



Provider Portal Registration and Use

The Exceedent (VBA) Provider portal can be accessed 24/7 - 365 days a year. Once logged in to the portal you can view member eligibility, view claim information, submit requested documentation, send messages to our customer service team, request review/reconsideration of claims, view/print Explanation of Benefits (EOBs) 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 "Provider" 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 (First Name, Last Name, Username, Email Address, Password, Confirm Password), then click ADD PROVIDERS

Register

Please select the portal you wish to register for.

Portal

Provider

ADD PROVIDER

Provider(s) to register:

First Name * Last Name *

Username * Email Address *

Password * Confirm Password *

CANCEL SUBMIT

- Click "Lookup By Registration Code" (if you do not have a registration code, email the system administrator to request one at: Exceed@exceedenthealth.com.
 - When requesting a registration code, be sure you provide: your TIN, provider NPI and Address in the email. You will not be able to proceed with a login until you have a registration code.

Provider Lookup

Please enter a Tax ID, Zip Code, and two separate Claim Numbers or IDs from two separate subscribers. These claims should be submitted and paid and should be from within the past 180 days. If you do not have any submitted, paid claims within the last 180 days please contact your administrator to obtain a registration code. Once you have obtained a registration code from your administrator, please check the box Lookup By Registration Code, enter your registration code and click SEARCH.

Tax ID *

Please enter your Tax ID

Zip Code *

Please enter your Zip Code

Claim ID/Claim Number 1 *

Please enter first Claim Number/ID

Claim ID/Claim Number 2 *

Please enter second Claim Number/ID

Lookup By Registration Code

SEARCH CANCEL

NPI	Federal ID	Provider Name	Address	City	State	Zip

- Continue entering the Tax ID, Zip Code (first 5 digits only), VBA Gateway Registration Code.
- Click Search, then highlight the provider record. Click ADD THIS PROVIDER found at the bottom of the screen.

- Only one provider record will appear however once the account is activated, all Provider IDs listed under the Tax ID will appear.
- 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.

Portal

Provider

ADD PROVIDERS

Provider(s) to register:

205996177: NICOLE CLAESON [Remove](#)


First Name * Last Name *

Jane Doe

Username * Email Address *

JDOE205996177 jdoe@test.com

Password * Confirm Password *

..... | 

CANCEL **SUBMIT**

- 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 **Home** screen, the user can:
 - View Announcements
 - View your own Provider Info
 - Provider Resource
 - Documents
 - View Group Summary Plan Documents (SPDs)
 - Obtain the Exceedent Authorized Representative Form
 - Obtain a blank HCFA 1500 form
 - Obtain ACH Enrollment thru Zelis Instructions
- On the **Claims** tab, the user can search for claims to view details and print EOBs. You must click the magnifying glass button to begin. The Claim Lookup screen will then appear. Fill out any details regarding a claim you are inquiring on and click submit.
 - NOTE: A generic EOB will appear if the claim has not been through a revenue cycle yet. It takes 3-5 days to generate an official EOB after a check run.

Claims

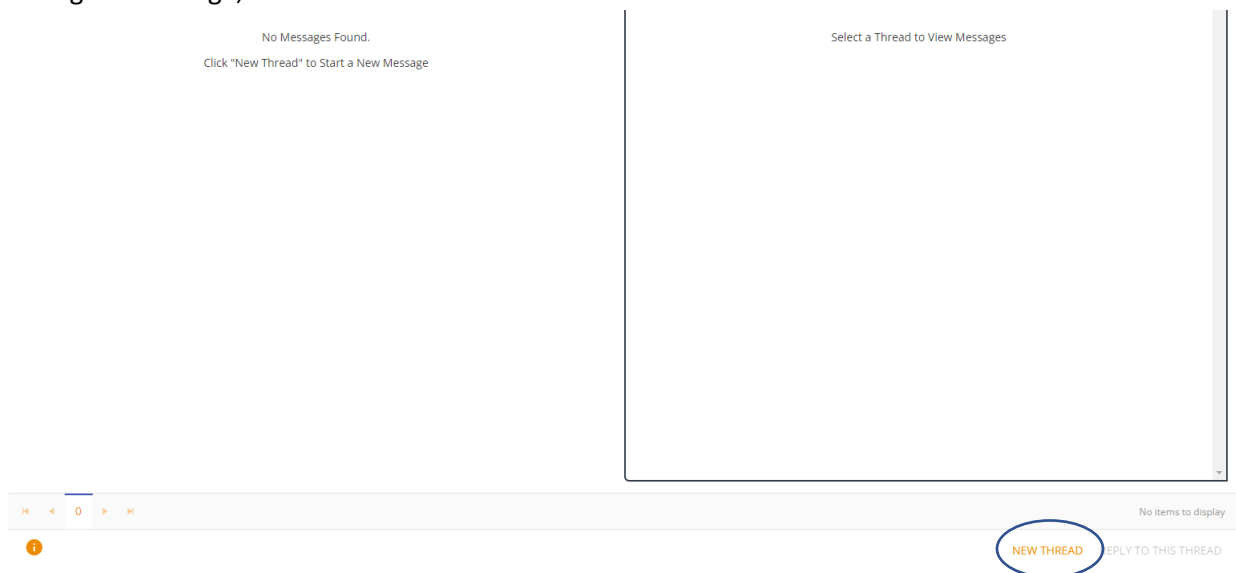
Please click the search (Q) button in the bottom left corner to begin.

The screenshot shows the 'Claim Lookup' interface. At the top left, there are three icons: an information icon (i), a magnifying glass icon (Q), and a close icon (x). The magnifying glass icon is circled in blue. Below the icons is the title 'Claim Lookup'. A light blue instruction box states: 'To pull back all claims, enter no criteria and click "SUBMIT" (this may take a while). To narrow your search, enter any combination of criteria - there are no required fields.' The form contains several input fields arranged in two columns:

- First Name**: Input field with placeholder 'First Name'
- Last Name**: Input field with placeholder 'Last Name'
- Member ID**: Input field with placeholder 'Member ID'
- Birth Date**: Date picker field with placeholder and a calendar icon
- Claim ID**: Input field with placeholder 'Claim ID'
- Claim Number**: Input field with placeholder 'Claim Number'
- Received From:**: Date picker field with placeholder and a calendar icon
- Received Thru:**: Date picker field with placeholder and a calendar icon
- Incurred From:**: Date picker field with placeholder and a calendar icon
- Incurred Thru:**: Date picker field with placeholder and a calendar icon
- Processed From:**: Date picker field with placeholder and a calendar icon
- Processed Thru:**: Date picker field with placeholder and a calendar icon
- Check/EFT Number**: Input field with placeholder 'Check/EFT Number'
- Check Date:**: Date picker field with placeholder and a calendar icon

At the bottom right of the form, there are two buttons: 'CANCEL' and 'SUBMIT'.

- On the **Member Lookup** tab, the user can view member effective dates, retrieve member ID card images, view member accumulations, as well as see claim details.
- On the **Payee Information** tab, the user can verify the address where any Explanation of Benefits and checks are sent to. If this information is incorrect, you will need to email an updated W9 to provinfo@exceedenthealth.com and provide an explanation to what needs to be corrected.
- On the **Provider Portal Configuration** tab, the user can upload documents for their reference on their own user account only. *This function is typically not used.*
- On the **Message Center** tab, the user can upload documents and communicate with a Customer Service Representative. You can ask questions or request a review of any issues. To begin a message, click new thread.



- On the **Provide Feedback** tab, users can alert an administrator of any portal use issues or request future portal updates. Exceedent encourages our users to provide feedback in order to improve workflows.