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.

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<tr>
<th>Portal</th>
<th>Please Select a Portal...</th>
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<tbody>
<tr>
<td>Please Select a Portal...</td>
<td>Administrator</td>
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<td>Member</td>
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<td>Provider</td>
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- Enter all the requested information (First Name, Last Name, Username, Email Address, Password, Confirm Password), then click ADD PROVIDERS
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.

- 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.

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](mailto: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.

### Claim Lookup

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.

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<tbody>
<tr>
<td>First Name</td>
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<td>Member ID</td>
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<td>Member ID</td>
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<td>Claim ID</td>
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[CANCEL] [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.