



Member Portal Registration and Use

The Exceedent (VBA) Member portal can be accessed 24/7 - 365 days a year. Once logged in to the portal, members can download a PDF copy of their ID card, view claims information and download EOBs, get up to date individual and family accumulations, message our Customer Service team, upload documents, access health plan documents/resources and much more.

- To create a new login, go to: <https://exceedent.vbagateway.com/>
 - Select **Click here to register and/or enroll**.

Welcome to Exceedent Gateway

Username

Password

[Forgot username or password?](#)

LOG IN

[Click here to register and/or enroll.](#) 

- Choose “Member” from the drop down box.
Register

Please select the portal you wish to register for.

Portal

Please Select a Portal... 

Please Select a Portal...

Administrator

Member

Provider

- Enter all the requested information (Last 4 Digits of SSN, Birthdate, Registration Code – your Member ID plus the two digit suffix w/no spaces (*found on your Exceedent ID card*), First Name, Last Name, Username, Email Address, Cell Phone Number, Password)

- Click Submit
 - A registration email will be sent to the email address used to create the account. From that email, the user will need to activate their account.
 - Once the account is activated the user may log in to the Portal using their newly created credentials.

Register

Please select the portal you wish to register for.

By registering, you are consenting to the collection of your email and cell phone number, which may be used to contact you by email or text about important events associated with your account. As part of our privacy guidelines, we do not sell or share your information with third parties or other entities. However, if at any time you do not wish to be contacted by email or text, you may change your communication preferences by logging in and updating it under manage profile.

Your VBA Gateway Registration Code is your member ID plus the two-digit suffix, which can be found on your ID Card.

Portal

Member ▼

Last 4 Digits of SSN *

Birthdate *

*

First Name *

Last Name *

Username *

Email Address *

Cell Phone Number *

If you prefer not to enter your cell phone number, please enter 999-999-9999. Thank you.

Password *

Confirm Password *

- If you are experiencing any technical issues (activating, correcting or changing a Username or email address or resetting a password), contact the system administrator via email at: Exceed@exceedenthealth.com or call the Exceedent Customer Service Team at: 262-532-5240.

- Once logged into the portal from the top **Welcome Banner**, the user can:
 - Contact Us
 - My Account
 - Manage Account – Updates on this page will only impact your online account.
 - User Information
 - Account Security
 - Whose Info Can I See?
 - Configure Access to Your Account Details
 - Logout

- On the **Home** tab, the user can:
 - View 3 most Recent Claims
 - View Announcements
 - Access Employer Links under Employee Resources

Links

↳ Employer Links

- [Froedtert Buoy Health Symptom Checker](#)
- [Froedtert Cost Estimation](#)
- [Froedtert FastCare Clinics](#)
- [Froedtert Health Dependent Address Update Form](#)
- [Froedtert website](#)
- [MedImpact](#)
- [On Demand Virtual Clinic](#)
- [Provider Directory](#)
- [Scout](#)
- [Spring Health \(EAP\)](#)
- [Wellness Works Portal](#)
- [WorkPlace Clinics - Froedtert Health](#)

- Access Employer and Member Documents under Employee Resources

Documents

↳ Employer Documents

↳ Additional Information

-  [Coordination of Benefits Form \(COB\)](#)

↳ Member Documents

↳ Additional Information

-  [2024 Froedtert Health Summary Plan Description](#)
-  [2024 Holy Family Memorial Summary Plan Description](#)
-  [Appeal Procedure](#)
-  [Authorized Representative Form](#)
-  [Breast Pump Reimbursement Claim Form](#)
-  [Coordination of Benefits Form \(COB\)](#)
-  [HCFA 1500](#)

- View Member and Plan Information
- View Family Information
- View Other Insurance Information (COB – Coordination of Benefits)

- On the **Claims** tab, the user can:
 - View Accumulators
 - View Claims
 - Navigation tools are located at the bottom of the Claims segment. (Only 10 claims display per page.)



- To Download an EOB-Explanation of Benefits, click on the Orange Claim ID link.

- On the **Member Card** tab, the user can:
 - Download or Print a PDF copy of their Medical ID Card.

- On the **Create a Request** tab, the user can:
 - Request New ID Card
 - Upload Document

Step 1: Click the document you wish to submit from the list below to download the PDF, or check the "I will upload my own document" checkbox. Please open and fill out the form completely, then save the file on your computer. After you have completed and saved the form, proceed to Step 2.

Select a Document Below

 A screenshot of a document selection interface. It shows a list of four document types, each with a red PDF icon to its left:

- Accident/Injury Form
- Authorized Representative Form
- Blank Claim Form
- COB Form

 The list is contained within a light gray box with a vertical scrollbar on the right side.

Or Upload Your Own

I will upload my own document

Step 2: Once you have filled out and saved your PDF form, click the "NEXT" button below to proceed to form submission.

NEXT

- On the **Message Center** tab, the user can:
 - View Announcements
 - Messaging
 - View Responses
 - Closed
 - New
 - Active
 - Create a New Thread
 - Requests
 - View Responses

- On the **Help** tab, the user can:
 - View definitions and instructions as it relates to portal use.

- On the **Provide Feedback** tab, the user can:
 - Provide feedback to help Exceedent enhance the portal experience
 - Request someone from the Exceedent team to contact you regarding your portal experience.

Portal Experience Feedback

Please answer the following questions (* Required):

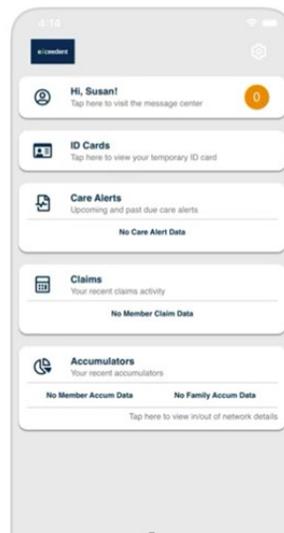
* How satisfied are you with the portal experience today?	ANSWER
* What was your primary reason for visiting your portal?	ANSWER
* Were you able to achieve the purpose of your portal visit today?	ANSWER
* How likely are you to use the portal for future needs and requests?	ANSWER
* Please make any suggestions that would improve your portal experience.	ANSWER
* Would you like someone from our team to contact you?	ANSWER

I'M READY TO SUBMIT

- Once you activate your Member Portal account, don't forget to download the Exceedent Health mobile app. Search for Exceedent Health Business in your app store.



Exceedent Health
Business



- Log in to the app using your same Web-based Exceedent portal credentials
- You will have access to:
 - Download a copy of your medical ID card
 - Reset Password and Update Access
 - Contact Us
 - Visit the Message center
 - View Claims history
 - View Accumulators

If you need additional assistance or have questions, please contact the Exceedent Customer Service Team at: 262-532-5240.