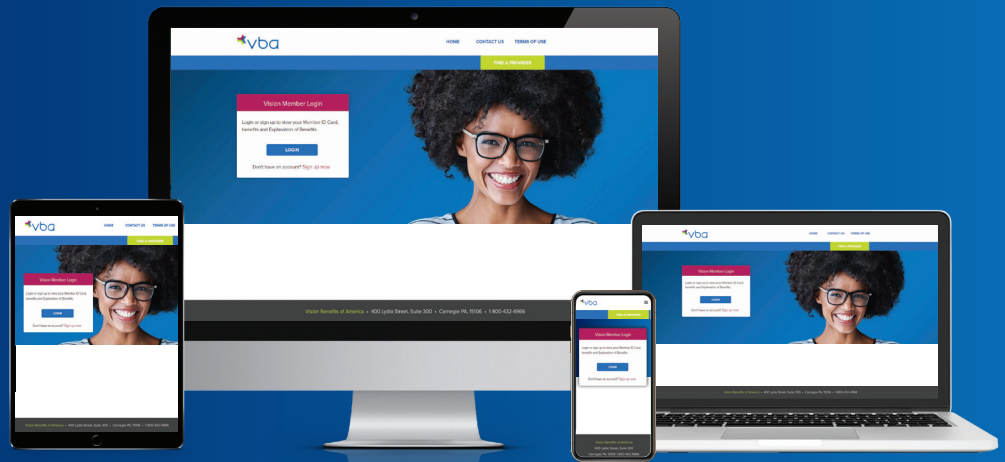# vba

USING THE

VBA Member Portal

VBA's Easy-to-Use Member Portal

At VBA, we strive to make things as simple as possible for our members. Our focus is always on you, which you'll see in every aspect of our mobile-friendly member portal. You can:

- Find in-network providers
- Chat online with customer service representatives
- Print ID cards
- Download Explanation of Benefits statements
- Submit out-of-network claims

Access the VBA Member Portal

To create a more secure user experience, all VBA members are required to register their account before accessing the VBA Member Portal.
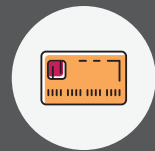
Register Your Account

1. Go to vbaplans.com and click Login from the menu.
2. Select Vision and Member options and click Sign In.
3. Select Sign Up Now.
4. 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.
5. You will receive an email with a One-Time Code from noreply@visionbenefits.com.
6. Enter your One-Time Code and click Verify Code.
7. Select Next, and access your benefits information.

Login to Your Account

1. Go to vbaplans.com and click Login from the menu.
2. Select Vision and Member options and click Sign In.
3. Select Login.
4. Enter the email address you used to register your account and click Send Verification Code.
5. You will receive an email with a One-Time Code from noreply@visionbenefits.com.
6. Enter your One-Time Code and click Verify Code.
7. Select Next, and access your benefits information.

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.

Did You Know?

A member card is not necessary to access your benefits. You can print your VBA member card so that you have all of your plan information handy whenever you visit your doctor's office.

You can use our online Provider Finder to search for doctors in the VBA Network.

Always confirm eligibility through the Member Portal before receiving services or purchasing materials.

We're here to answer your questions.

Our customer care representatives are available by phone Monday through Friday 8:30 AM - 6:00 PM ET by calling 1-800-432-4966.