



Increase Customer Engagement and Satisfaction with



FLEXIBILITY | FUNCTIONALITY | TECHNOLOGY
vbasoftware.com

BUILD TRUST AND LOYALTY WITH YOUR CUSTOMERS

VBAGateway is a cloud-based web application built to enhance service delivery. It offers distinct, user-friendly experiences for members, providers, brokers, and employers—along with a robust administrator portal to streamline processes and foster stronger connections.

Experience the future of efficiency with the new VBAGateway 2.0—designed to streamline workflows, enhance end user satisfaction, and address your organization’s evolving needs. With an intuitive interface, improved admin services, and powerful back-end architecture, this upgrade empowers your team to work smarter, faster, and better than ever before.

VBAGateway offers distinct, user-friendly experiences for **members, providers, brokers, and employers**

VBAGateway Portals



Improved Customer Experience

- **Self-Service Access:** Empower users with 24/7 access to claims, plan details, and coverage options, reducing manual inquiries.
- **Transparency:** Real-time updates on claims, enrollments, member cost sharing and other critical information builds trust and strengthens relationships.



Operational Efficiency

- **Reduced Administrative Burden:** Automate routine tasks like eligibility checks and claims inquiries, freeing staff for higher-value activities.
- **Streamlined Communication:** Secure messaging and document sharing simplify interactions with all stakeholders.



Scalability and Flexibility

- **Support Growth:** Handle increasing customer and provider bases without adding staff.
- **Adaptability:** Easily integrate with additional tools, our preferred partners, or support new lines of business.



Enhanced Security and Compliance

- **Data Protection:** A modern, cloud-based platform with multifactor authentication ensures compliance with HIPAA and other regulations.
- **Audit Trails:** Maintain detailed records of actions and communications for dispute resolution and audits.



Cost Savings

- **Lower Support Costs:** Reduce call center volumes with self-service options.
- **Fewer Errors:** Automated processes like claims submissions and document uploads save time and money.



VBA Gateway supports real-time connectivity with VBA Software or any other claims and benefits administration system.

User Experience is Top of Mind

VBA Gateway provides a well-designed and intuitive user experience with a built-in help feature for users to access immediate support. VBA also offers a variety of accessibility features and the ability to translate your portal into 50 languages.



Source: Statista

Member Experience

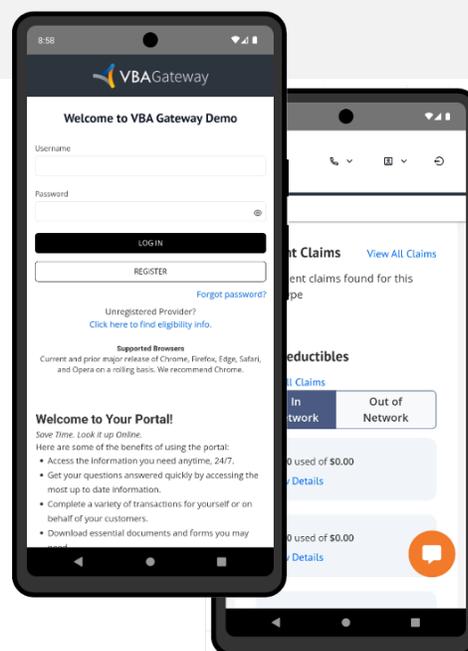
IMPROVE SATISFACTION AND INCREASE ENGAGEMENT

Building a positive member experience is key for healthcare payers to increase member engagement in managing their health, improve member satisfaction and reduce member churn. VBA Gateway allows members to access information about their coverage and benefits without picking up the phone to contact Customer Service.

Members can use the VBA Gateway portal to:

- ✓ Access ID cards
- ✓ View recent claims and EOBs
- ✓ Download and view plan documents
- ✓ Review care alerts and reminders
- ✓ Use the medical cost estimator to understand the cost of care
- ✓ Find a provider in their area
- ✓ Pay their premiums online
- ✓ Contact the plan administrator using the message center

Registration is simple and secure. Members have the option to register using their member ID or a combination of their social security number and date of birth.



Enhance Your Portal Experience WITH THE VBAMOBILE APP

VBAMobile is a convenient, intuitive mobile app that allows users to interact with the VBA Gateway portal from a mobile device. Through VBAMobile your members can perform numerous self-service functions in real time, without the need for intervention from your customer support or information technology staff.



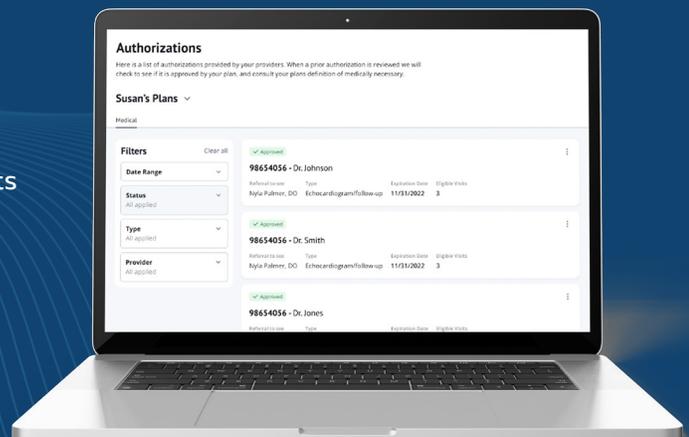
Employer Experience

POWERFUL PLAN MANAGEMENT TOOLS TO INCREASE CUSTOMER RETENTION

Take the hassle out of managing employee benefits by providing a one-stop shop for your employer groups to manage employee records, configure benefit plans and monitor overall plan performance. A positive online experience can build customer loyalty and reduce churn within your group business.

Employers can use the VBA Gateway portal to:

- ✓ Manage the open enrollment process
- ✓ Configure plan benefits and upload plan documents
- ✓ Update information for members and their dependents
- ✓ View plan census reports
- ✓ Look up individual claims for troubleshooting
- ✓ Manage reinsurance claims
- ✓ Access a variety of claims reports and plan insights



Provider Experience

STREAMLINE CARE DELIVERY AND PAYMENT

Increasing provider satisfaction and loyalty is key to success for healthcare payers. Give your providers a streamlined experience with simple workflows to access member information and complete a variety of administrative tasks. Reduce calls to your customer service team by helping providers find the answers they need online.

Providers can use the VBA Gateway portal to:

- ✓ Verify member eligibility and accumulators
- ✓ Verify their network participation status
- ✓ Submit claims online and review the status of existing claims
- ✓ Update their profile and payee information
- ✓ Submit prior authorizations online and review pending requests
- ✓ Contact the plan administrator using the message center



Broker Experience

ENHANCED SELF-SERVICE FEATURES THAT BUILD LOYALTY

Brokers have become an indispensable resource and a trusted advisor for members and employer groups. Brokers need easy access to information and reports for troubleshooting and plan administration. Providing a positive experience for brokers can increase sales and ensure retention of existing customers.

Brokers and agents can use the VBA Gateway portal to:

- ✓ View details for invoices and commission payments
- ✓ Update information for members and their dependents
- ✓ View plan census reports
- ✓ Look up individual claims for troubleshooting
- ✓ Manage reinsurance claims
- ✓ Access a variety of claims reports and plan insights



Administrator Portal

MANAGE THE ONLINE EXPERIENCE FOR YOUR CUSTOMERS

The administrator portal provides all the tools you need to manage the user experience behind the scenes. Streamline workflows and communication with your customers to increase efficiency, reduce costs and improve the customer experience.



Optimize the user experience for all your VBA Gateway portals through the administrator portal:

Account Management

- ✓ Manage user accounts and roles
- ✓ Reset passwords
- ✓ Impersonate a user for troubleshooting

Plan Configuration and Set Up

- ✓ Configure plan settings, including open enrollment options
- ✓ Configure provider enrollments within the portal
- ✓ Configure networks based on plan ID, network name or shell networks

Documents and Links

- ✓ Post plan documents to the portal
- ✓ Create fillable forms that users can complete and upload within portal
- ✓ Add links to the open enrollment portal or other sites

Communications

- ✓ Manage broadcast messaging to groups of users
- ✓ Respond to messages from users in the Message Center
- ✓ Assign customer service representatives to the chat feature
- ✓ Schedule notifications that can be sent to users via text or email

Robust Reporting for Actionable Business Insights

VBA delivers comprehensive reporting to show adoption and utilization of our digital engagement solutions and calculate your return on investment.

Gain insight into:



Which customers are engaging with your digital experience



What types of transactions they are requesting



What time of day they are engaging with your digital experience



Estimated savings and return on investment from your portal solution

Empowering Your Portal with Trusted Partner Integrations

Whether leveraging our trusted partners or integrating with your client-specific vendors, our platform adapts to meet your needs. Our integrations are designed to save time, reduce complexity, and deliver an exceptional user experience.



Electronic Payments
(PCI Compliant)



NSA Compliant Medical
Shopping Tool



NCQA Certified Health Risk
Assessment and
Self-Management Tools



Enrollment Decision
Support



Financial
Wellness



Empowering the Future of Benefits Administration with INTELLIGENCE, INSIGHTS, AND IMPACT.

At VBA, we deliver cutting-edge, personalized technology tailored to meet the evolving needs of healthcare payers. **Our intelligent solutions provide actionable insights and efficient processes, enabling confident decision-making and seamless operations.** With faster, more accurate claims processing and enhanced scalability, VBA is transforming the healthcare landscape—driving meaningful outcomes for your business and the members you serve.



A POWERFUL CLAIMS PROCESSING ENGINE WITH LIGHTNING-FAST ADJUDICATION SPEEDS



AI-ENABLED ASSISTANCE BRINGING INSTANT, ACCURATE ANSWERS TO VBASOFTWARE USERS



INNOVATIVE FEATURES AND SOLUTIONS LEVERAGING AI FOR MORE EFFECTIVE, EFFICIENT BUSINESS OPERATIONS



Innovative Technology, Proven Results
Evolve Your Business with VBA

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WE MAKE THE HEALTHCARE EXPERIENCE BETTER FOR EVERYONE