information
- Access Your Benefits Summary
- Find a Provider
- Print an ID Card
- View Explanation of Benefits
- Submit Out-of-Network Claims
- Contact Us
- Chat Live

Browser Compatibility

The system will display a Browser Incompatible message when a user is trying to log into the Member Portal using an outdated/unsupported browser.



Caution: Browser Compatibility Issue

You are using an outdated unsupported browser that is not optimized for accessing this website. To learn more about browser compatibility, click here.

🗎 The system will not display the message otherwise.

⚠ The user won't be able to login to the portal without upgrading their browser.

The error message will have a hyperlink (Click Here), that will open a new tab and display a PDF with the following information.

Supported Browsers

VBA monitors and tests browsers to ensure quality and security. Currently, the Member Portal is optimized for the following operating web browsers:

Desktop Browser	Website	Recommended Version(s)	Allowed Version(s)
Google Chrome	https://www.google.com/chrome/	38 and higher	30 and higher
Microsoft Internet Explorer	https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads	11 and higher	11 and higher
Mozilla Firefox	https://www.mozilla.org/en-US/firefox/new/	27 and higher	27 and higher

Determining the Browser You are Using

Follow the directions below or go to https://www.whatismybrowser.com

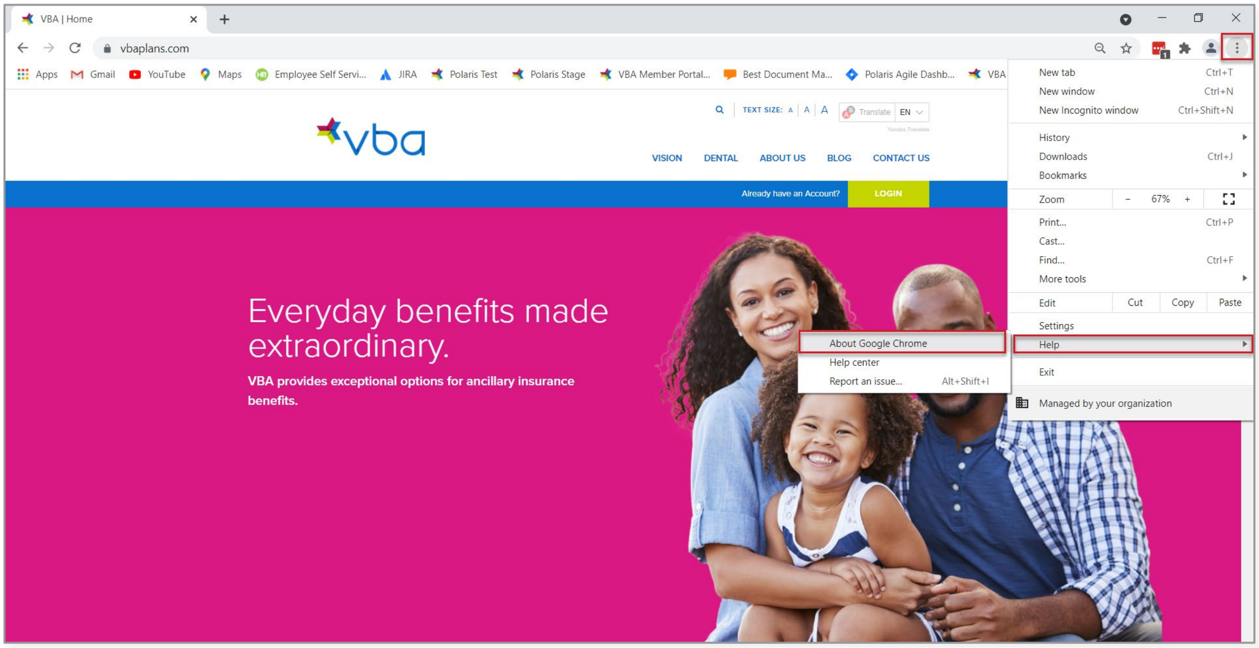
Google Chrome

Open Chrome.

Click **Menu**.

Click **Help**.

Click **About Google Chrome**.

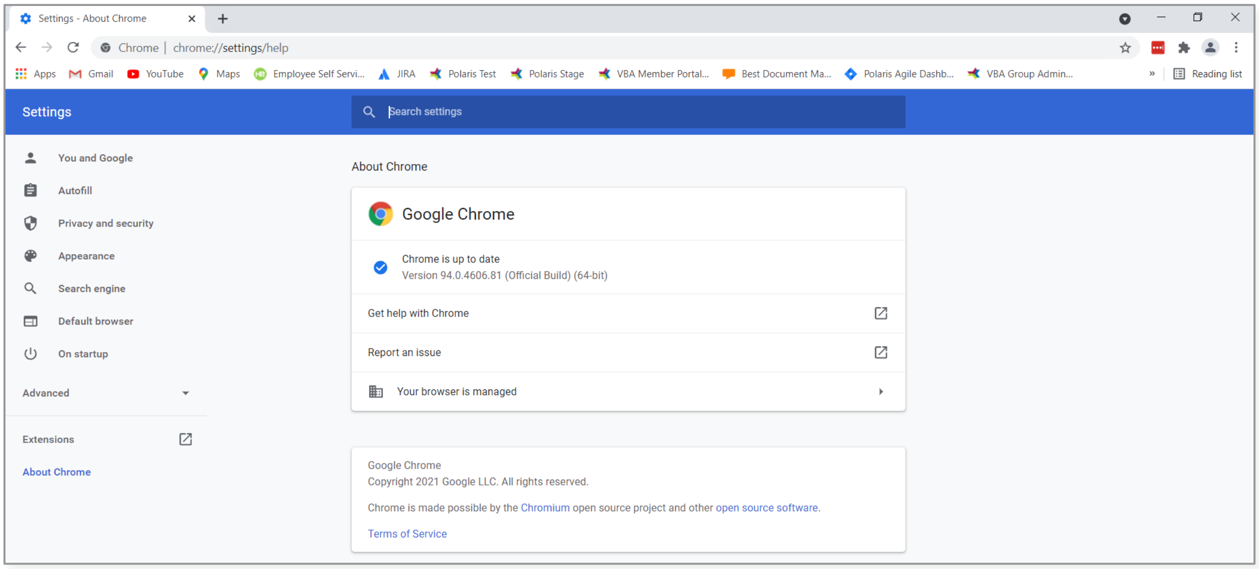


VBA | Home
vbaplans.com
Apps
Gmail
YouTube
Maps
Employee Self Servi...
JIRA
Polaris Test
Polaris Stage
VBA Member Portal...
Best Document Ma...
Polaris Agile Dashb...
VBA
TEXT SIZE: A | A | A
Translate
EN
vba
VISION
DENTAL
ABOUT US
BLOG
CONTACT US
Already have an Account?
LOGIN
New tab Ctrl+T
New window Ctrl+N
New Incognito window Ctrl+Shift+N
History
Downloads Ctrl+J
Bookmarks
Zoom – 67% +
Print... Ctrl+P
Cast...
Find... Ctrl+F
More tools
Edit Cut Copy Paste
Settings
Help
Exit
Managed by your organization
About Google Chrome
Help center
Report an issue... Alt+Shift+I

Everyday benefits made extraordinary.

VBA provides exceptional options for ancillary insurance benefits.

A new window will open. Chrome will begin checking for updates and downloading them automatically.



Settings - About Chrome
Chrome | chrome://settings/help
Apps
Gmail
YouTube
Maps
Employee Self Servi...
JIRA
Polaris Test
Polaris Stage
VBA Member Portal...
Best Document Ma...
Polaris Agile Dashb...
VBA Group Admin...
Reading list
Settings
Search settings
You and Google
Autofill
Privacy and security
Appearance
Search engine
Default browser
On startup
Advanced
Extensions
About Chrome
Get help with Chrome
Report an issue
Your browser is managed

About Chrome

Google Chrome

Chrome is up to date
Version 94.0.4606.81 (Official Build) (64-bit)

Google Chrome
Copyright 2021 Google LLC. All rights reserved.

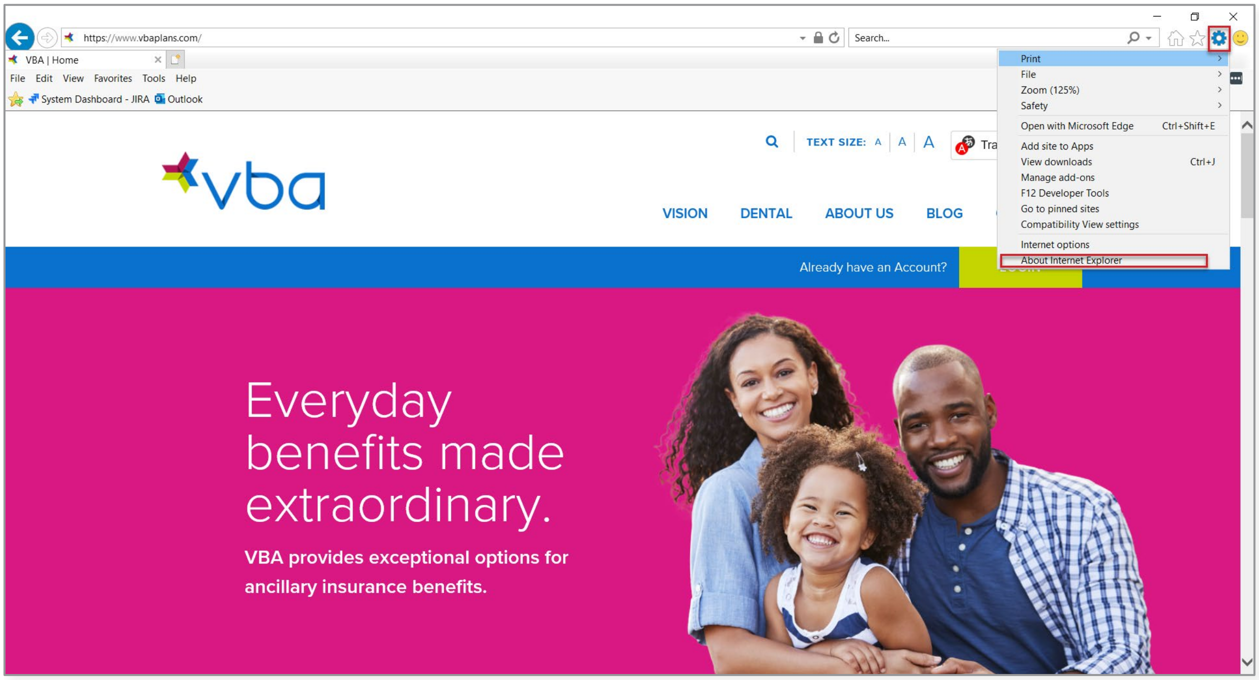
Chrome is made possible by the Chromium open source project and other open source software.

Terms of Service

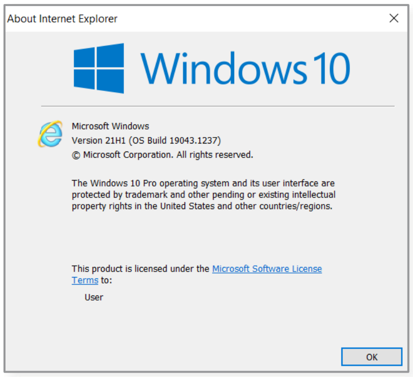
Microsoft Internet Explorer
Open Internet Explorer.

Click Tools.

Click About Internet Explorer.


https://www.vbaplans.com/
Search...
VBA | Home
File Edit View Favorites Tools Help
System Dashboard - JIRA
Outlook
Print
File
Zoom (125%)
Safety
Open with Microsoft Edge Ctrl+Shift+E
Add site to Apps
View downloads Ctrl+J
Manage add-ons
F12 Developer Tools
Go to pinned sites
Compatibility View settings
Internet options
About Internet Explorer
TEXT SIZE: A A A
vba
VISION
DENTAL
ABOUT US
BLOG
Already have an Account?
Everyday benefits made extraordinary.
VBA provides exceptional options for ancillary insurance benefits.

A pop-up box with the version number appears on the screen.


About Internet Explorer

Windows 10

Microsoft Windows
Version 21H1 (OS Build 19043.1237)
© Microsoft Corporation. All rights reserved.

The Windows 10 Pro operating system and its user interface are protected by trademark and other pending or existing intellectual property rights in the United States and other countries/regions.

This product is licensed under the Microsoft Software License Terms to:

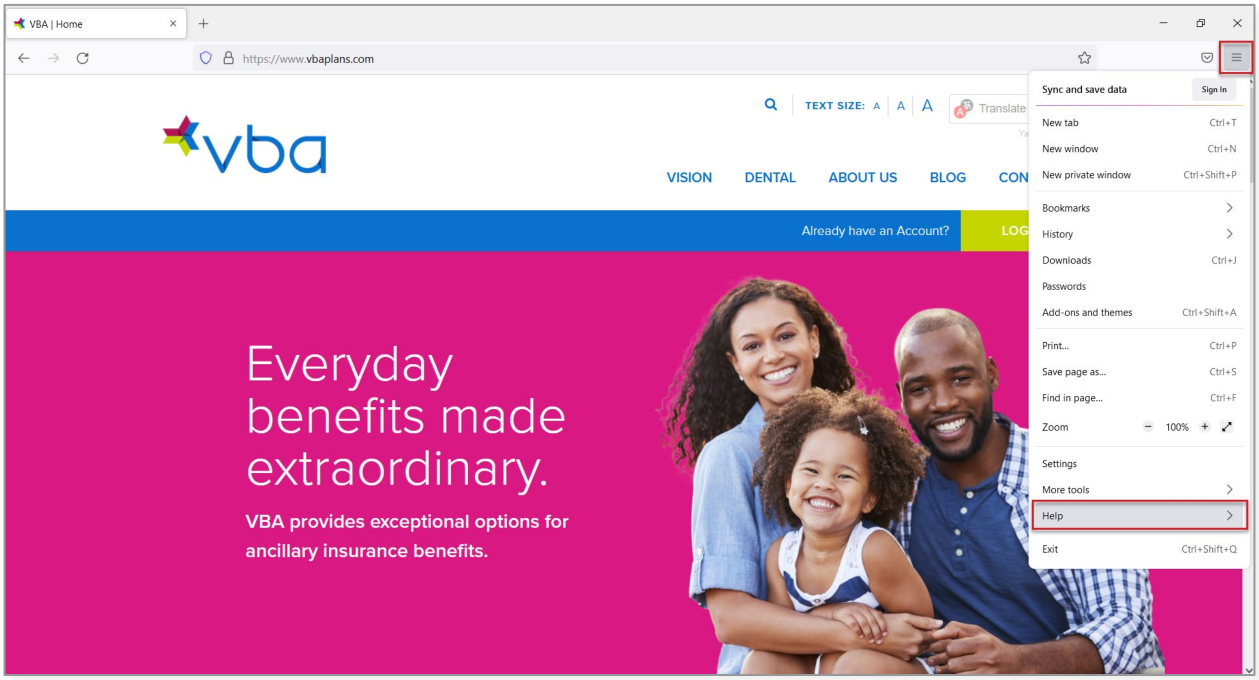
User

Mozilla Firefox

Open Firefox.

Click **Menu**.

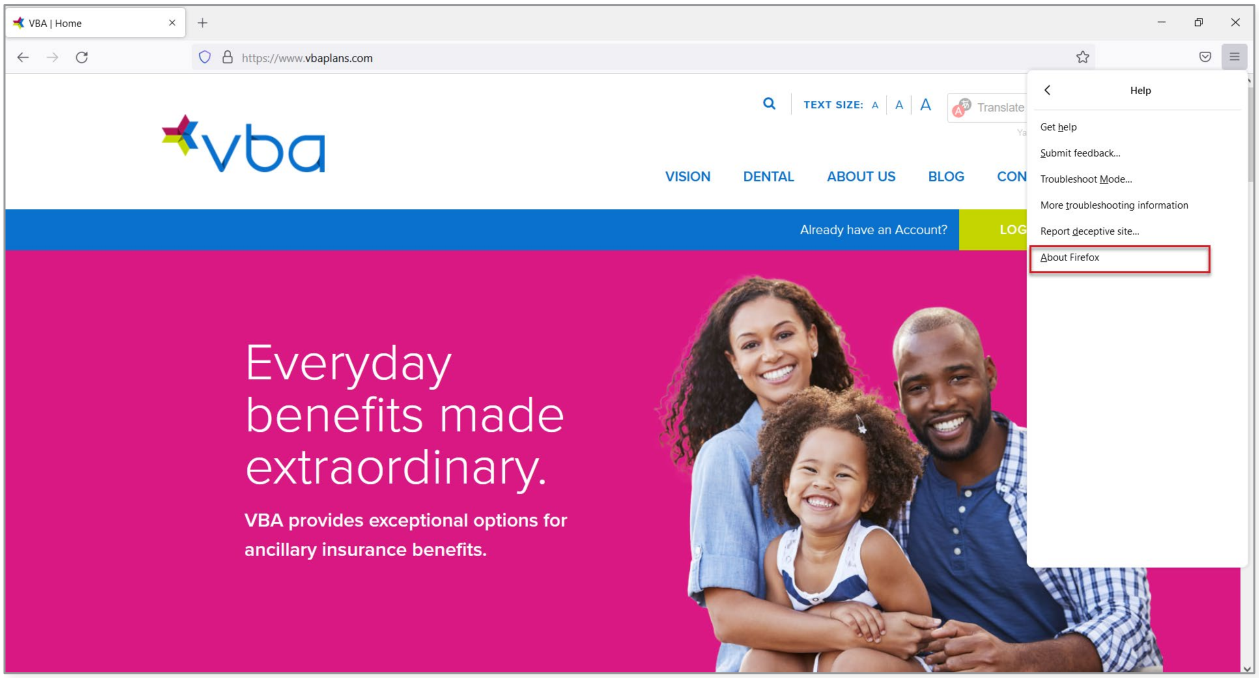
Click **Help**.


VBA | Home
https://www.vbaplans.com
TEXT SIZE: A A A
Translate
VISION
DENTAL
ABOUT US
BLOG
CON
Already have an Account?
LOG
Sync and save data
Sign In
New tab Ctrl+T
New window Ctrl+N
New private window Ctrl+Shift+P
Bookmarks
History
Downloads Ctrl+J
Passwords
Add-ons and themes Ctrl+Shift+A
Print... Ctrl+P
Save page as... Ctrl+S
Find in page... Ctrl+F
Zoom 100%
Settings
More tools
Help
Exit Ctrl+Shift+Q

Everyday benefits made extraordinary.

VBA provides exceptional options for ancillary insurance benefits.

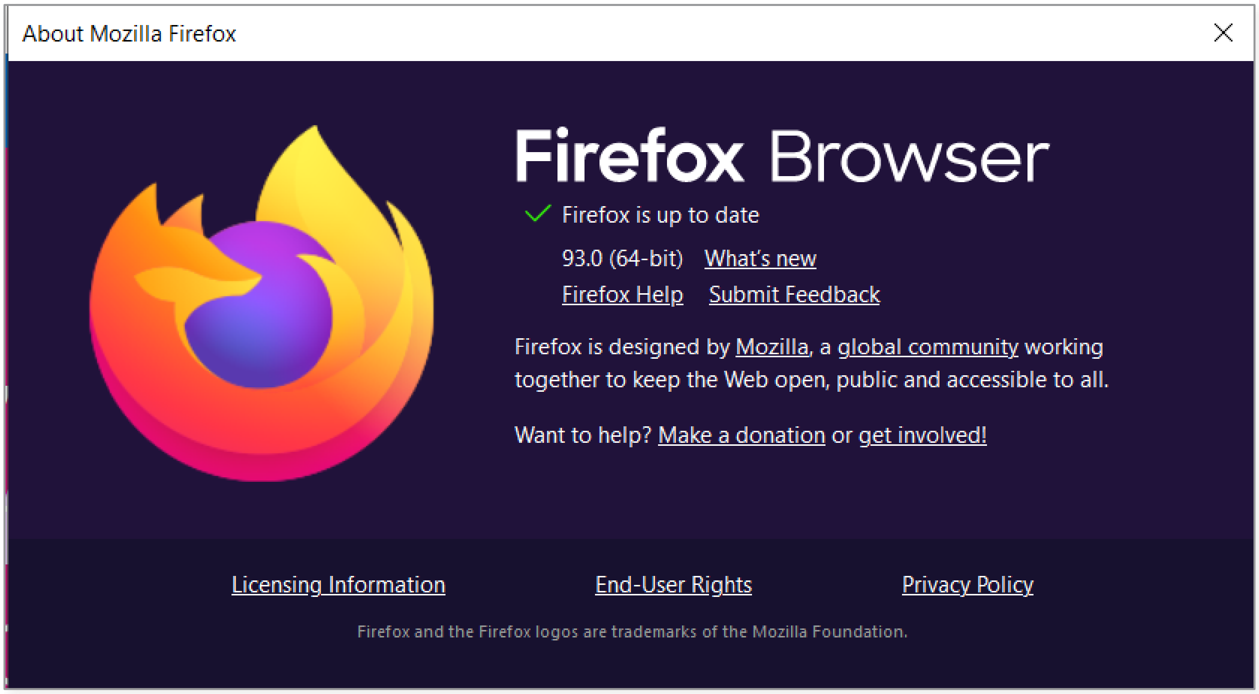
Click **About Firefox**.


VBA | Home
https://www.vbaplans.com
TEXT SIZE: A A A
Translate
VISION
DENTAL
ABOUT US
BLOG
CON
Already have an Account?
LOG
Help
Get help
Submit feedback...
Troubleshoot Mode...
More troubleshooting information
Report deceptive site...
About Firefox

Everyday benefits made extraordinary.

VBA provides exceptional options for ancillary insurance benefits.

A pop-up box will open. Firefox will begin checking for updates and downloading them automatically.



Firefox is up to date

93.0 (64-bit)

Firefox is designed by Mozilla, a global community working together to keep the Web open, public and accessible to all.

Want to help? Make a donation or get involved!

Firefox and the Firefox logos are trademarks of the Mozilla Foundation.

Updating Your Browser

Users should check with their system administrator or IT department prior to making any updates or changes to their system.

Google Chrome

See *Google Chrome* under *Determining the Browser You Are Using*.

Microsoft Internet Explorer

Updating Internet Explorer is dependent upon which Windows Operating System is in use on the computer. Go to https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads for more information.

Mozilla Firefox

In most cases - actually, unless you have specifically disabled it - Firefox will check for updates every couple of hours and automatically update itself.

If you are being told that Firefox is out of date, then in most cases you just need to wait a few hours and Firefox will auto update itself.

If this doesn't occur, it's possible that:

- Your computer's firewall is preventing Firefox from checking if there are updates.
- Your employer has blocked Firefox from auto-updating.
- You (or someone else) has configured your Firefox to not auto-update.

Clearing Your Web Browser's Cache, Cookies and History

You should clear your web browser's cache, cookies and history periodically to prevent or resolve performance problems.

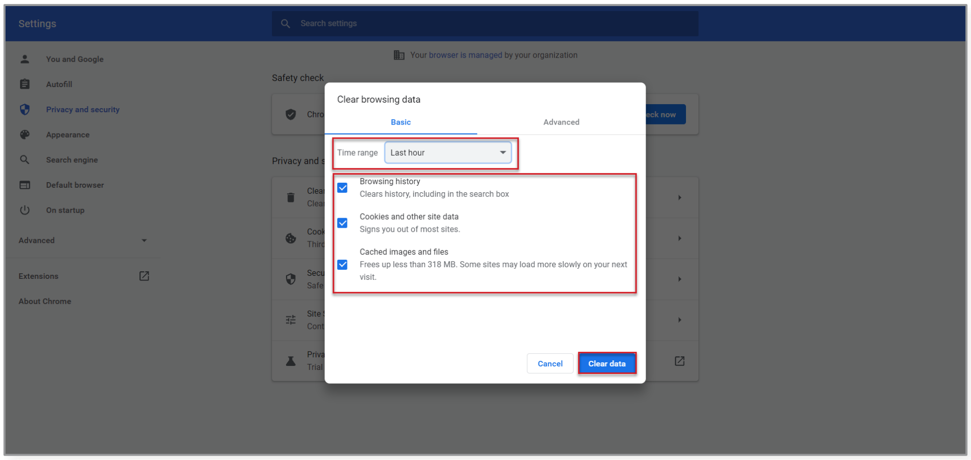
Google Chrome

Open Chrome.

Press **Ctrl-Shift-Delete**.

From the **Time range drop-down menu**, you can choose the time period that you want to clear cached information for. To clear your entire cache, select **All time**.

Click **Clear Data**.



Clear browsing data

Time range: Last hour

☑ Browsing history
Clears history, including in the search box

☑ Cookies and other site data
Signs you out of most sites.

☑ Cached images and files
Frees up less than 318 MB. Some sites may load more slowly on your next visit.

Settings
Search settings
Your browser is managed by your organization
You and Google
Autofill
Privacy and security
Appearance
Search engine
Default browser
On startup
Advanced
Extensions
About Chrome
Safety check
Privacy and s
Basic
Advanced
Cancel
Clear data

Exit/quit all browser windows and re-open the browser.

Microsoft Internet Explorer

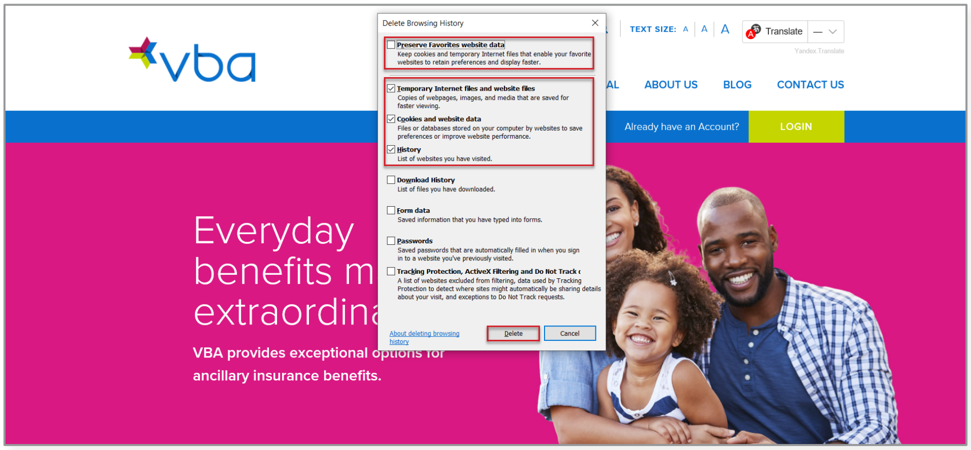
Open Internet Explorer.

Press **Ctrl-Shift-Delete**.

Deselect **Preserve Favorites website data**, and select:

- **Temporary Internet files** or **Temporary Internet files and website files**
- **Cookies** or **Cookies and website data**
- **History**

Click **Delete**.


vba
TEXT SIZE: A A A
Translate
Yandex.Translate
ABOUT US
BLOG
CONTACT US
Already have an Account?
LOGIN
Everyday benefits m
extraordina
VBA provides exceptional options for ancillary insurance benefits.

Delete Browsing History

☐ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☑ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.

☑ **Cookies and website data**
Files or databases stored on your computer by websites to save preferences or improve website performance.

☑ **History**
List of websites you have visited.

☐ **Download History**
List of files you have downloaded.

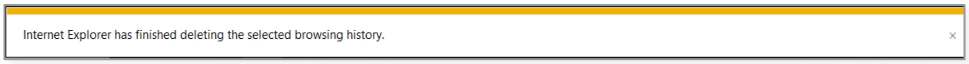
☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **Tracking Protection, ActiveX Filtering and Do Not Track c**
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

About deleting browsing history
Delete
Cancel

You will see a confirmation at the bottom of the window when the process is complete.


Internet Explorer has finished deleting the selected browsing history.

Exit/quit all browser windows and re-open the browser.

Mozilla Firefox

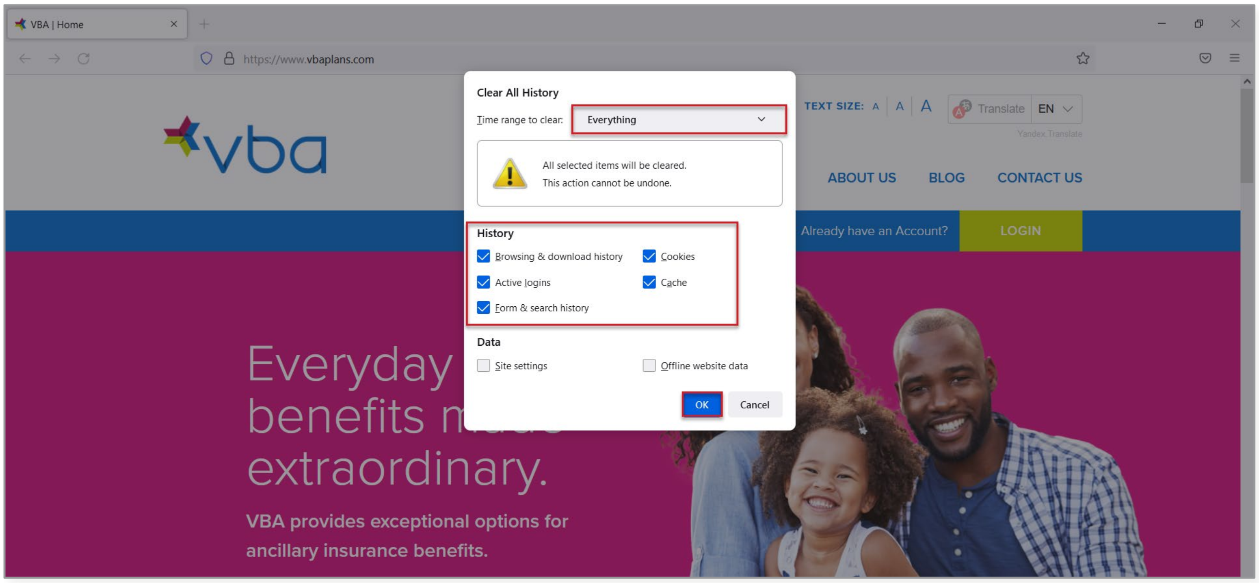
Open Mozilla Firefox.

Press **Ctrl-Shift-Delete**.

From the **Time range to clear: drop-down menu**, select the desired range; to clear your entire cache, select **Everything**.

Choose which elements of the history to clear; to clear your entire cache, select **all items**.

Click **OK**.


VBA | Home
https://www.vbaplans.com
vba
TEXT SIZE: A A A
Translate
EN
Yandex.Translate
ABOUT US
BLOG
CONTACT US
Already have an Account?
LOGIN
Everyday benefits m
extraordinary.
VBA provides exceptional options for ancillary insurance benefits.

Clear All History

Time range to clear: Everything

All selected items will be cleared.
This action cannot be undone.

History
☑ Browsing & download history
☑ Cookies
☑ Active logins
☑ Cache
☑ Form & search history

Data
☐ Site settings
☐ Offline website data

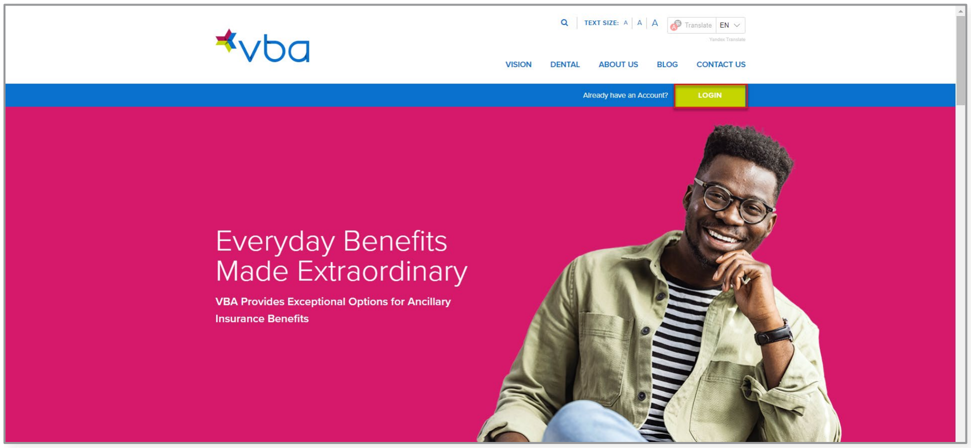
OK
Cancel

Exit/quit all browser windows and re-open the browser.

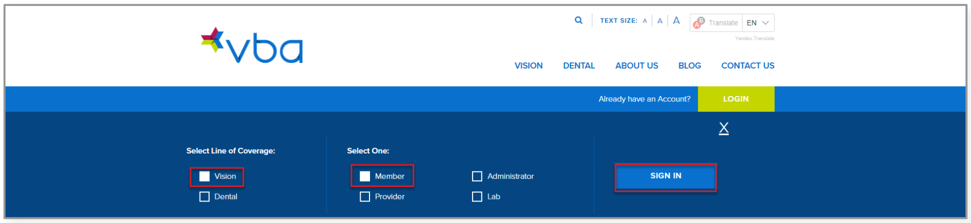
Logging In/Out

Registering Your Account

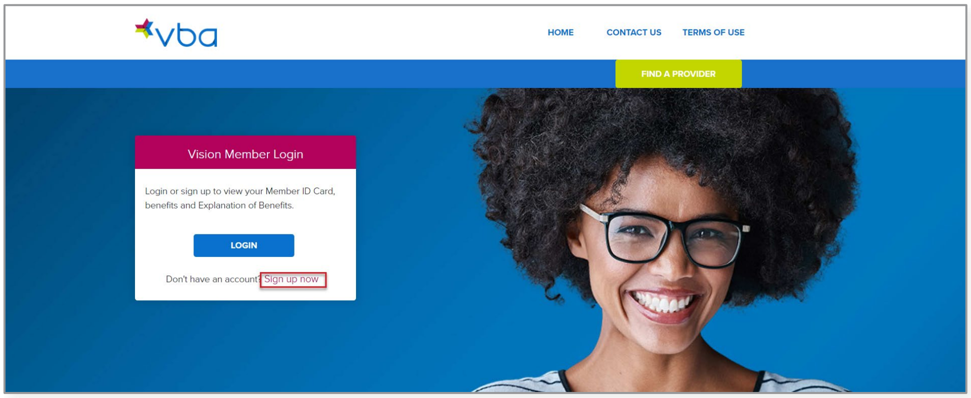
Go to **www.vbaplans.com**, then click **LOGIN**.


TEXT SIZE: A A A
Translate
EN
VISION
DENTAL
ABOUT US
BLOG
CONTACT US
Already have an Account?
LOGIN
Everyday Benefits
Made Extraordinary
VBA Provides Exceptional Options for Ancillary Insurance Benefits

Select **Vision**, then **Member**, then click **SIGN IN**.


TEXT SIZE: A A A
Translate
EN
VISION
DENTAL
ABOUT US
BLOG
CONTACT US
Already have an Account?
LOGIN
X
Select Line of Coverage:
☐ Vision
☐ Dental
Select One:
☐ Member
☐ Administrator
☐ Provider
☐ Lab
SIGN IN

To register your account, click **Sign up now.**


HOME
CONTACT US
TERMS OF USE
FIND A PROVIDER
Vision Member Login

Login or sign up to view your Member ID Card, benefits and Explanation of Benefits.

LOGIN

Don't have an account? Sign up now

Enter the **Policyholder's Email** address.

⚠ Each policyholder may only register their account with one email address. If your covered dependents need to access the VBA Member Portal, they must enter the registered email address and One-Time Code sent to the same email address to login.

Enter the **Policyholder's Birth Date** (in MM/DD/YYY format).

Enter the **Policyholder's Zip Code**.

Enter the **last 4- digits of the Policyholder's Social Security Number** or Member ID provided by the group.

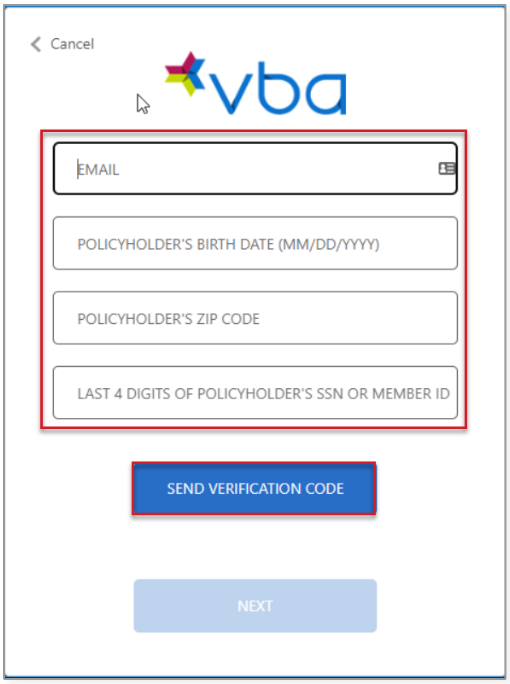
Click **Send Verification Code**.

⚠ The combination of Policyholder's Birth Date, Zip Code and last 4 digits of their Social Security Number or Member ID must match for a user to be able to log in.

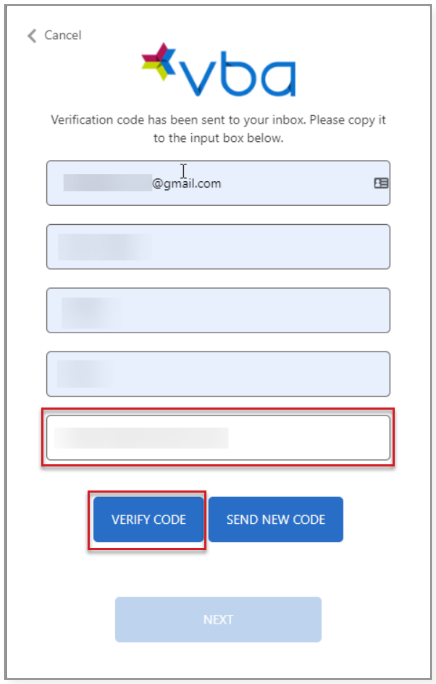
VBA receives member name, address and date of birth from the employer.

- If your information is incorrect, please contact the employer's benefits administrator or human resources department.
- All changes to your information must be made by the employer's benefits administrator or human resources department.

⚠ Access and use of this portal by and through any third-party software applications or services is strictly prohibited without the express written consent of VBA. VBA may suspend or terminate your access to these online services at any time, for any reason or for no reason at all. If you experience a disruption in service due to the unauthorized access or misuse of this portal, contact us.


Cancel
vba
EMAIL
POLICYHOLDER'S BIRTH DATE (MM/DD/YYYY)
POLICYHOLDER'S ZIP CODE
LAST 4 DIGITS OF POLICYHOLDER'S SSN OR MEMBER ID
SEND VERIFICATION CODE
NEXT

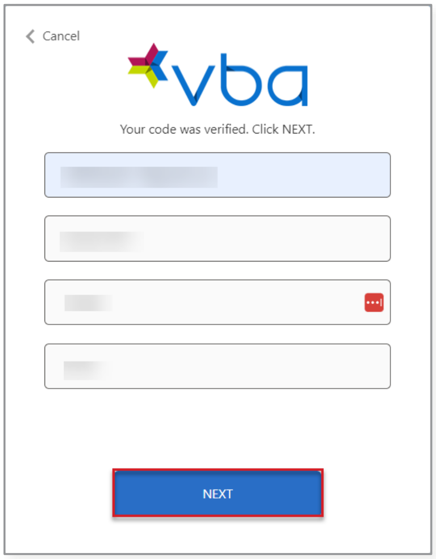
Enter the **code** sent to the email address you entered, then click **Verify Code**.



Verification code has been sent to your inbox. Please copy it to the input box below.

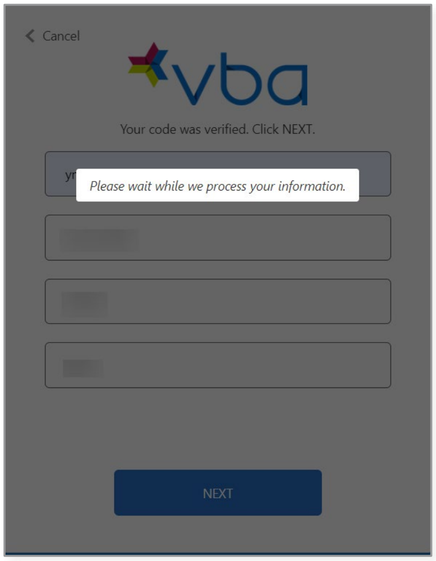
Cancel
@gmail.com
VERIFY CODE
SEND NEW CODE
NEXT

Click **Next**.



Your code was verified. Click NEXT.

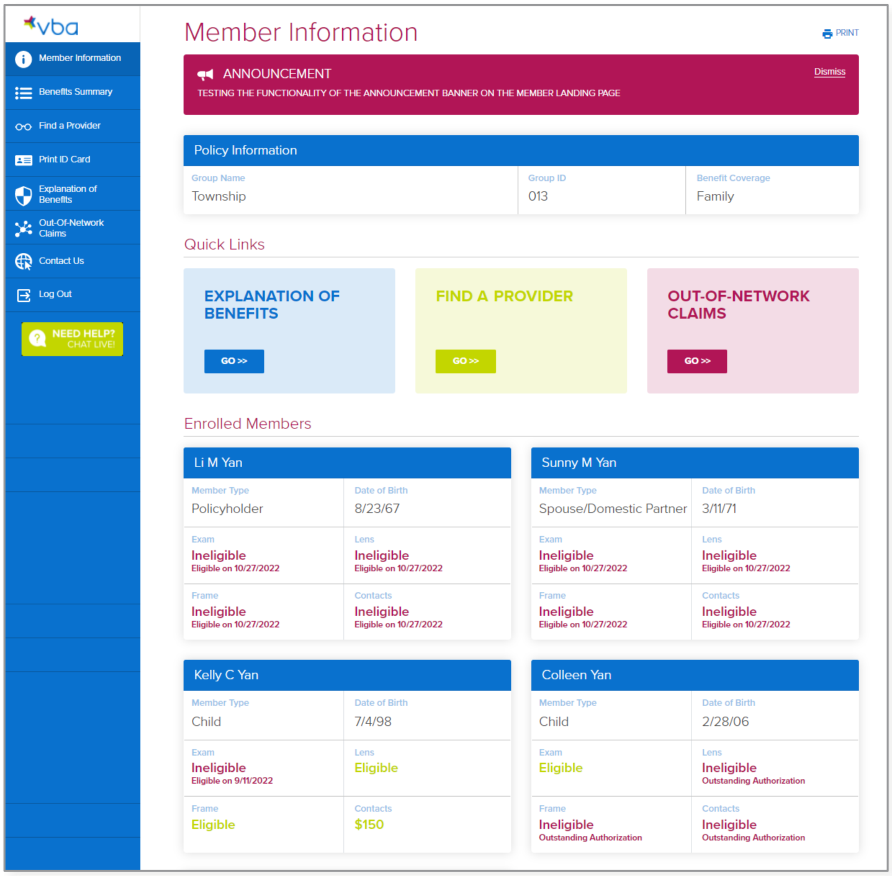
Cancel
NEXT


Cancel
NEXT

Your code was verified. Click NEXT.

Please wait while we process your information.

The **policyholder's page loads** with all the correct member information.


Member Information
Benefits Summary
Find a Provider
Print ID Card
Explanation of Benefits
Out-Of-Network Claims
Contact Us
Log Out
NEED HELP? CHAT LIVE!
PRINT
Dismiss
EXPLANATION OF BENEFITS
GO >>
FIND A PROVIDER
GO >>
OUT-OF-NETWORK CLAIMS
GO >>

Member Information

ANNOUNCEMENT

TESTING THE FUNCTIONALITY OF THE ANNOUNCEMENT BANNER ON THE MEMBER LANDING PAGE

Policy Information

Group Name	Group ID	Benefit Coverage
Township	013	Family

Quick Links

Enrolled Members

Li M Yan

Member Type	Date of Birth
Policyholder	8/23/67
Exam Ineligible Eligible on 10/27/2022	Lens Ineligible Eligible on 10/27/2022
Frame Ineligible Eligible on 10/27/2022	Contacts Ineligible Eligible on 10/27/2022

Sunny M Yan

Member Type	Date of Birth
Spouse/Domestic Partner	3/11/71
Exam Ineligible Eligible on 10/27/2022	Lens Ineligible Eligible on 10/27/2022
Frame Ineligible Eligible on 10/27/2022	Contacts Ineligible Eligible on 10/27/2022

Kelly C Yan

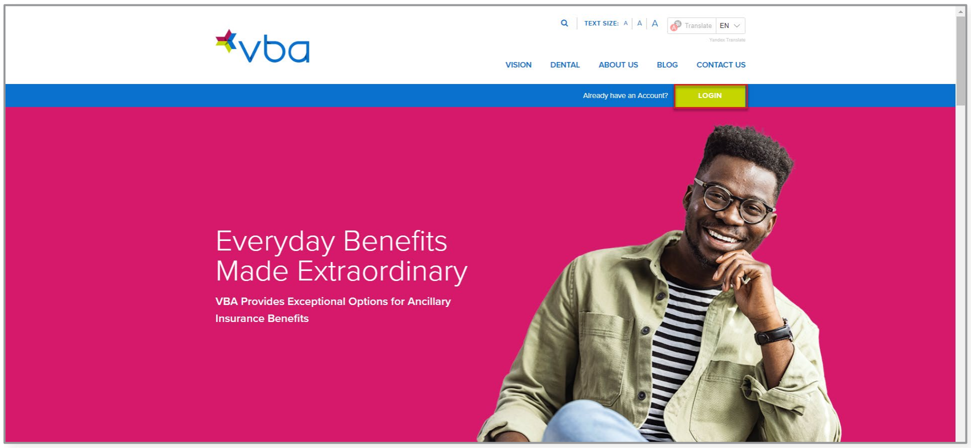
Member Type	Date of Birth
Child	7/4/98
Exam Ineligible Eligible on 9/11/2022	Lens Eligible
Frame Eligible	Contacts $150

Colleen Yan

Member Type	Date of Birth
Child	2/28/06
Exam Eligible	Lens Ineligible Outstanding Authorization
Frame Ineligible Outstanding Authorization	Contacts Ineligible Outstanding Authorization

Logging In After Registering

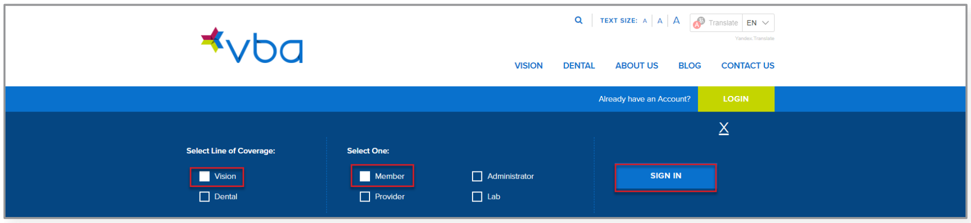
Go to **www.vbaplans.com**, then click **LOGIN**.


vba
TEXT SIZE: A A A
Translate EN
VISION
DENTAL
ABOUT US
BLOG
CONTACT US
Already have an Account?
LOGIN

Everyday Benefits Made Extraordinary

VBA Provides Exceptional Options for Ancillary Insurance Benefits

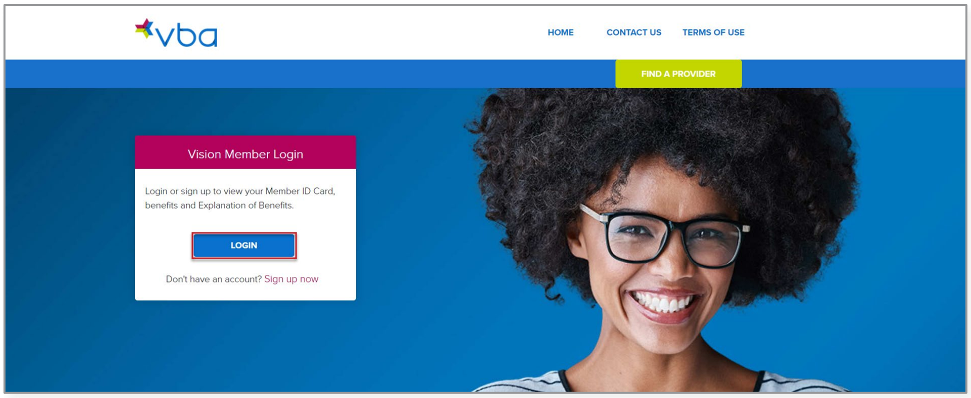
Select **Vision**, then **Member**, then click **SIGN IN**.


vba
TEXT SIZE: A A A
Translate EN
VISION
DENTAL
ABOUT US
BLOG
CONTACT US
Already have an Account?
LOGIN
X
SIGN IN

Select Line of Coverage:
☐ Vision
☐ Dental

Select One:
☐ Member
☐ Administrator
☐ Provider
☐ Lab

Click **Login.**

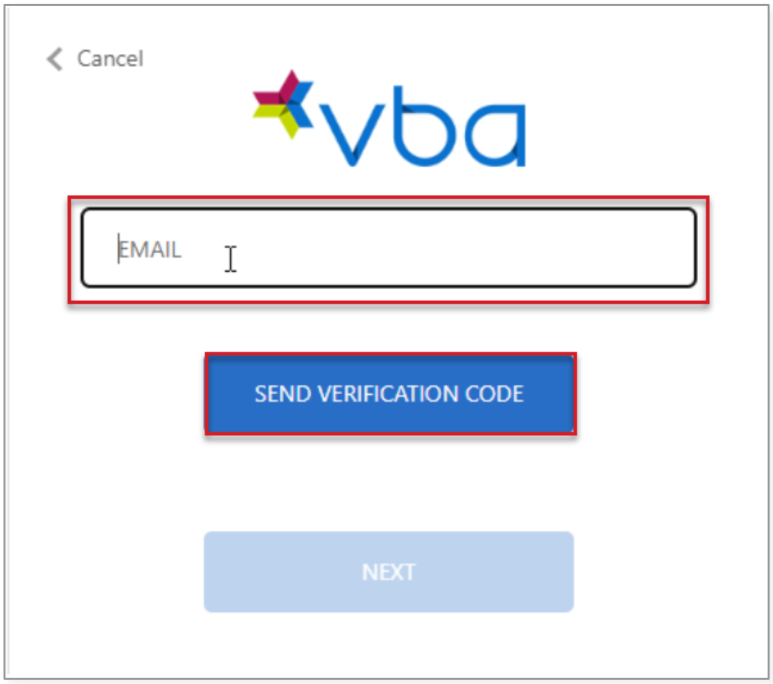

vba
HOME
CONTACT US
TERMS OF USE
FIND A PROVIDER
LOGIN

Vision Member Login

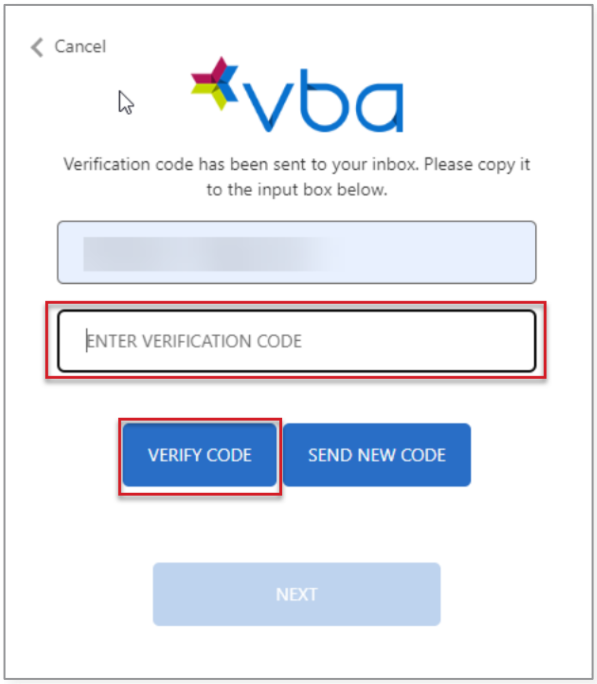
Login or sign up to view your Member ID Card, benefits and Explanation of Benefits.

Don't have an account? Sign up now

Enter the **policyholder's email address**, then click **Send Verification Code**.

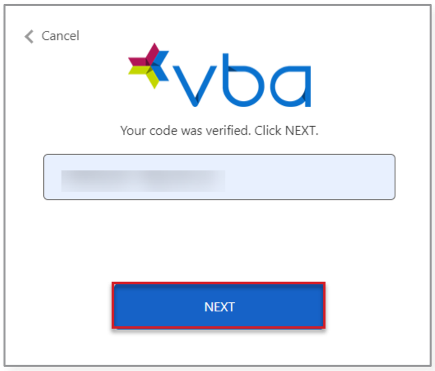

Cancel
vba
EMAIL
SEND VERIFICATION CODE
NEXT

Enter the **code** sent to the email address you entered, then click **Verify Code**.


Cancel
vba
ENTER VERIFICATION CODE
VERIFY CODE
SEND NEW CODE
NEXT

Verification code has been sent to your inbox. Please copy it to the input box below.

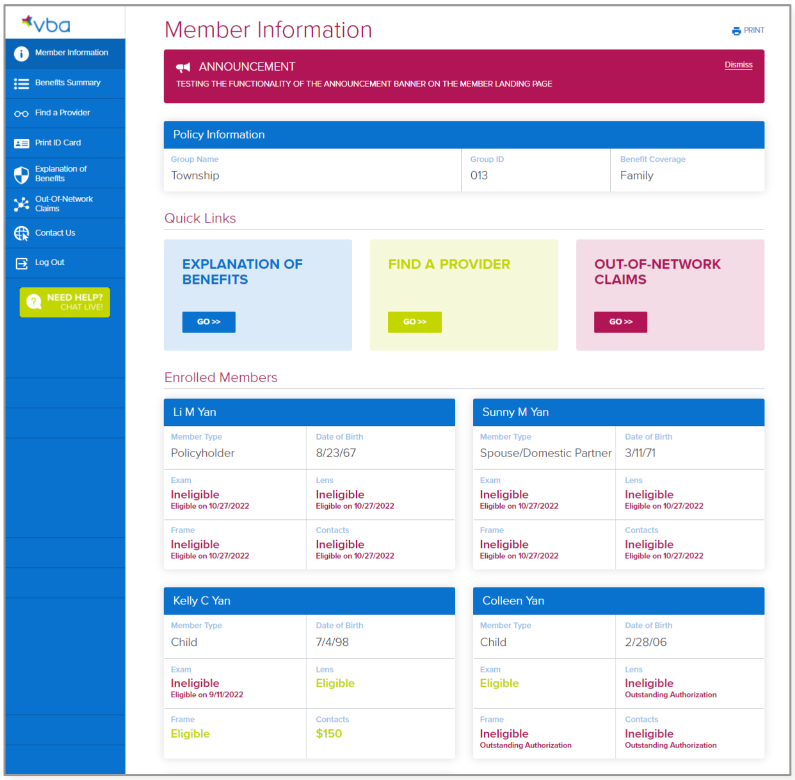
Click **Next**.


Cancel
NEXT

Your code was verified. Click NEXT.

[redacted]

The **policyholder's page loads** with all the correct member information.


Member Information
Benefits Summary
Find a Provider
Print ID Card
Explanation of Benefits
Out-Of-Network Claims
Contact Us
Log Out
NEED HELP? CHAT LIVE!
PRINT
Dismiss
EXPLANATION OF BENEFITS
GO >>
FIND A PROVIDER
GO >>
OUT-OF-NETWORK CLAIMS
GO >>

Member Information

ANNOUNCEMENT

TESTING THE FUNCTIONALITY OF THE ANNOUNCEMENT BANNER ON THE MEMBER LANDING PAGE

Policy Information

Group Name	Group ID	Benefit Coverage
Township	013	Family

Quick Links

Enrolled Members

Li M Yan

Member Type	Date of Birth
Policyholder	8/23/67
Exam Ineligible Eligible on 10/27/2022	Lens Ineligible Eligible on 10/27/2022
Frame Ineligible Eligible on 10/27/2022	Contacts Ineligible Eligible on 10/27/2022

Sunny M Yan

Member Type	Date of Birth
Spouse/Domestic Partner	3/11/71
Exam Ineligible Eligible on 10/27/2022	Lens Ineligible Eligible on 10/27/2022
Frame Ineligible Eligible on 10/27/2022	Contacts Ineligible Eligible on 10/27/2022

Kelly C Yan

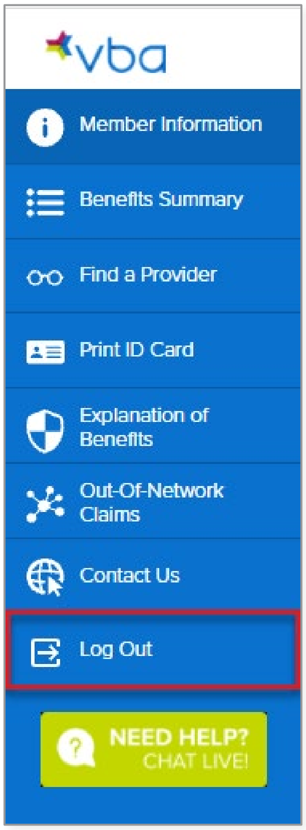
Member Type	Date of Birth
Child	7/4/98
Exam Ineligible Eligible on 9/11/2022	Lens Eligible
Frame Eligible	Contacts $150

Colleen Yan

Member Type	Date of Birth
Child	2/28/06
Exam Eligible	Lens Ineligible Outstanding Authorization
Frame Ineligible Outstanding Authorization	Contacts Ineligible Outstanding Authorization

Logging Out

To log out, click **Log Out** in the left navigation.

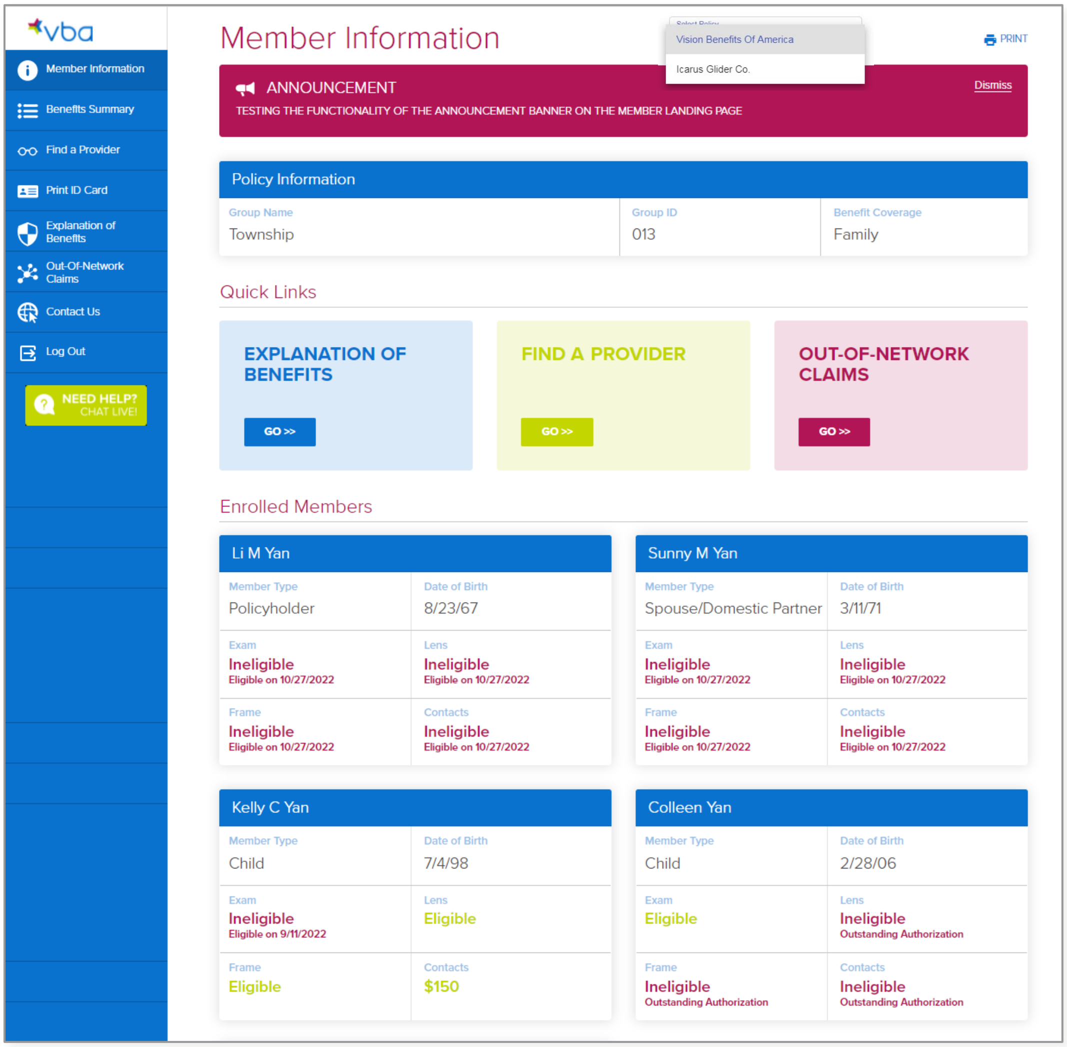

vba
Member Information
Benefits Summary
Find a Provider
Print ID Card
Explanation of Benefits
Out-Of-Network Claims
Contact Us
Log Out
NEED HELP?
CHAT LIVE!

View Member Information

The Member Information page provides a snapshot of eligibility based on the plan's requirements, as well as quick links to other important Member Portal functions.

The screen is broken down as follows:

- If the policyholder is associated with more than one policy, a drop-down box appears at the top of the screen to allow the user to select which policy they want to reference.
- Important announcements are displayed in the top banner. Click **Dismiss** after you have read the announcement to remove it from your page view.
- Policy Information provides the member's Group Name, Group ID and Benefit Coverage details.
- Quick Links provide navigational shortcuts to featured pages.
- Enrolled Members provides detailed eligibility information for each active person enrolled under the policyholder's plan.


vba
Member Information
Benefits Summary
Find a Provider
Print ID Card
Explanation of Benefits
Out-Of-Network Claims
Contact Us
Log Out
NEED HELP? CHAT LIVE!
Select Policy
Vision Benefits Of America
Icarus Glider Co.
PRINT
Dismiss
GO >>
GO >>
GO >>

Member Information

ANNOUNCEMENT

TESTING THE FUNCTIONALITY OF THE ANNOUNCEMENT BANNER ON THE MEMBER LANDING PAGE

Policy Information

Group Name	Group ID	Benefit Coverage
Township	013	Family

Quick Links

EXPLANATION OF BENEFITS

FIND A PROVIDER

OUT-OF-NETWORK CLAIMS

Enrolled Members

Li M Yan

Member Type	Date of Birth
Policyholder	8/23/67
Exam	**Lens**
Ineligible Eligible on 10/27/2022	Ineligible Eligible on 10/27/2022
Frame	**Contacts**
Ineligible Eligible on 10/27/2022	Ineligible Eligible on 10/27/2022

Sunny M Yan

Member Type	Date of Birth
Spouse/Domestic Partner	3/11/71
Exam	**Lens**
Ineligible Eligible on 10/27/2022	Ineligible Eligible on 10/27/2022
Frame	**Contacts**
Ineligible Eligible on 10/27/2022	Ineligible Eligible on 10/27/2022

Kelly C Yan

Member Type	Date of Birth
Child	7/4/98
Exam	**Lens**
Ineligible Eligible on 9/11/2022	Eligible
Frame	**Contacts**
Eligible	$150

Colleen Yan

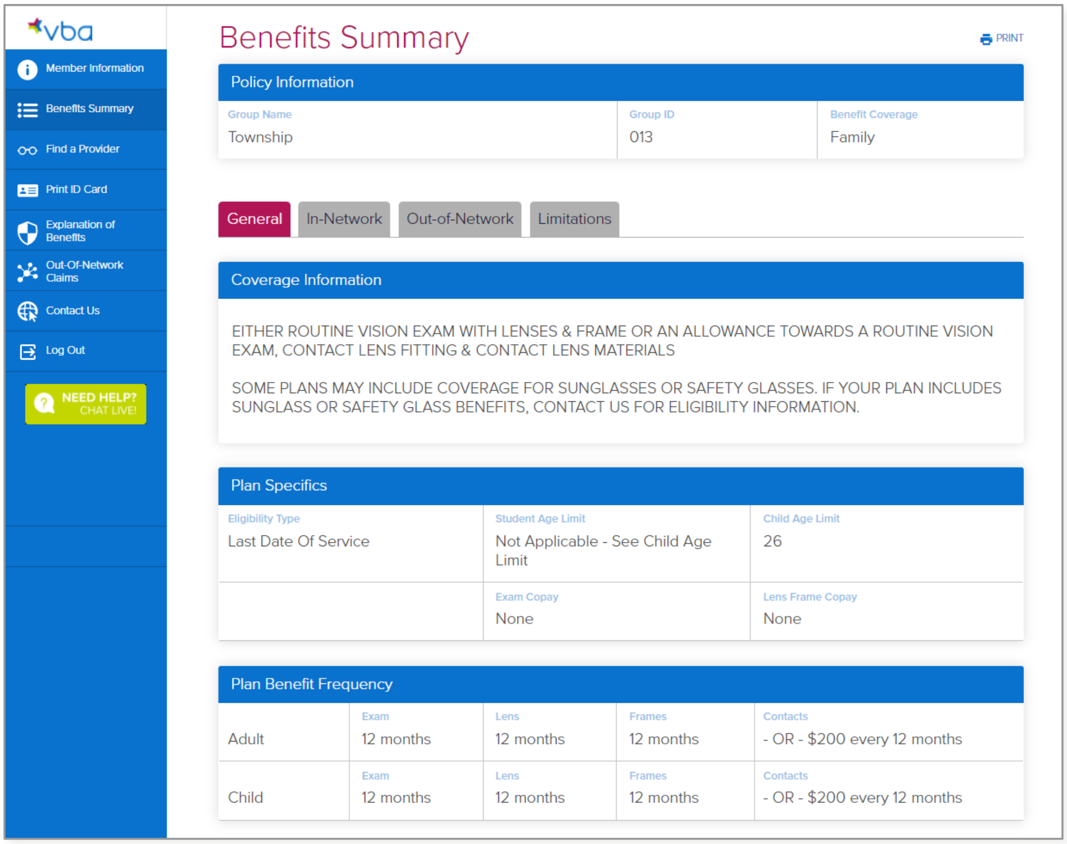
Member Type	Date of Birth
Child	2/28/06
Exam	**Lens**
Eligible	Ineligible Outstanding Authorization
Frame	**Contacts**
Ineligible Outstanding Authorization	Ineligible Outstanding Authorization

Access Your Benefits Summary

This page describes the member's general and detailed plan/coverage information across four different tabs:

- **General** – provides coverage information, plan specifics and plan benefit frequency.
- **In-Network** – provides detailed fully- and partially-covered services and materials.
- **Out-of-Network** – provides coverage information for Out-of-Network services and materials.
- **Limitations** – provides details on non-covered services and materials, as well as plan terms and conditions.

General


Member Information
Benefits Summary
Find a Provider
Print ID Card
Explanation of Benefits
Out-Of-Network Claims
Contact Us
Log Out
NEED HELP? CHAT LIVE!
PRINT
General
In-Network
Out-of-Network
Limitations

Benefits Summary

Policy Information

Group Name	Group ID	Benefit Coverage
Township	013	Family

Coverage Information

EITHER ROUTINE VISION EXAM WITH LENSES & FRAME OR AN ALLOWANCE TOWARDS A ROUTINE VISION EXAM, CONTACT LENS FITTING & CONTACT LENS MATERIALS

SOME PLANS MAY INCLUDE COVERAGE FOR SUNGLASSES OR SAFETY GLASSES. IF YOUR PLAN INCLUDES SUNGLASS OR SAFETY GLASS BENEFITS, CONTACT US FOR ELIGIBILITY INFORMATION.

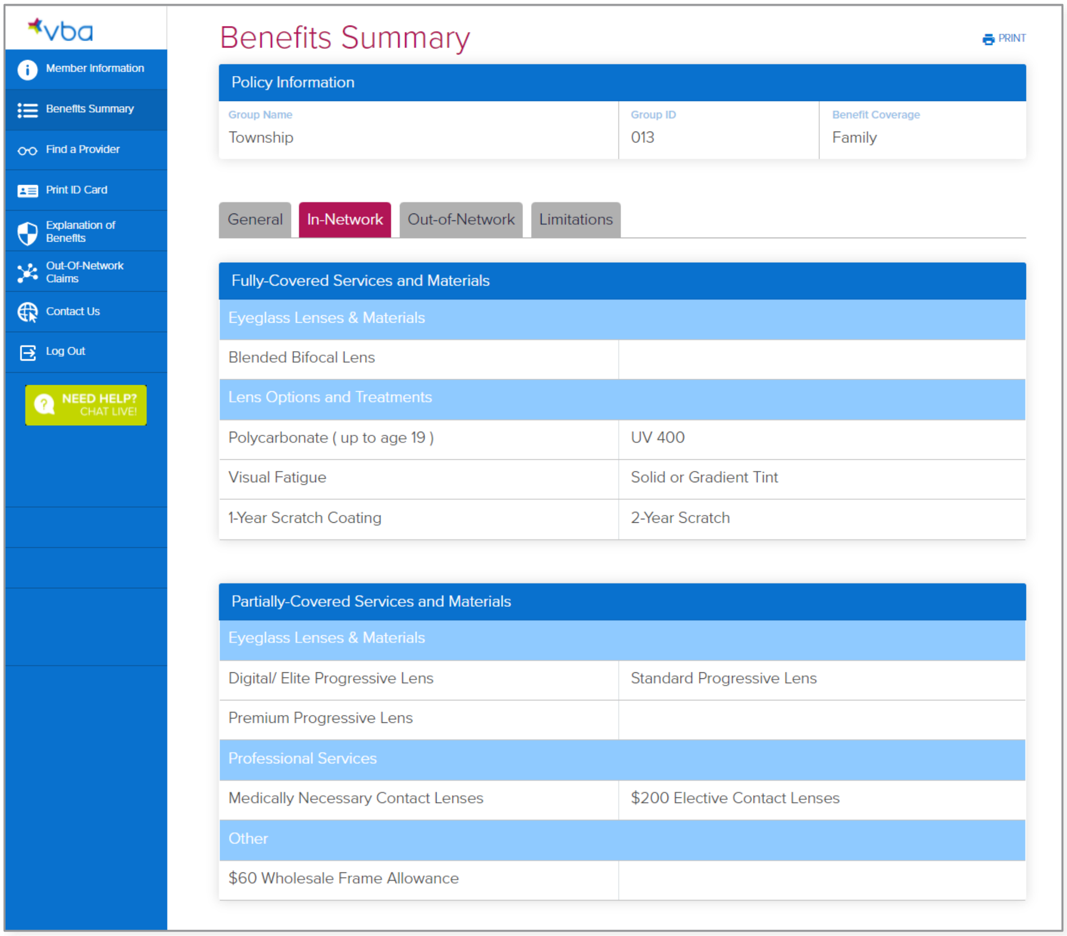
Plan Specifics

Eligibility Type	Student Age Limit	Child Age Limit
Last Date Of Service	Not Applicable - See Child Age Limit	26
	Exam Copay	Lens Frame Copay
	None	None

Plan Benefit Frequency

	Exam	Lens	Frames	Contacts
Adult	12 months	12 months	12 months	- OR - $200 every 12 months
Child	12 months	12 months	12 months	- OR - $200 every 12 months

In-Network


vba
Member Information
Benefits Summary
Find a Provider
Print ID Card
Explanation of Benefits
Out-Of-Network Claims
Contact Us
Log Out
NEED HELP? CHAT LIVE!
PRINT
General
In-Network
Out-of-Network
Limitations

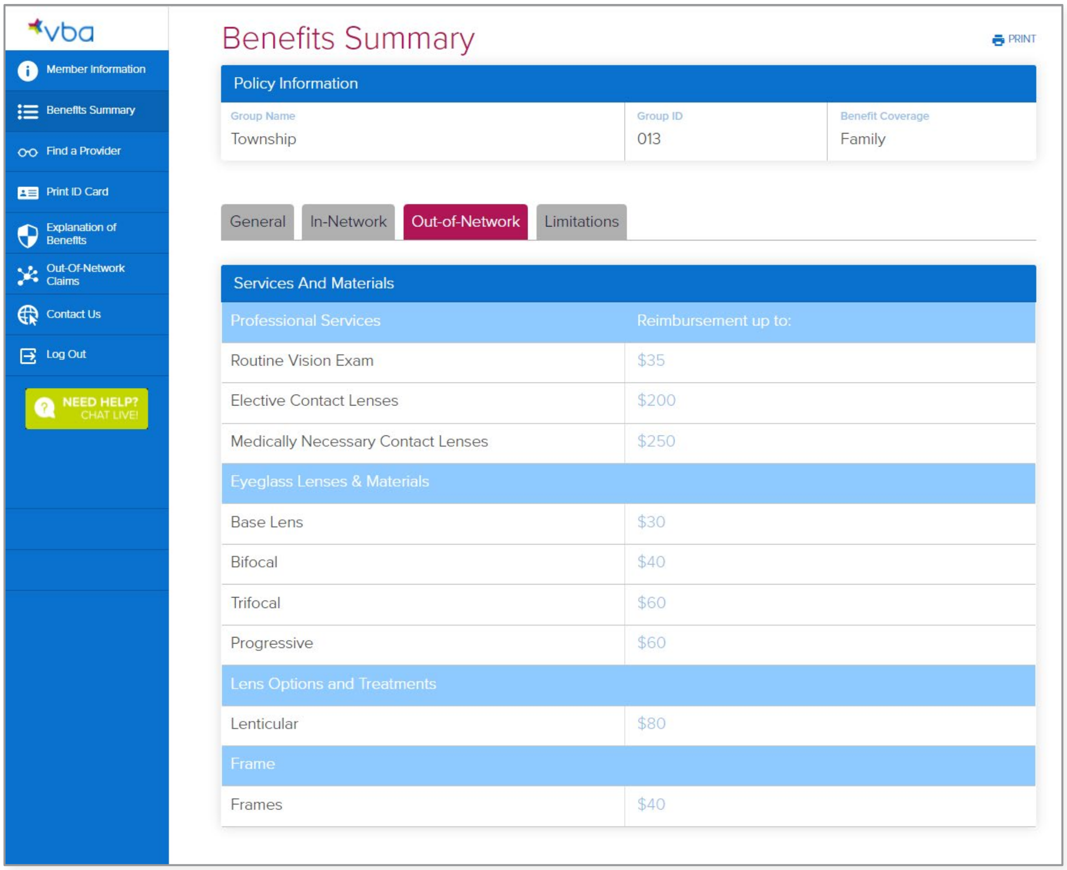
Benefits Summary

Policy Information		
Group Name Township	Group ID 013	Benefit Coverage Family

Fully-Covered Services and Materials	
Eyeglass Lenses & Materials	
Blended Bifocal Lens	
Lens Options and Treatments	
Polycarbonate (up to age 19)	UV 400
Visual Fatigue	Solid or Gradient Tint
1-Year Scratch Coating	2-Year Scratch

Partially-Covered Services and Materials	
Eyeglass Lenses & Materials	
Digital/ Elite Progressive Lens	Standard Progressive Lens
Premium Progressive Lens	
Professional Services	
Medically Necessary Contact Lenses	$200 Elective Contact Lenses
Other	
$60 Wholesale Frame Allowance	

Out-of-Network


vba
Member Information
Benefits Summary
Find a Provider
Print ID Card
Explanation of Benefits
Out-Of-Network Claims
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NEED HELP? CHAT LIVE!
PRINT
General
In-Network
Out-of-Network
Limitations

Benefits Summary

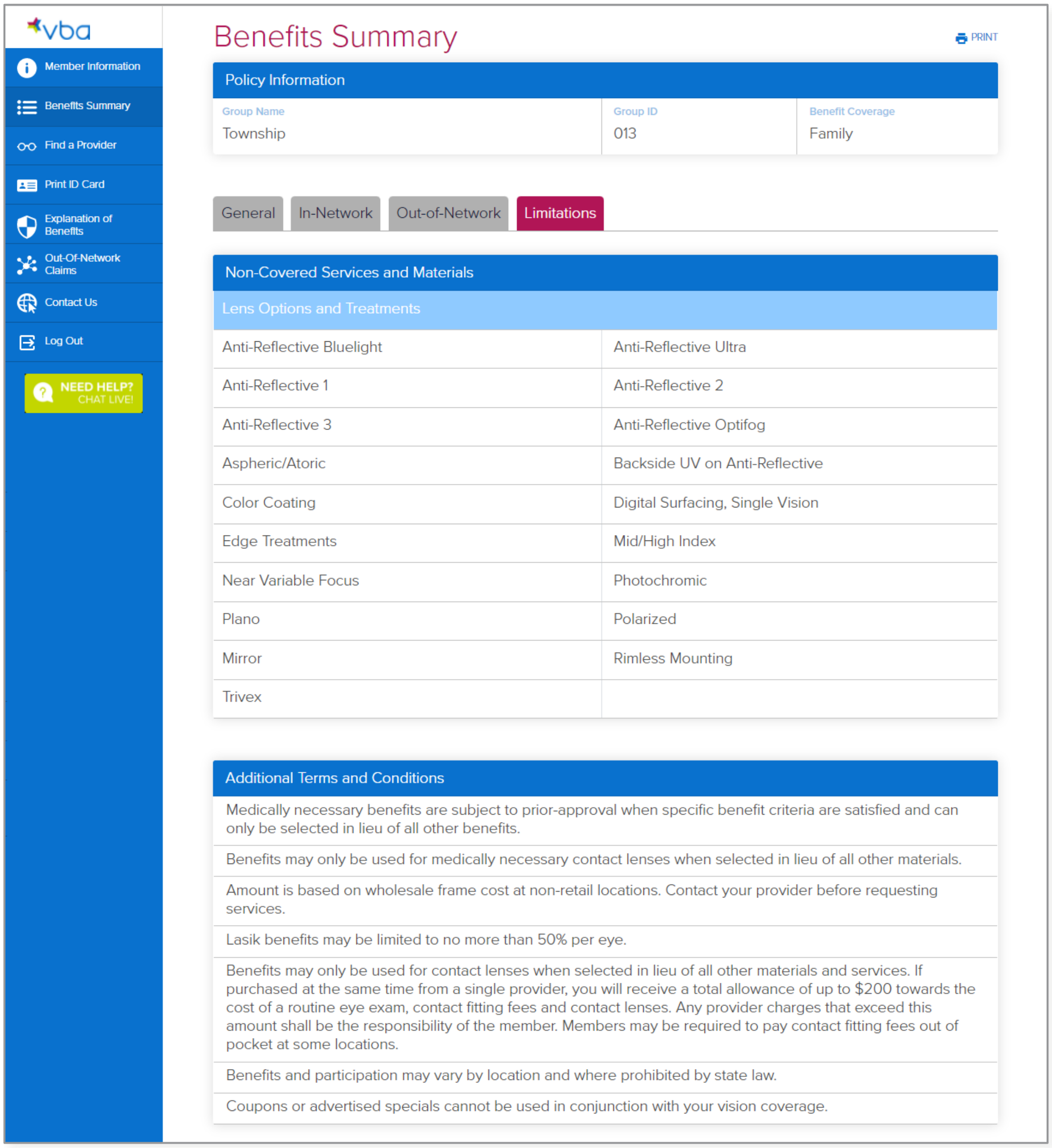
Policy Information

Group Name	Group ID	Benefit Coverage
Township	013	Family

Services And Materials

Professional Services	Reimbursement up to:
Routine Vision Exam	$35
Elective Contact Lenses	$200
Medically Necessary Contact Lenses	$250
Eyeglass Lenses & Materials	
Base Lens	$30
Bifocal	$40
Trifocal	$60
Progressive	$60
Lens Options and Treatments	
Lenticular	$80
Frame	
Frames	$40

Limitations


vba
Member Information
Benefits Summary
Find a Provider
Print ID Card
Explanation of Benefits
Out-Of-Network Claims
Contact Us
Log Out
NEED HELP? CHAT LIVE!
PRINT
General
In-Network
Out-of-Network
Limitations

Benefits Summary

Policy Information

Group Name	Group ID	Benefit Coverage
Township	013	Family

Non-Covered Services and Materials

Lens Options and Treatments	
Anti-Reflective Bluelight	Anti-Reflective Ultra
Anti-Reflective 1	Anti-Reflective 2
Anti-Reflective 3	Anti-Reflective Optifog
Aspheric/Atoric	Backside UV on Anti-Reflective
Color Coating	Digital Surfacing, Single Vision
Edge Treatments	Mid/High Index
Near Variable Focus	Photochromic
Plano	Polarized
Mirror	Rimless Mounting
Trivex	

Additional Terms and Conditions

Medically necessary benefits are subject to prior-approval when specific benefit criteria are satisfied and can only be selected in lieu of all other benefits.

Benefits may only be used for medically necessary contact lenses when selected in lieu of all other materials.

Amount is based on wholesale frame cost at non-retail locations. Contact your provider before requesting services.

Lasik benefits may be limited to no more than 50% per eye.

Benefits may only be used for contact lenses when selected in lieu of all other materials and services. If purchased at the same time from a single provider, you will receive a total allowance of up to $200 towards the cost of a routine eye exam, contact fitting fees and contact lenses. Any provider charges that exceed this amount shall be the responsibility of the member. Members may be required to pay contact fitting fees out of pocket at some locations.

Benefits and participation may vary by location and where prohibited by state law.

Coupons or advertised specials cannot be used in conjunction with your vision coverage.

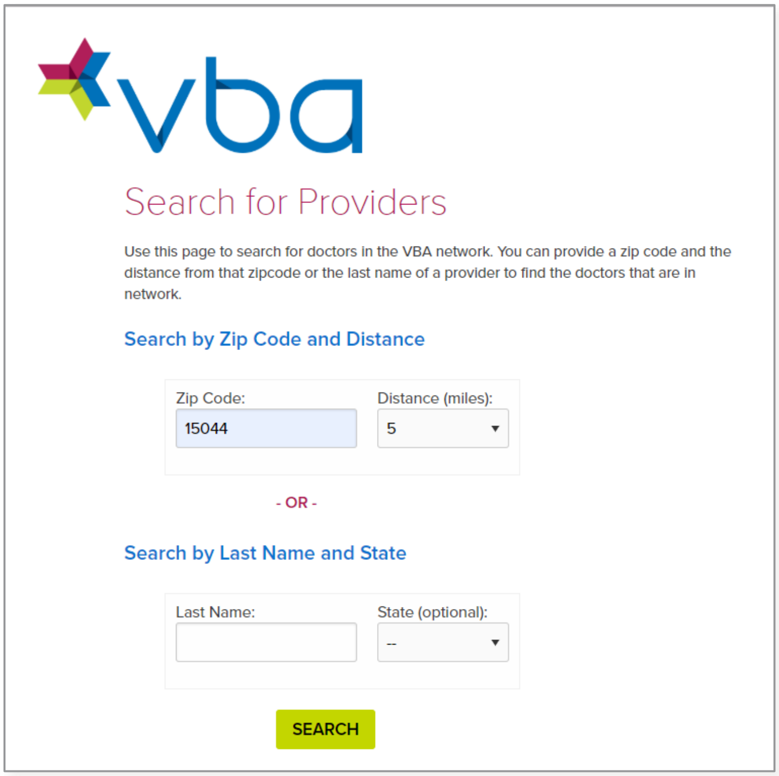
Find a Provider

Search by Zip Code and Distance

Enter a **Zip Code**.

Enter the **Distance** from that Zip Code.

Click **Search**.



Search for Providers

Use this page to search for doctors in the VBA network. You can provide a zip code and the distance from that zipcode or the last name of a provider to find the doctors that are in network.

Search by Zip Code and Distance

Zip Code: 15044

Distance (miles): 5

- OR -

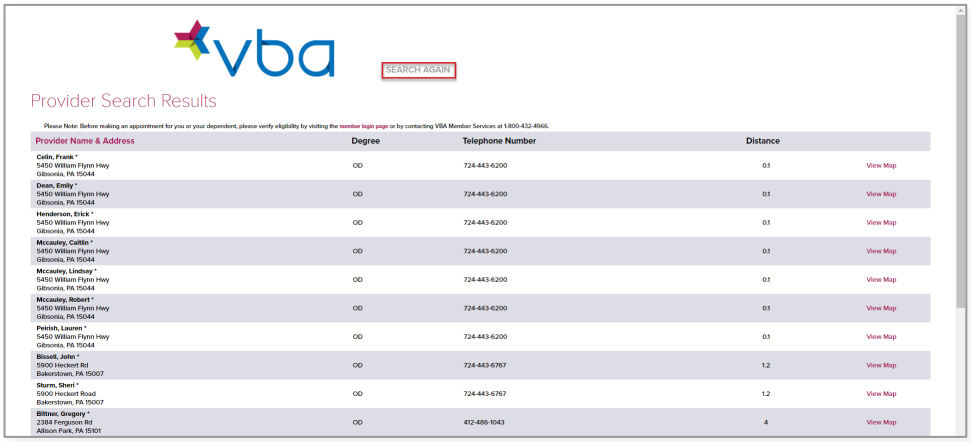
Search by Last Name and State

Last Name:

State (optional): --

The results will display in a new window.

Click **Search Again** to return to the Find a Provider screen.

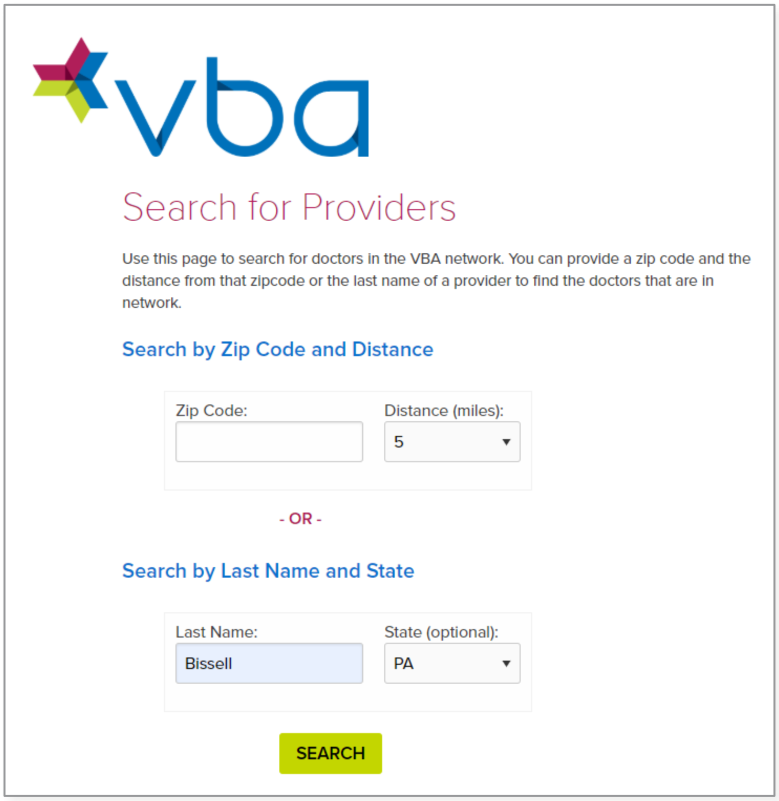


Provider Search Results

Please Note: Before making an appointment for you or your dependent, please verify eligibility by visiting the member login page or by contacting VBA Member Services at 1-800-432-4966.

Provider Name & Address	Degree	Telephone Number	Distance	
Celin, Frank * 5450 William Flynn Hwy Gibsonia, PA 15044	OD	724-443-6200	0.1	View Map
Dean, Emily * 5450 William Flynn Hwy Gibsonia, PA 15044	OD	724-443-6200	0.1	View Map
Henderson, Erick * 5450 William Flynn Hwy Gibsonia, PA 15044	OD	724-443-6200	0.1	View Map
Mccauley, Caitlin * 5450 William Flynn Hwy Gibsonia, PA 15044	OD	724-443-6200	0.1	View Map
Mccauley, Lindsay * 5450 William Flynn Hwy Gibsonia, PA 15044	OD	724-443-6200	0.1	View Map
Mccauley, Robert * 5450 William Flynn Hwy Gibsonia, PA 15044	OD	724-443-6200	0.1	View Map
Peirish, Lauren * 5450 William Flynn Hwy Gibsonia, PA 15044	OD	724-443-6200	0.1	View Map
Bissell, John * 5900 Heckert Rd Bakerstown, PA 15007	OD	724-443-6767	1.2	View Map
Sturm, Sheri * 5900 Heckert Road Bakerstown, PA 15007	OD	724-443-6767	1.2	View Map
Bittner, Gregory * 2384 Ferguson Rd Allison Park, PA 15101	OD	412-486-1043	4	View Map

Search by Last Name and State



Search for Providers

Use this page to search for doctors in the VBA network. You can provide a zip code and the distance from that zipcode or the last name of a provider to find the doctors that are in network.

Search by Zip Code and Distance

Zip Code:

Distance (miles): 5

- OR -

Search by Last Name and State

Last Name: Bissell

State (optional): PA

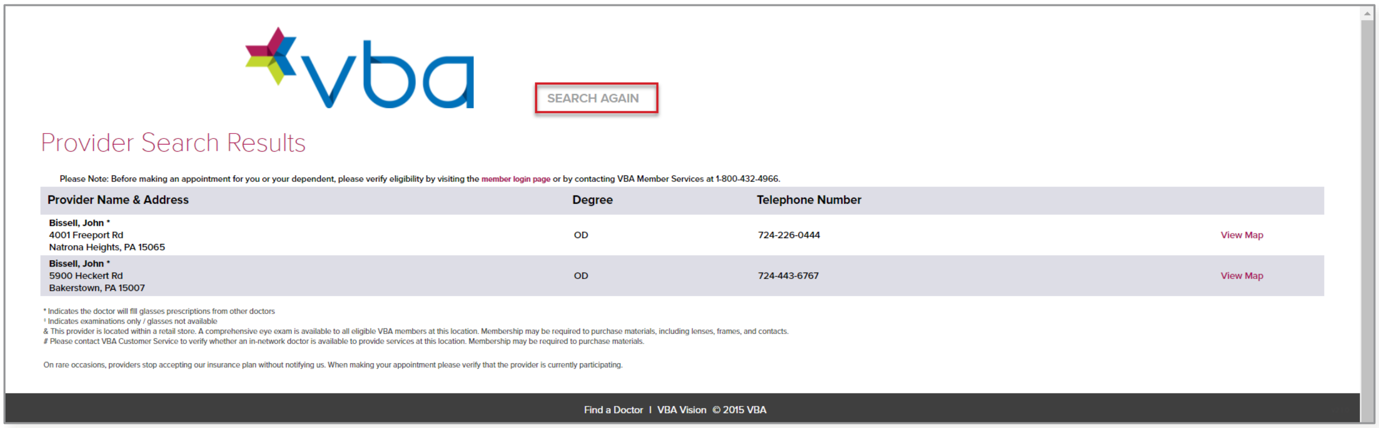
Enter the **Last Name** of the provider.

Optionally, enter the **State** the provider is located in.

Click **Search**.

The results will display in a new window.

Click **Search Again** to return to the Find a Provider screen.



Provider Search Results

Please Note: Before making an appointment for you or your dependent, please verify eligibility by visiting the member login page or by contacting VBA Member Services at 1-800-432-4966.

Provider Name & Address	Degree	Telephone Number	
Bissell, John * 4001 Freeport Rd Natrona Heights, PA 15065	OD	724-226-0444	View Map
Bissell, John * 5900 Heckert Rd Bakerstown, PA 15007	OD	724-443-6767	View Map

* Indicates the doctor will fill glasses prescriptions from other doctors
¹ Indicates examinations only / glasses not available
& This provider is located within a retail store. A comprehensive eye exam is available to all eligible VBA members at this location. Membership may be required to purchase materials, including lenses, frames, and contacts.
# Please contact VBA Customer Service to verify whether an in-network doctor is available to provide services at this location. Membership may be required to purchase materials.

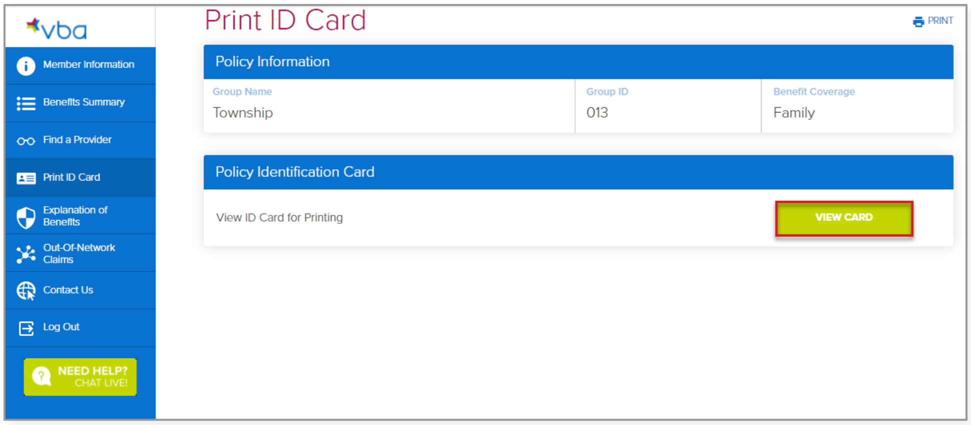
On rare occasions, providers stop accepting our insurance plan without notifying us. When making your appointment please verify that the provider is currently participating.

Print an ID Card

The Print ID Card screen allows members to view and print their member ID card.

VBA does not require the use of member ID cards to make an appointment or visit your in-network VBA provider.

Click on **View Card** to download a copy.


vba
Member Information
Benefits Summary
Find a Provider
Print ID Card
Explanation of Benefits
Out-Of-Network Claims
Contact Us
Log Out
NEED HELP? CHAT LIVE!
PRINT
VIEW CARD

Print ID Card

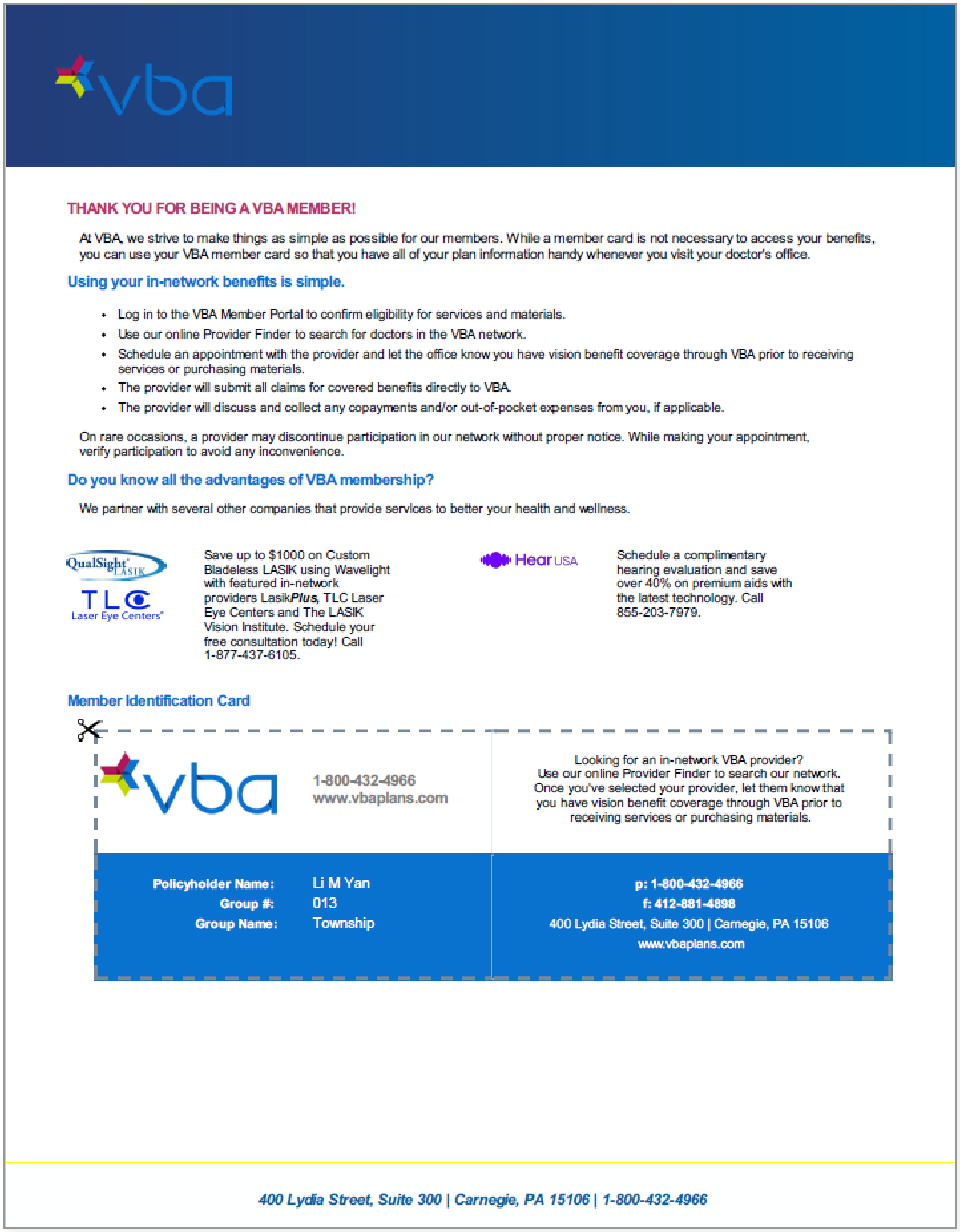
Policy Information

Group Name	Group ID	Benefit Coverage
Township	013	Family

Policy Identification Card

View ID Card for Printing

The PDF will open in a new window for you to view or print it.



THANK YOU FOR BEING A VBA MEMBER!

At VBA, we strive to make things as simple as possible for our members. While a member card is not necessary to access your benefits, you can use your VBA member card so that you have all of your plan information handy whenever you visit your doctor's office.

Using your in-network benefits is simple.

- Log in to the VBA Member Portal to confirm eligibility for services and materials.
- Use our online Provider Finder to search for doctors in the VBA network.
- Schedule an appointment with the provider and let the office know you have vision benefit coverage through VBA prior to receiving services or purchasing materials.
- The provider will submit all claims for covered benefits directly to VBA.
- The provider will discuss and collect any copayments and/or out-of-pocket expenses from you, if applicable.

On rare occasions, a provider may discontinue participation in our network without proper notice. While making your appointment, verify participation to avoid any inconvenience.

Do you know all the advantages of VBA membership?

We partner with several other companies that provide services to better your health and wellness.

QualSight LASIK
TLC Laser Eye Centers

Save up to $1000 on Custom Bladeless LASIK using Wavelight with featured in-network providers Lasik*Plus*, TLC Laser Eye Centers and The LASIK Vision Institute. Schedule your free consultation today! Call 1-877-437-6105.

HearUSA

Schedule a complimentary hearing evaluation and save over 40% on premium aids with the latest technology. Call 855-203-7979.

Member Identification Card

1-800-432-4966
www.vbaplans.com

Looking for an in-network VBA provider?
Use our online Provider Finder to search our network.
Once you've selected your provider, let them know that you have vision benefit coverage through VBA prior to receiving services or purchasing materials.

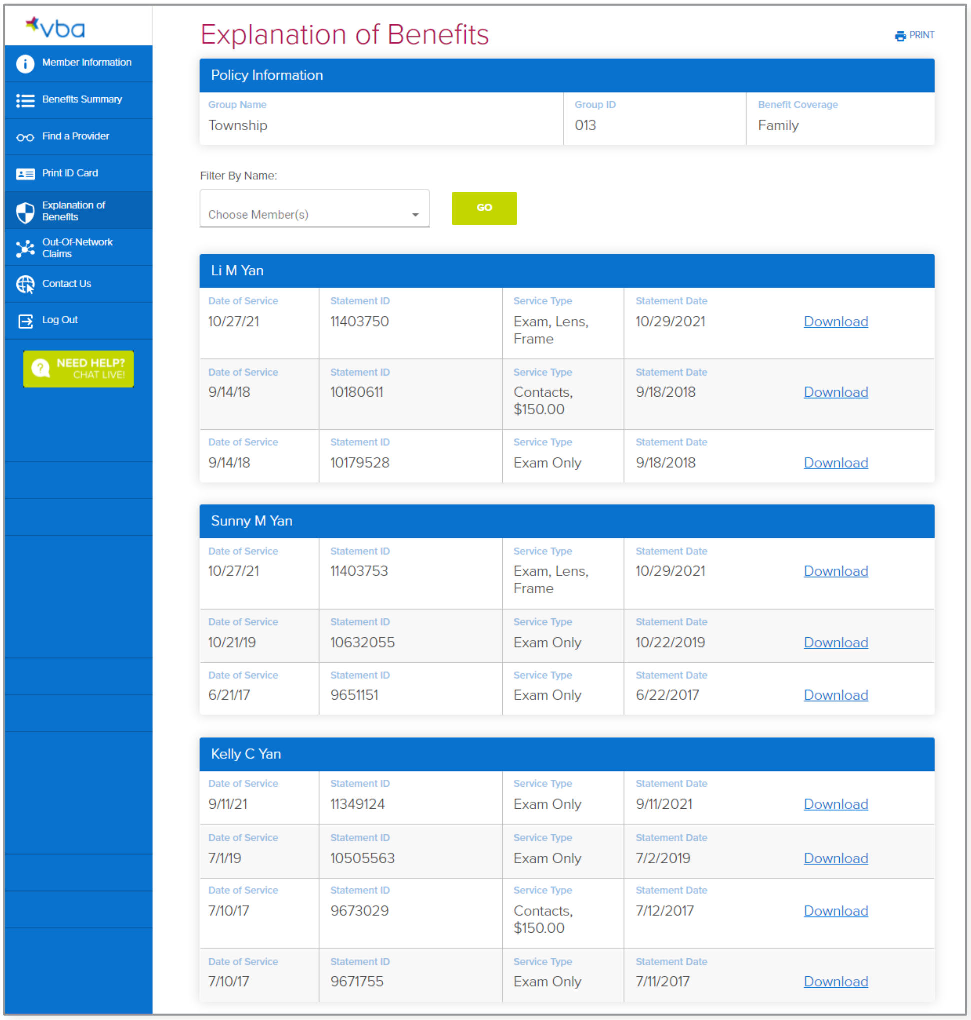
Policyholder Name: Li M Yan
Group #: 013
Group Name: Township

p: 1-800-432-4966
f: 412-881-4898
400 Lydia Street, Suite 300 | Carnegie, PA 15106
www.vbaplans.com

400 Lydia Street, Suite 300 | Carnegie, PA 15106 | 1-800-432-4966

View Explanation of Benefits

The Explanation of Benefits (EOB) page enables you to view and download EOB statements for you and your active dependents. EOB statements are available online for four years.


vba
Member Information
Benefits Summary
Find a Provider
Print ID Card
Explanation of Benefits
Out-Of-Network Claims
Contact Us
Log Out
NEED HELP? CHAT LIVE!
PRINT
Choose Member(s)
GO

Explanation of Benefits

Policy Information

Group Name	Group ID	Benefit Coverage
Township	013	Family

Filter By Name:

Li M Yan

Date of Service	Statement ID	Service Type	Statement Date	
10/27/21	11403750	Exam, Lens, Frame	10/29/2021	Download
9/14/18	10180611	Contacts, $150.00	9/18/2018	Download
9/14/18	10179528	Exam Only	9/18/2018	Download

Sunny M Yan

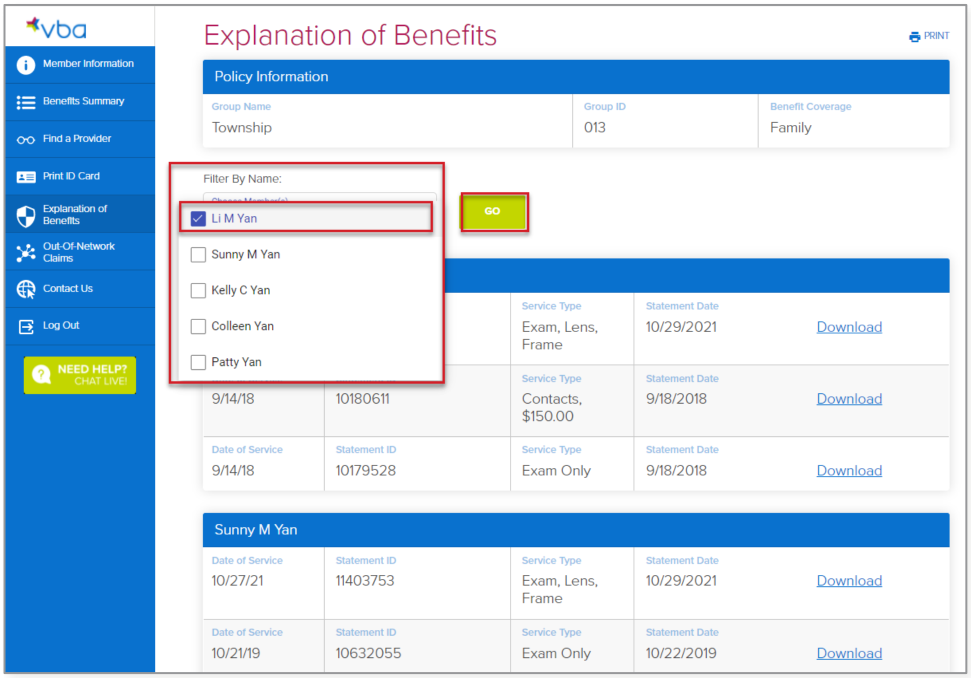
Date of Service	Statement ID	Service Type	Statement Date	
10/27/21	11403753	Exam, Lens, Frame	10/29/2021	Download
10/21/19	10632055	Exam Only	10/22/2019	Download
6/21/17	9651151	Exam Only	6/22/2017	Download

Kelly C Yan

Date of Service	Statement ID	Service Type	Statement Date	
9/11/21	11349124	Exam Only	9/11/2021	Download
7/1/19	10505563	Exam Only	7/2/2019	Download
7/10/17	9673029	Contacts, $150.00	7/12/2017	Download
7/10/17	9671755	Exam Only	7/11/2017	Download

To filter by name:

- Select one or more **Names** from the **Filter By Name** drop-down list.
- Click **Go** twice.


vba
Member Information
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Find a Provider
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Out-Of-Network Claims
Contact Us
Log Out
NEED HELP? CHAT LIVE!
PRINT
GO

Explanation of Benefits

Policy Information

Group Name	Group ID	Benefit Coverage
Township	013	Family

Filter By Name:

☑ Li M Yan
☐ Sunny M Yan
☐ Kelly C Yan
☐ Colleen Yan
☐ Patty Yan

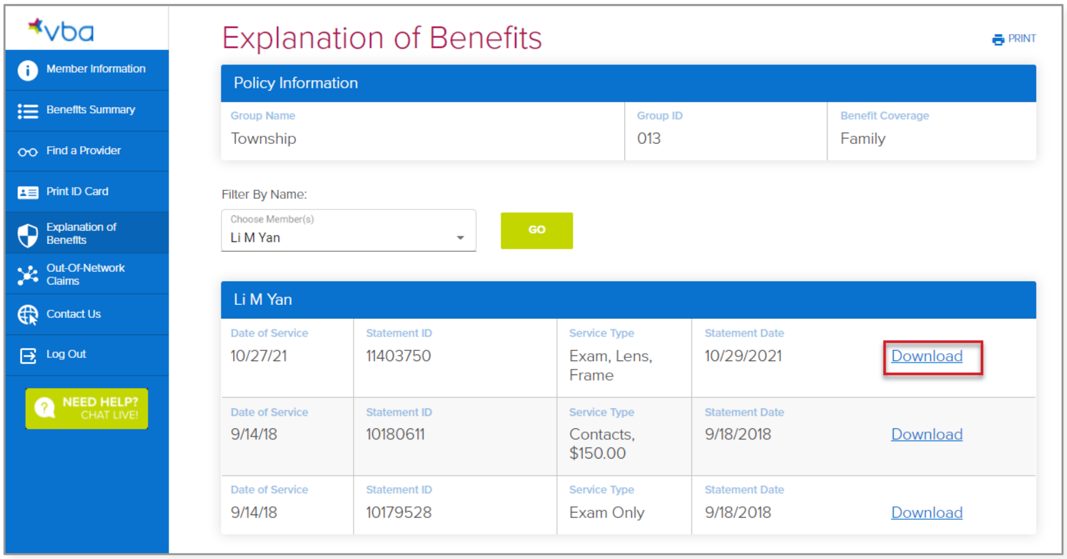
Date of Service	Statement ID	Service Type	Statement Date	
		Exam, Lens, Frame	10/29/2021	Download
9/14/18	10180611	Contacts, $150.00	9/18/2018	Download
9/14/18	10179528	Exam Only	9/18/2018	Download

Sunny M Yan

Date of Service	Statement ID	Service Type	Statement Date	
10/27/21	11403753	Exam, Lens, Frame	10/29/2021	Download
10/21/19	10632055	Exam Only	10/22/2019	Download

To download an EOB statement:

- Click **Download** next to the Policyholder or Dependent you want to view the EOB statement for.
- The PDF will open in a new window for you to view or print it.


vba
Member Information
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Out-Of-Network Claims
Contact Us
Log Out
NEED HELP? CHAT LIVE!
PRINT
GO

Explanation of Benefits

Policy Information

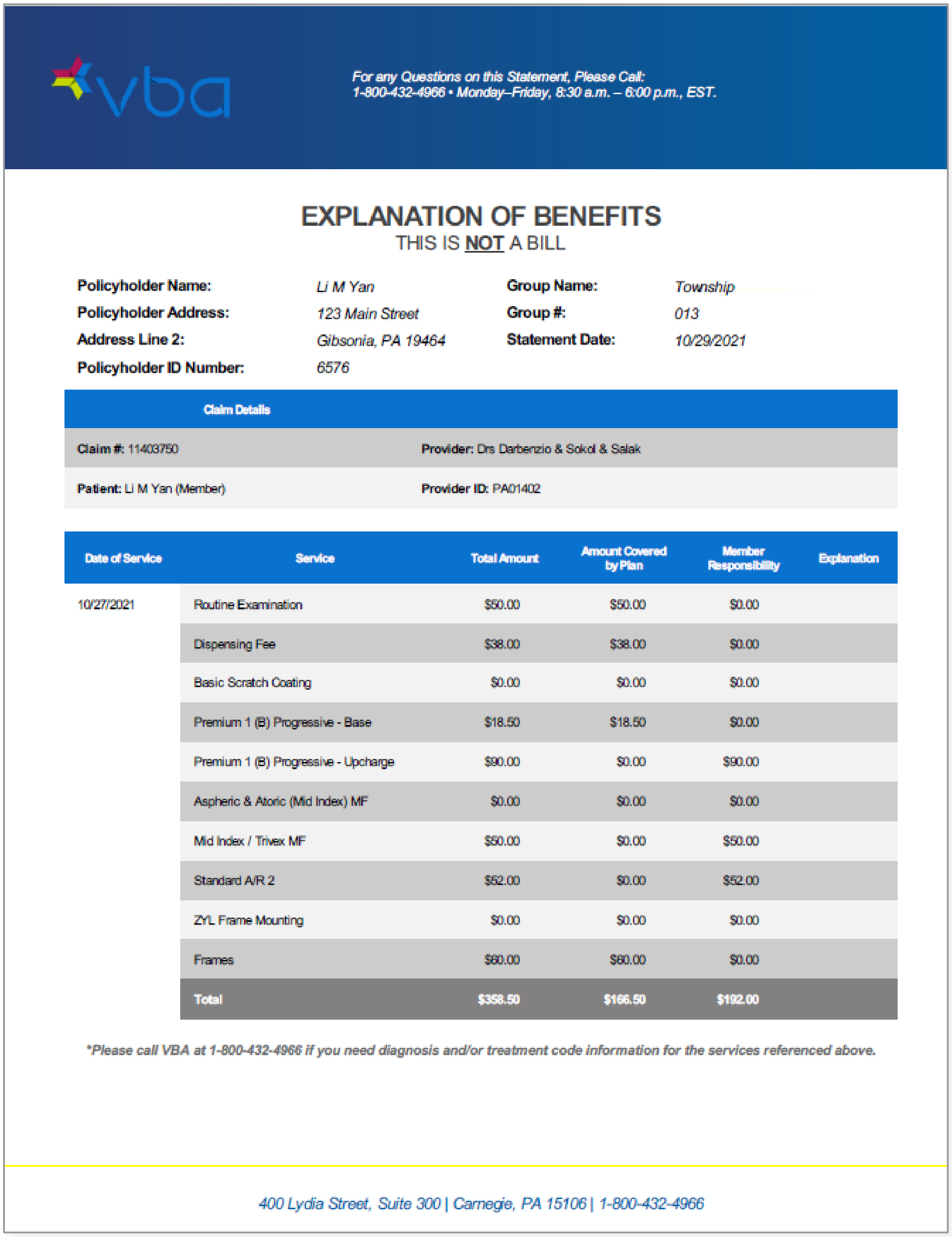
Group Name	Group ID	Benefit Coverage
Township	013	Family

Filter By Name:

Choose Member(s): Li M Yan

Li M Yan

Date of Service	Statement ID	Service Type	Statement Date	
10/27/21	11403750	Exam, Lens, Frame	10/29/2021	Download
9/14/18	10180611	Contacts, $150.00	9/18/2018	Download
9/14/18	10179528	Exam Only	9/18/2018	Download



For any Questions on this Statement, Please Call:
1-800-432-4966 • Monday–Friday, 8:30 a.m. – 6:00 p.m., EST.

EXPLANATION OF BENEFITS

THIS IS **NOT** A BILL

Policyholder Name:	*Li M Yan*	**Group Name:**	*Township*
Policyholder Address:	*123 Main Street*	**Group #:**	*013*
Address Line 2:	*Gibsonia, PA 19464*	**Statement Date:**	*10/29/2021*
Policyholder ID Number:	*6576*		

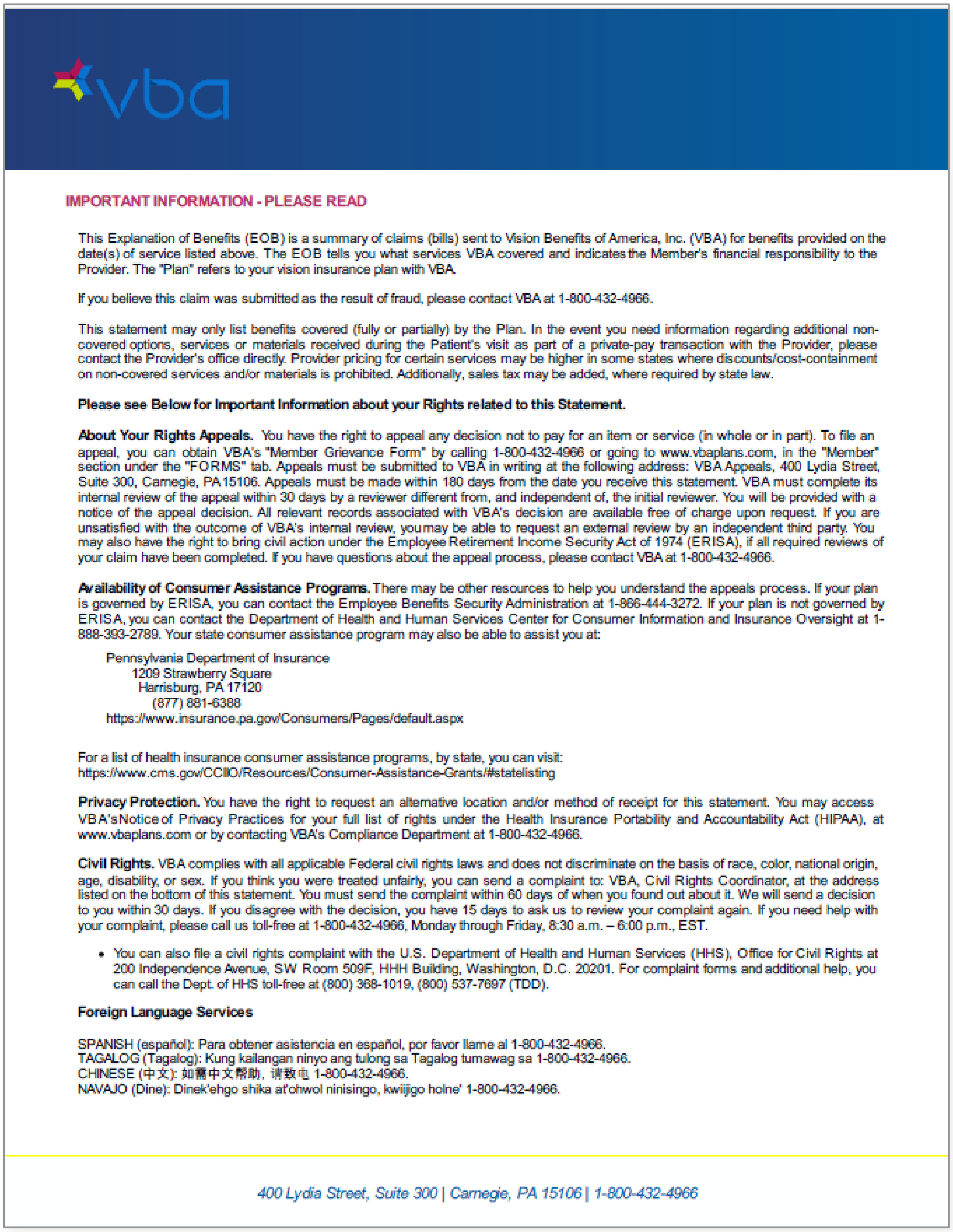
Claim Details

Claim #: 11403750	**Provider:** Drs Darbenzio & Sokol & Salak
Patient: Li M Yan (Member)	**Provider ID:** PA01402

Date of Service	Service	Total Amount	Amount Covered by Plan	Member Responsibility	Explanation
10/27/2021	Routine Examination	$50.00	$50.00	$0.00	
	Dispensing Fee	$38.00	$38.00	$0.00	
	Basic Scratch Coating	$0.00	$0.00	$0.00	
	Premium 1 (B) Progressive - Base	$18.50	$18.50	$0.00	
	Premium 1 (B) Progressive - Upcharge	$90.00	$0.00	$90.00	
	Aspheric & Atoric (Mid Index) MF	$0.00	$0.00	$0.00	
	Mid Index / Trivex MF	$50.00	$0.00	$50.00	
	Standard A/R 2	$52.00	$0.00	$52.00	
	ZYL Frame Mounting	$0.00	$0.00	$0.00	
	Frames	$60.00	$60.00	$0.00	
	Total	**$358.50**	**$166.50**	**$192.00**	

**Please call VBA at 1-800-432-4966 if you need diagnosis and/or treatment code information for the services referenced above.*

400 Lydia Street, Suite 300 | Carnegie, PA 15106 | 1-800-432-4966



IMPORTANT INFORMATION - PLEASE READ

This Explanation of Benefits (EOB) is a summary of claims (bills) sent to Vision Benefits of America, Inc. (VBA) for benefits provided on the date(s) of service listed above. The EOB tells you what services VBA covered and indicates the Member's financial responsibility to the Provider. The "Plan" refers to your vision insurance plan with VBA.

If you believe this claim was submitted as the result of fraud, please contact VBA at 1-800-432-4966.

This statement may only list benefits covered (fully or partially) by the Plan. In the event you need information regarding additional non-covered options, services or materials received during the Patient's visit as part of a private-pay transaction with the Provider, please contact the Provider's office directly. Provider pricing for certain services may be higher in some states where discounts/cost-containment on non-covered services and/or materials is prohibited. Additionally, sales tax may be added, where required by state law.

Please see Below for Important Information about your Rights related to this Statement.

About Your Rights Appeals. You have the right to appeal any decision not to pay for an item or service (in whole or in part). To file an appeal, you can obtain VBA's "Member Grievance Form" by calling 1-800-432-4966 or going to www.vbaplans.com, in the "Member" section under the "FORMS" tab. Appeals must be submitted to VBA in writing at the following address: VBA Appeals, 400 Lydia Street, Suite 300, Carnegie, PA 15106. Appeals must be made within 180 days from the date you receive this statement. VBA must complete its internal review of the appeal within 30 days by a reviewer different from, and independent of, the initial reviewer. You will be provided with a notice of the appeal decision. All relevant records associated with VBA's decision are available free of charge upon request. If you are unsatisfied with the outcome of VBA's internal review, you may be able to request an external review by an independent third party. You may also have the right to bring civil action under the Employee Retirement Income Security Act of 1974 (ERISA), if all required reviews of your claim have been completed. If you have questions about the appeal process, please contact VBA at 1-800-432-4966.

Availability of Consumer Assistance Programs. There may be other resources to help you understand the appeals process. If your plan is governed by ERISA, you can contact the Employee Benefits Security Administration at 1-866-444-3272. If your plan is not governed by ERISA, you can contact the Department of Health and Human Services Center for Consumer Information and Insurance Oversight at 1-888-393-2789. Your state consumer assistance program may also be able to assist you at:

Pennsylvania Department of Insurance
1209 Strawberry Square
Harrisburg, PA 17120
(877) 881-6388
https://www.insurance.pa.gov/Consumers/Pages/default.aspx

For a list of health insurance consumer assistance programs, by state, you can visit:
https://www.cms.gov/CCIIO/Resources/Consumer-Assistance-Grants/#statelisting

Privacy Protection. You have the right to request an alternative location and/or method of receipt for this statement. You may access VBA's Notice of Privacy Practices for your full list of rights under the Health Insurance Portability and Accountability Act (HIPAA), at www.vbaplans.com or by contacting VBA's Compliance Department at 1-800-432-4966.

Civil Rights. VBA complies with all applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. If you think you were treated unfairly, you can send a complaint to: VBA, Civil Rights Coordinator, at the address listed on the bottom of this statement. You must send the complaint within 60 days of when you found out about it. We will send a decision to you within 30 days. If you disagree with the decision, you have 15 days to ask us to review your complaint again. If you need help with your complaint, please call us toll-free at 1-800-432-4966, Monday through Friday, 8:30 a.m. – 6:00 p.m., EST.

- You can also file a civil rights complaint with the U.S. Department of Health and Human Services (HHS), Office for Civil Rights at 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201. For complaint forms and additional help, you can call the Dept. of HHS toll-free at (800) 368-1019, (800) 537-7697 (TDD).

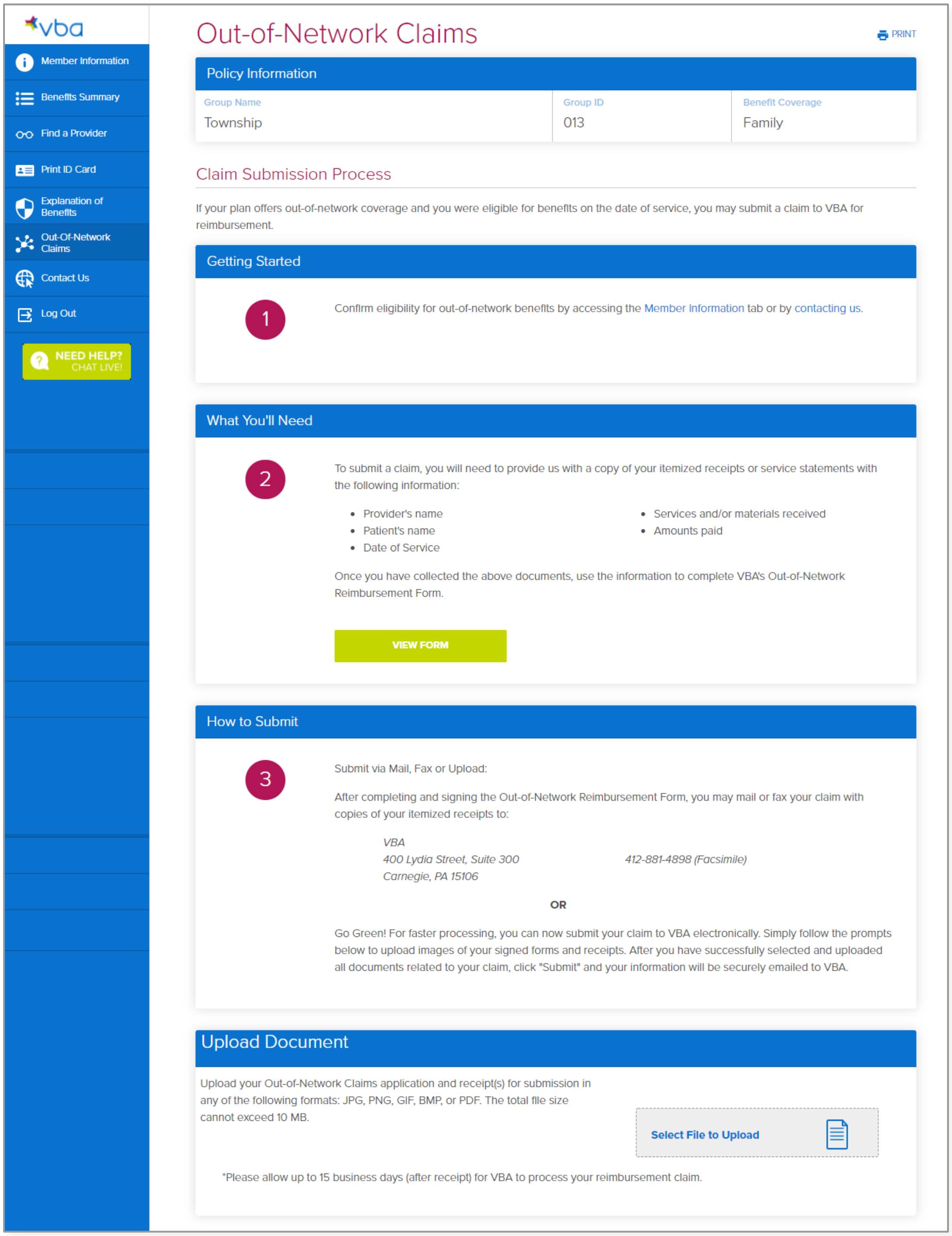
Foreign Language Services

SPANISH (español): Para obtener asistencia en español, por favor llame al 1-800-432-4966.
TAGALOG (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-432-4966.
CHINESE (中文): 如需中文帮助，请致电 1-800-432-4966.
NAVAJO (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-432-4966.

400 Lydia Street, Suite 300 | Carnegie, PA 15106 | 1-800-432-4966

Submit Out-of-Network Claims

The Out-of-Network (OON) Claims page allows you to download the appropriate claim form and upload the completed form with associated receipts for out-of-network services.



Out-of-Network Claims

Policy Information

Group Name	Group ID	Benefit Coverage
Township	013	Family

Claim Submission Process

If your plan offers out-of-network coverage and you were eligible for benefits on the date of service, you may submit a claim to VBA for reimbursement.

Getting Started

1 Confirm eligibility for out-of-network benefits by accessing the Member Information tab or by contacting us.

What You'll Need

2 To submit a claim, you will need to provide us with a copy of your itemized receipts or service statements with the following information:

- Provider's name
- Patient's name
- Date of Service
- Services and/or materials received
- Amounts paid

Once you have collected the above documents, use the information to complete VBA's Out-of-Network Reimbursement Form.

How to Submit

3 Submit via Mail, Fax or Upload:

After completing and signing the Out-of-Network Reimbursement Form, you may mail or fax your claim with copies of your itemized receipts to:

VBA
400 Lydia Street, Suite 300
Carnegie, PA 15106

412-881-4898 (Facsimile)

OR

Go Green! For faster processing, you can now submit your claim to VBA electronically. Simply follow the prompts below to upload images of your signed forms and receipts. After you have successfully selected and uploaded all documents related to your claim, click "Submit" and your information will be securely emailed to VBA.

Upload Document

Upload your Out-of-Network Claims application and receipt(s) for submission in any of the following formats: JPG, PNG, GIF, BMP, or PDF. The total file size cannot exceed 10 MB.

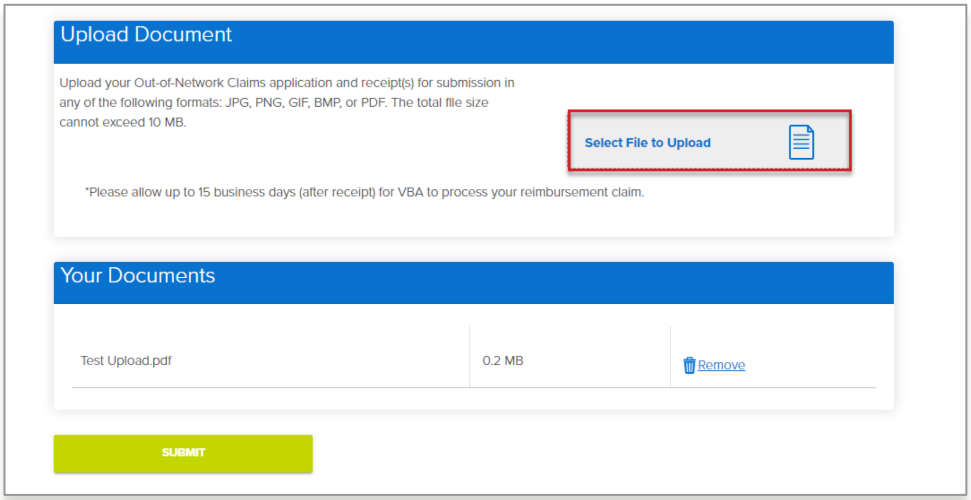
*Please allow up to 15 business days (after receipt) for VBA to process your reimbursement claim.

Uploading Out-of-Network Claims

Select **Files** to upload from your computer.

The user can upload multiple files at the same time.

The user can upload their Out-of-Network Claims application and receipt(s) for submission in any of the following formats: JPG, PNG, GIF, BMP or PDF.


Upload Document

Upload your Out-of-Network Claims application and receipt(s) for submission in any of the following formats: JPG, PNG, GIF, BMP, or PDF. The total file size cannot exceed 10 MB.

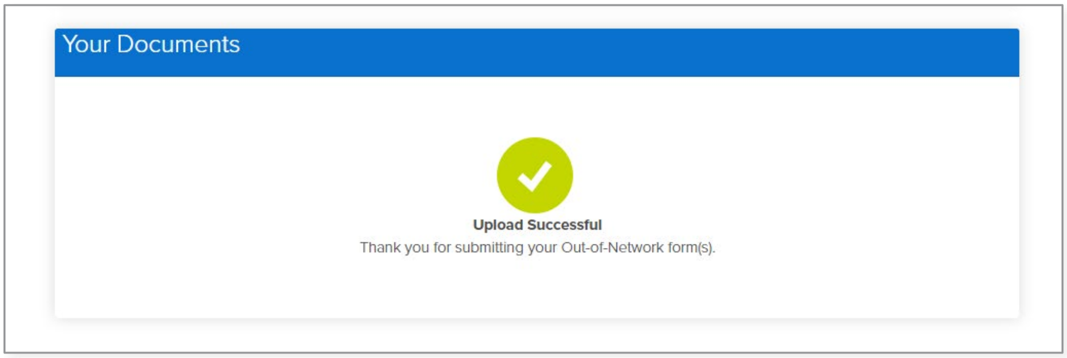
*Please allow up to 15 business days (after receipt) for VBA to process your reimbursement claim.

Your Documents

Test Upload.pdf	0.2 MB	Remove

The user must have selected at least one file to upload for the **Submit** button to be activated.

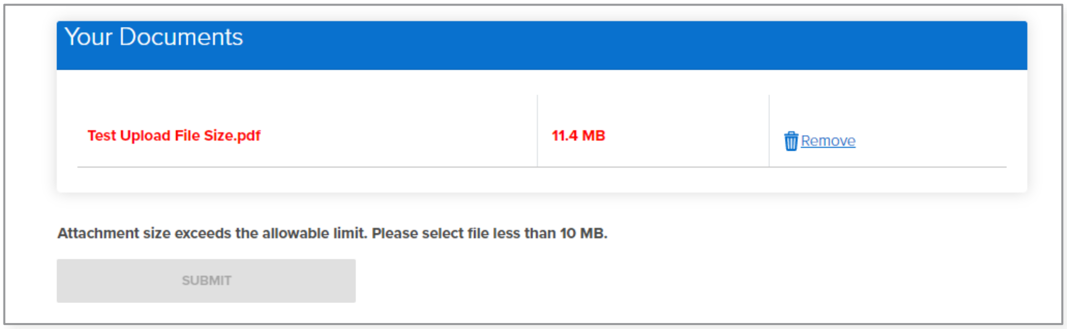
Click **Submit**. The system will display the following confirmation message to the user on the screen.


Your Documents

Upload Successful

Thank you for submitting your Out-of-Network form(s).

⚠ Office 365 has a default maximum message size of 10 MB. If the total of all files to be submitted exceeds 10 MB, the **Submit** button will not be activated and the system will display the following error message:

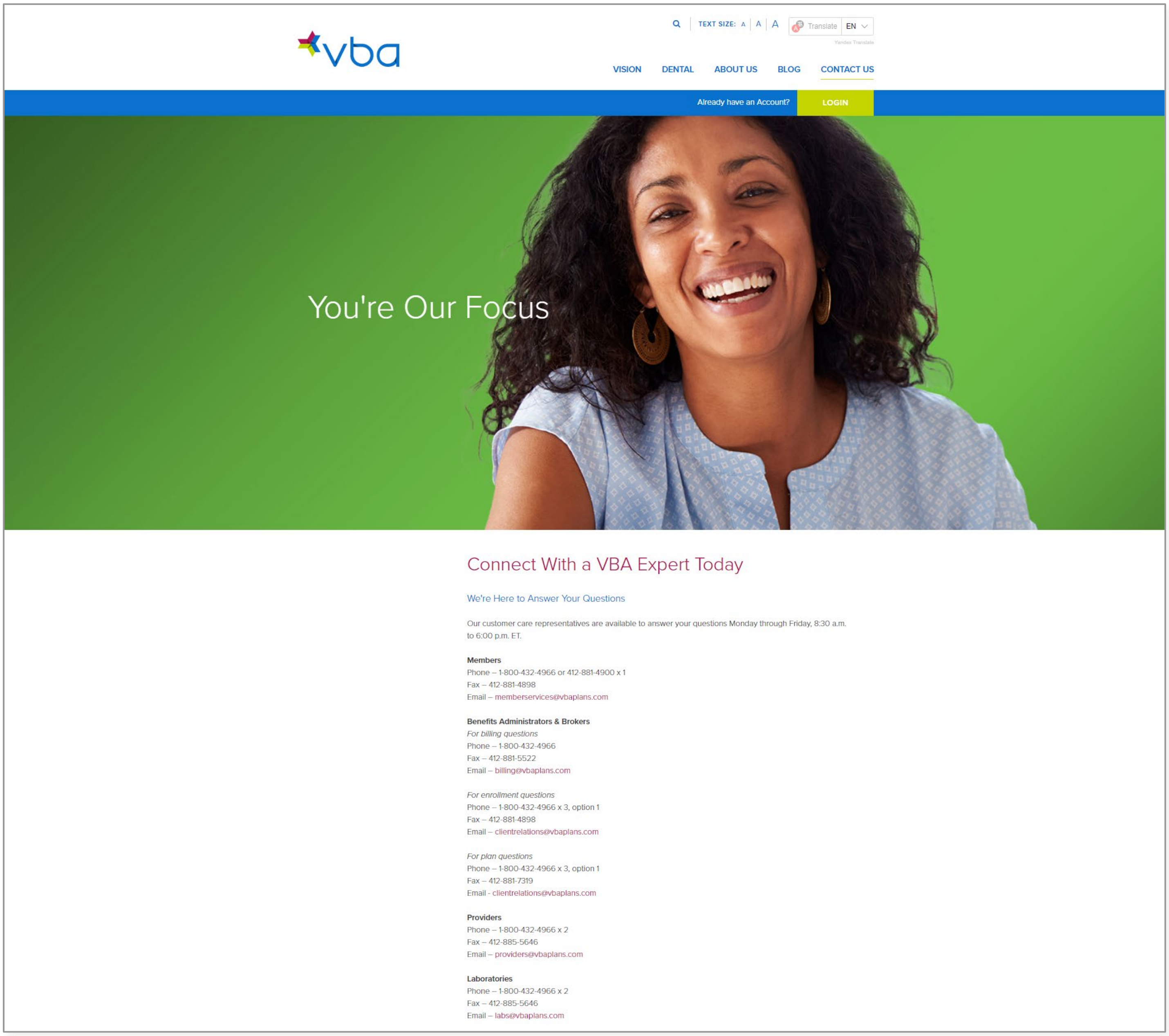


Your Documents
Test Upload File Size.pdf
11.4 MB
Remove

Attachment size exceeds the allowable limit. Please select file less than 10 MB.

SUBMIT

Contact Us


TEXT SIZE: A A A
Translate
EN
Yandex Translate
VISION
DENTAL
ABOUT US
BLOG
CONTACT US
Already have an Account?
LOGIN
You're Our Focus

Connect With a VBA Expert Today

We're Here to Answer Your Questions

Our customer care representatives are available to answer your questions Monday through Friday, 8:30 a.m. to 6:00 p.m. ET.

Members
Phone – 1-800-432-4966 or 412-881-4900 x 1
Fax – 412-881-4898
Email – memberservices@vbaplans.com

Benefits Administrators & Brokers
For billing questions
Phone – 1-800-432-4966
Fax – 412-881-5522
Email – billing@vbaplans.com

For enrollment questions
Phone – 1-800-432-4966 x 3, option 1
Fax – 412-881-4898
Email – clientrelations@vbaplans.com

For plan questions
Phone – 1-800-432-4966 x 3, option 1
Fax – 412-881-7319
Email - clientrelations@vbaplans.com

Providers
Phone – 1-800-432-4966 x 2
Fax – 412-885-5646
Email – providers@vbaplans.com

Laboratories
Phone – 1-800-432-4966 x 2
Fax – 412-885-5646
Email – labs@vbaplans.com

Contact Us After Hours

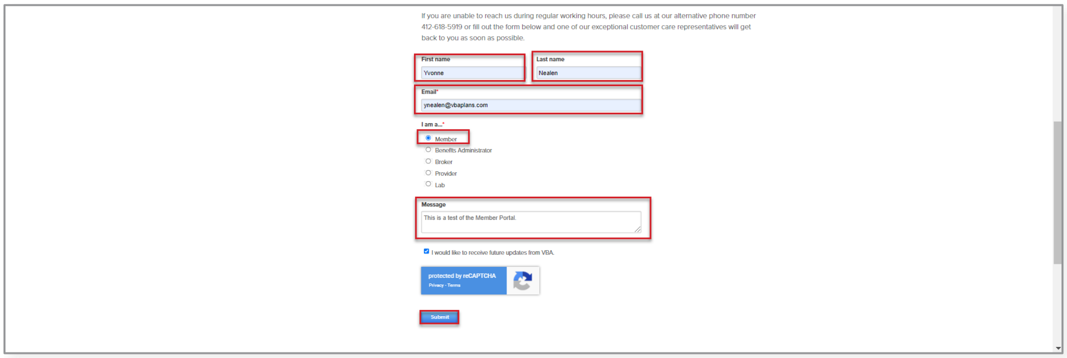
Enter your **Name**.

Enter a valid **Email Address**.

Select the **Member** radio button.

Enter an optional message.

Click **Submit**. You will receive a Thank You message to confirm your submission.



If you are unable to reach us during regular working hours, please call us at our alternative phone number 412-618-5919 or fill out the form below and one of our exceptional customer care representatives will get back to you as soon as possible.

First name: Yvonne

Last name: Nealen

Email*: ynealen@vbaplans.com

I am a...*

● Member

○ Benefits Administrator

○ Broker

○ Provider

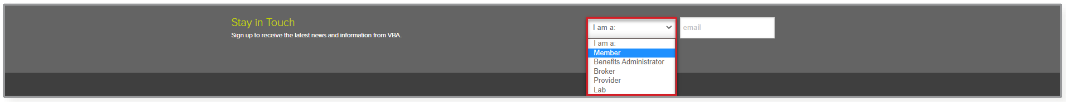
○ Lab

Message: This is a test of the Member Portal.

☑ I would like to receive future updates from VBA.

Stay in Touch

Click the **Drop-Down Arrow** to select Member.

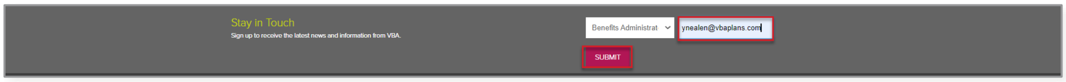


Stay in Touch

Sign up to receive the latest news and information from VBA.

Enter a valid **Email Address**.

Click **Submit**. You will receive a Thank You message to confirm your submission.



Stay in Touch

Sign up to receive the latest news and information from VBA.

Benefits Administrat

ynealen@vbaplans.com

Chat Live

Chat is only available during VBA business hours Monday through Friday.

Select **Customer Service**.

Enter **Your Name**.

Enter the **last 4 digits of the Policyholder's Social Security Number (SSN)**

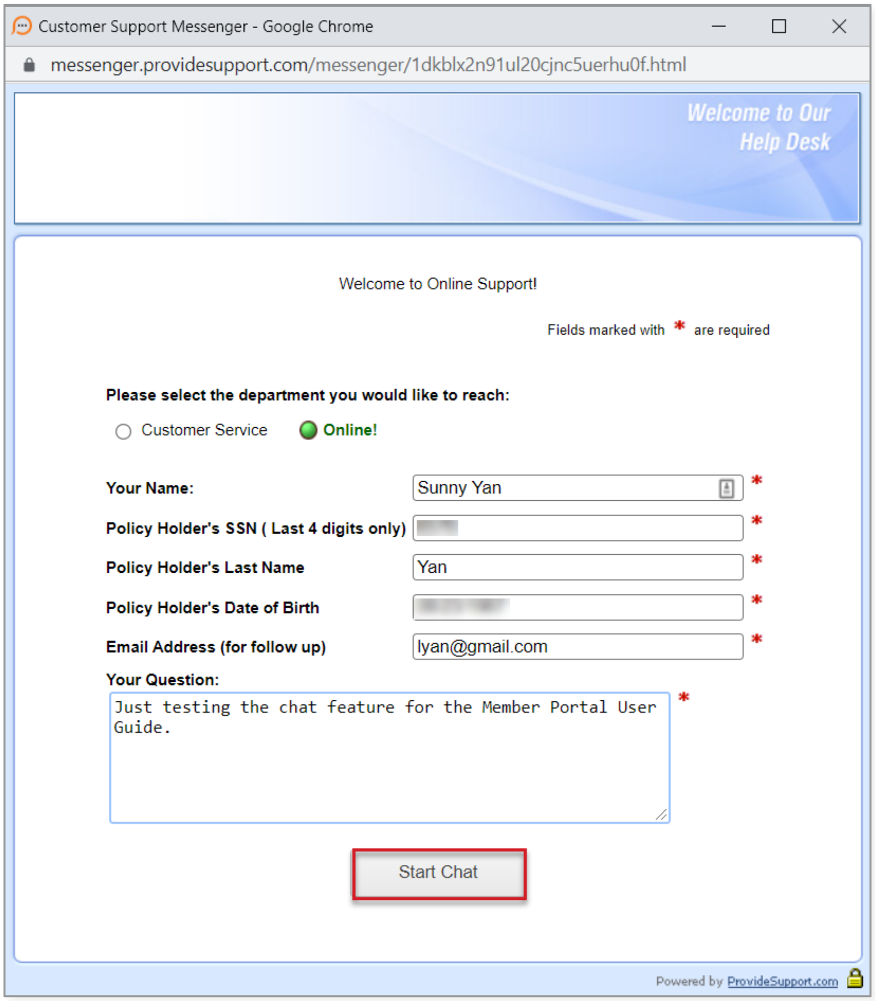
Enter the **Policyholder's Last Name**.

Enter the **Policyholder's Date of Birth**.

Enter an **Email Address** for follow up.

Enter **Your Question**.

Click **Start Chat**.



Customer Support Messenger - Google Chrome

messenger.providesupport.com/messenger/1dkblx2n91ul20cjnc5uerhu0f.html

Welcome to Our Help Desk

Welcome to Online Support!

Fields marked with * are required

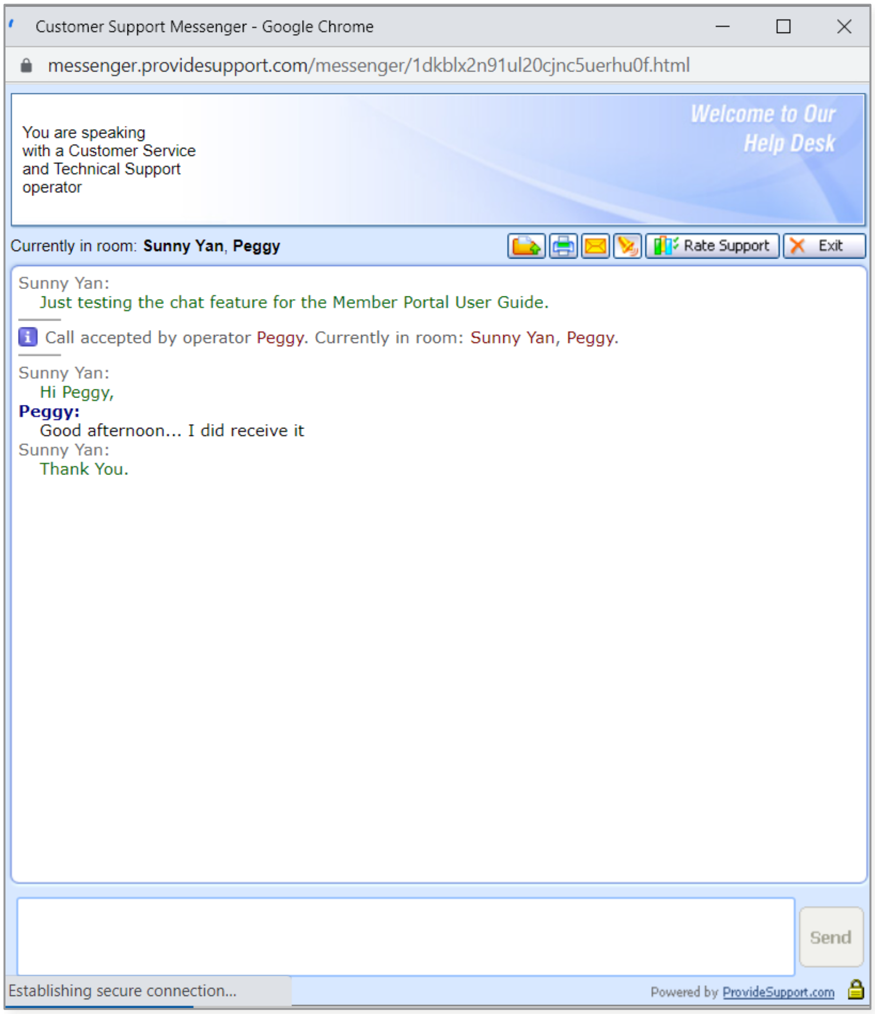
Please select the department you would like to reach:

○ Customer Service ● **Online!**

Your Name:	Sunny Yan *
Policy Holder's SSN (Last 4 digits only)	[redacted] *
Policy Holder's Last Name	Yan *
Policy Holder's Date of Birth	[redacted] *
Email Address (for follow up)	lyan@gmail.com *

Your Question:

Just testing the chat feature for the Member Portal User Guide. *


Customer Support Messenger - Google Chrome
messenger.providesupport.com/messenger/1dkblx2n91ul20cjnc5uerhu0f.html
Welcome to Our Help Desk
Rate Support
Exit
Send
Powered by ProvideSupport.com

You are speaking with a Customer Service and Technical Support operator

Currently in room: **Sunny Yan**, **Peggy**

Sunny Yan:
Just testing the chat feature for the Member Portal User Guide.

Call accepted by operator Peggy. Currently in room: Sunny Yan, Peggy.

Sunny Yan:
Hi Peggy,

Peggy:
Good afternoon... I did receive it

Sunny Yan:
Thank You.

Establishing secure connection...

Account Registration FAQs

With an eye on your data security, VBA strives to be ahead of the curve when it comes to protecting your group's private and protected information. On November 2, 2023, we're updating the authentication method for members to access the VBA Member Portal.

We understand that data security is critical and, at times, complicated. That's why we're providing answers to the most frequently asked questions about member portal authentication.

Getting Started

Access The VBA Member Portal

- Go to vbaplans.com and click Login from the menu.
- Select Vision and Member options and click Sign In.
- Login or register your account.
- Access your and your covered dependents' benefits and claims information, chat with us, find a provider, print an ID card, access Explanation of Benefits (EOBs) and upload out-of-network claim forms.

Register Your Account

- Go to vbaplans.com and click Login from the menu.
- Select Vision and Member options and click Sign In.
- Select Sign Up Now.
- Enter your email address, the policyholder's birth date, zip code and last four digits of SSN or Member ID and click Send Verification Code.
- You will receive an email with a One-Time Code from noreply@visionbenefits.com.
- Enter your One-Time Code and click Verify Code.
- Select Next.
- Access your and your covered dependents' benefits and claims information, chat with us, find a provider, print an ID card, access Explanation of Benefits (EOBs) and upload out-of-network claim forms.

Login to Your Account

- Go to vbaplans.com and click Login from the menu.
- Select Vision and Member options and click Sign In.
- Select Login.
- Enter the email address you used to register your account and click Send Verification Code.
- You will receive an email with a One-Time Code from noreply@visionbenefits.com.
- Enter your One-Time Code and click Verify Code.
- Select Next.
- Access your and your covered dependents' benefits and claims information, chat with us, find a provider, print an ID card, access Explanation of Benefits (EOBs) and upload out-of-network claim forms.

Passwords

We know passwords are difficult to remember and fundamentally insecure. For these reasons, we've created a more secure user experience using a One-Time Code sent via email to authenticate your account. It's the same easy to use features of the VBA Member Portal without the frustrations of a password.

Why is VBA changing its member portal login process?

At VBA, we take great care to properly handle any protected health information (PHI) and maintain members' privacy. Collecting and maintaining this data is critical to our business, so we use technical, administrative and physical security measures to protect it.

We regularly test and review our technical security measures. We work with our expert team to make sure we have the most up-to-date technology.

Troubleshooting

Possible Reasons an Account is Not Accessible

It is important to verify that you are an actively enrolled VBA member before attempting to access the VBA Member Portal.

Pending or Terminated Enrollment
Contact your employer's benefits administrator or human resources department to make sure you are an actively enrolled VBA member. Members who are terminated or have a future enrollment date cannot access the VBA Member Portal.

Incorrect Policyholder Information
When you initially register your account, verify that you have provided a valid email address. If your email address is accurate and you are an active VBA member, we may have received information from your employer that does not match what you entered on the information screen.

VBA receives member name, address and date of birth from the employer.

- If your information is incorrect, please contact the employer's benefits administrator or human resources department.
- All changes to your information must be made by the employer's benefits administrator or human resources department.

Incorrect Email Address
Each policyholder may only register their account with one email address. If your covered dependents need to access the VBA Member Portal, they must enter the registered email address and One-Time Code sent to the same email address to login.

If you would like to change the email address associated with your registered account, contact us.

Update or Change Email Address
If you would like to change the email address associated with your registered account, contact us.

Account Not Registered
All active policyholders must register their account the first time they visit the VBA Member Portal beginning on November 2, 2023.

One-Time Code Not Received
If you are not receiving the One-Time Code emails in your inbox, search your spam folder as sometimes the emails end up there.

To prevent issues in the future, safelist noreply@visionbenefits.com to ensure you receive all One-Time Passcode emails.

If none of those steps resolve the issue, contact us.

Questions About Registration
If you are not sure if you have registered your account, contact us.

Miscellaneous

Email Usage
The email address used to register your account is not used for email marketing purposes. VBA only uses this email address to send a One-Time Code for account authentication. We do not sell your data to third parties.