

Your Member Website Portal



Custom Design Benefits is committed to utilizing the best technology so we can provide exceptional health benefits solutions for our members. We know you want easy-to-use and powerful self-service tools available when you need them. That's why we offer you a member website portal powered by VBA.

Benefits of the Member Website Portal



Review status of your claims and Explanations of Benefits



View, print and request ID cards



Access Plan documents

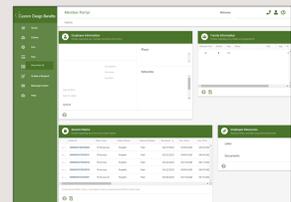


Member App Available

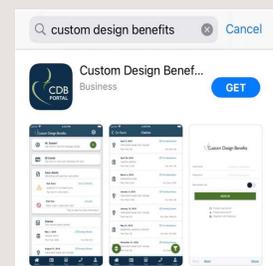


How do I access the member website portal?

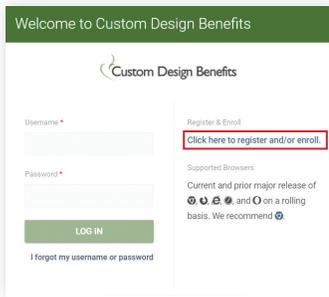
Registering for the member website portal is easy. Please see the next page for instructions.



Once you register for the member website portal, you can download the free mobile app and sign in!



How to Register for the Member Portal



Welcome to Custom Design Benefits

Custom Design Benefits

Register & Enroll
Click here to register and/or enroll.

Supported Browsers
Current and prior major release of Chrome, Firefox, and Safari on a rolling basis. We recommend Chrome.

Username *

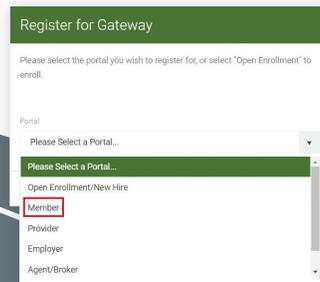
Password *

LOG IN

I forgot my username or password

1 Go to cdb.vbgateway.com

2 On the Welcome Page, SELECT 'Click Here to Register'



Register for Gateway

Please select the portal you wish to register for, or select "Open Enrollment" to enroll.

Portal

Please Select a Portal...

Please Select a Portal...

Open Enrollment/New Hire

Member

Provider

Employer

Agent/Broker

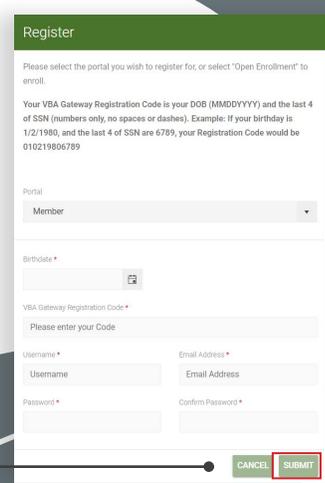
3 CLICK on the drop-down box and select **Member**

4 ENTER the following information:

- ✓ Your birth-date
- ✓ Your VBA Gateway Registration Code*
- ✓ Your email address
- ✓ Preferred username and password

*Your registration code is your 8-digit birth date plus the last four digits of your Social Security Number. For example, if your birthday is July 4, 1980 and the last four digits of your Social Security Number are 1234, your registration code would be 070419801234.

5 CLICK Submit



Register

Please select the portal you wish to register for, or select "Open Enrollment" to enroll.

Your VBA Gateway Registration Code is your DOB (MMDDYYYY) and the last 4 of SSN (numbers only, no spaces or dashes). Example: If your birthday is 1/22/1980, and the last 4 of SSN are 6789, your Registration Code would be 010219806789

Portal

Member

Birthdate *

VBA Gateway Registration Code *

Please enter your Code

Username *

Email Address *

Username

Email Address

Password *

Confirm Password *

CANCEL SUBMIT

6 CHECK your email for a confirmation from vbgateway@vbgateway.com

7 CLICK the link in the email to complete the registration process



Custom Design Benefits

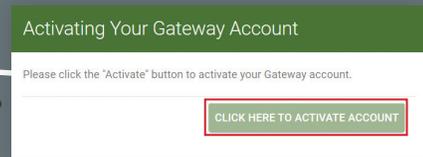
Thank you for registering

To complete the registration process, please click the following link:

<https://cdb.vbgateway.com/index.1.2020.3.html#activate/Wo6L.Y8FYpanCoxQwXfAl-g2>

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8 CLICK to activate your account registration process



Activating Your Gateway Account

Please click the "Activate" button to activate your Gateway account.

CLICK HERE TO ACTIVATE ACCOUNT

Congratulations!
Your account is now registered.

Use your username and password to log in.

Questions or problems?
Call 800.598.2929 for support.