

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

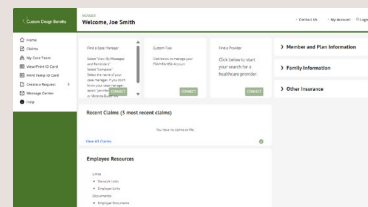


Member App Available

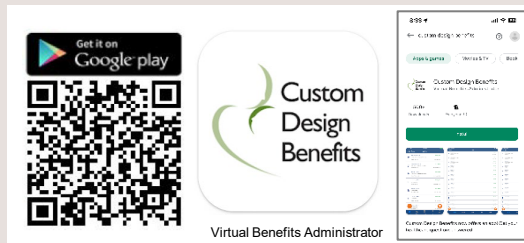


How do I access the member website portal?

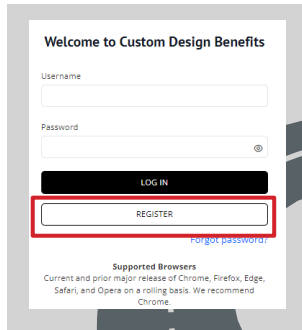
Registering for the member website portal is easy. Please see the next page for instructions.



Once you register for the member website portal, you can download the free mobile app and sign in! Search for Custom Design Benefits.



How to Register for the Member Portal



Welcome to Custom Design Benefits

Username

Password

LOG IN

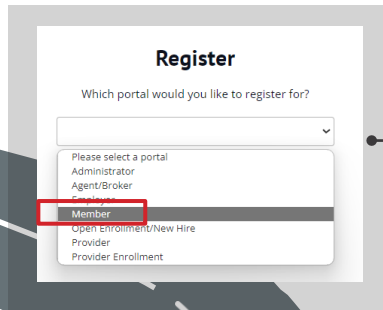
REGISTER

Forgot password?

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

2 On the Welcome Page, CLICK 'Register'

1 Go to **customdesignbenefits.com**
Click on **Login**
Click on **Medical/Dental/Vision** under Member Access



Register

Which portal would you like to register for?

Please select a portal

- Administrator
- Agent/Broker
- Employee
- Member**
- Open Enrollment/New Hire
- Provider
- Provider Enrollment

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

ENTER the following information:

- 4**
- Last 4 digits of your Social Security Number
 - Your birthdate
 - Your registration code

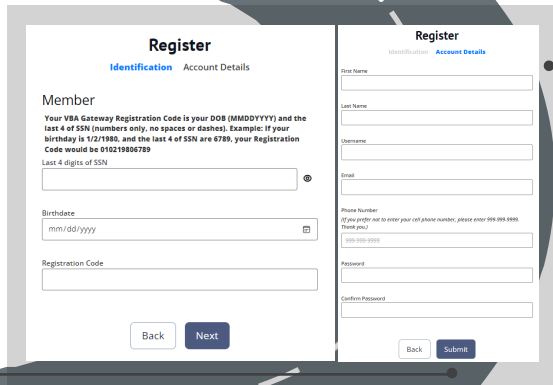
Your registration code is your 8-digit birth date plus the last four digits of your Social Security Number. For example, if your birthday is July 4, 1980 and the last four digits of your Social Security Number are 1234, your registration code would be 070419801234.

CLICK **Next** then enter

- Your First & Last Name
- Username and Email
- Phone Number (optional)
- Password

CLICK **Submit**

5
CLICK **Submit**



Register

Identification Account Details

Member

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 1/2/1980, and the last 4 of SSN are 0789, your Registration Code would be 010219800789

Last 4 digits of SSN

Birthdate

Registration Code

Back **Next**

Register

Identification Account Details

First Name

Last Name

Username

Email

Phone Number

(If you prefer, not to enter your cell phone number, please enter 000-000-0000. Thank you.)

Password

Confirm Password

Back **Submit**

6 CHECK your email for a confirmation from **vbagateway@vbagateway.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://cdbs.vbagateway.com/index.1.2020.3.html#activate/Wo6LrY8YpxCwQwXfAl-g2>

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 Your account has been successfully activated. Close to dismiss this message.

Congratulations!

Your account is now registered.

Use your username and password to log in.

Questions or problems?
Call 800.598.2929
for support.