# GBG Member Portal
User Guide

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My GBG Member Portal

My Member Portal is an online service portal where you can access forms, submit claims, view your claims, and utilize many other tools and services. Follow these steps to register a new account:

1. Visit www.gbg.com and select **Member Login**, then **Register New Account**.

2. You will need to fill out the following information.
   - Your GBG ID# or UHC ID# (located on your Member ID Card)
   - Your First Name and Last Name as they appear on your ID card (**Do not** enter middle name or middle initial)
   - Your Date of Birth (format – MM/DD/YYYY)
   - Currently active Email address
   - Establish a desired Username and Password
   - Select security questions and enter an appropriate response
   - Enter security code
   - Click "register" to complete registration
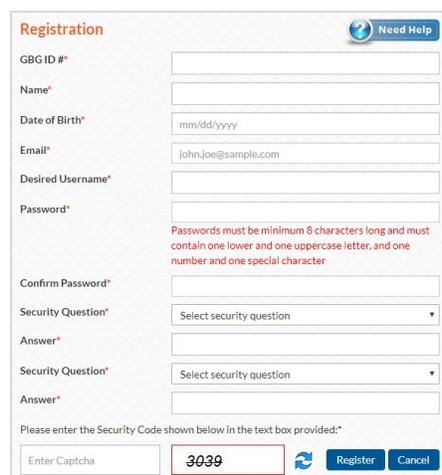
3. After successful registration, you will receive an activation email. Once you activate your account via the link in the email, you are all set to sign in and begin experiencing your new Member Portal.

How to Restore GBG online account Username and Password

Recover Username

In the case that you forgot your Username, follow these steps to recover your GBG account.
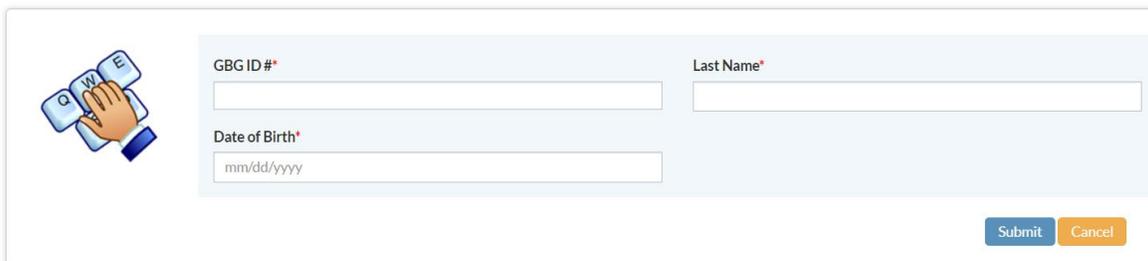
1. Visit www.gbg.com and click **Forgot Username**.
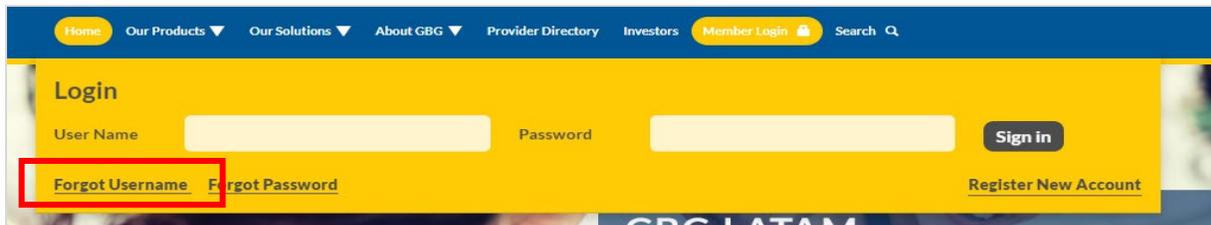
2. Enter **GBG ID or UHC ID Number**, **Last Name, and Date of Birth** as shown on your member ID card and click **Submit**.

Your Username will be sent to the email address provided during registration.

Reset Password

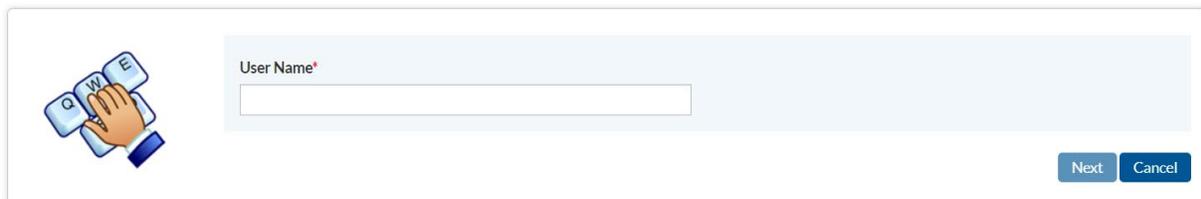In the case that you forgot your Password, follow these steps to reset your Password.

1. Visit www.gbg.com and click **Forgot Password.**

2. Enter your **Username** and click **Next**.

3. Answer the security question and click **Next** to reset your password.
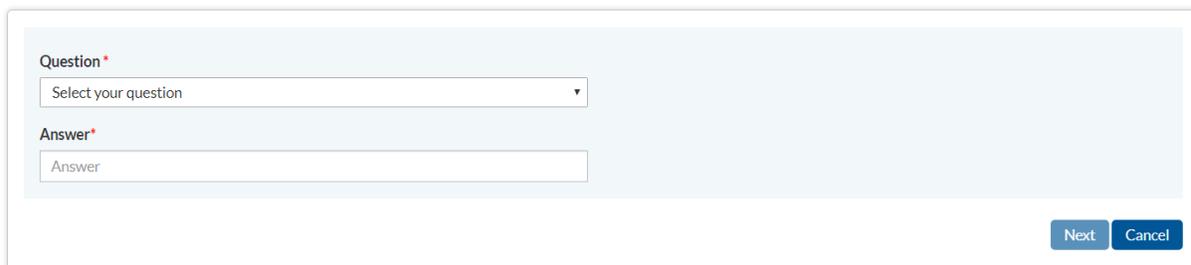
Navigating your Homepage

NOTIFICATION BELL
Get update notifications about your claims

PERSONAL DETAILS
View and Update personal information

CLAIMS
View and Submit Claims

SECURITY
Change your password or update security question.

COVERAGE DETAILS
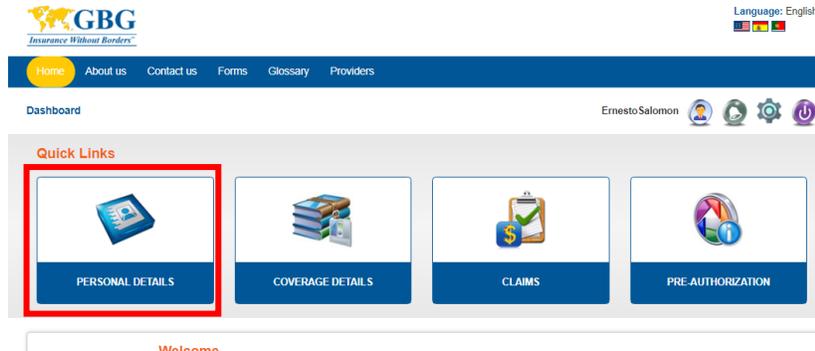View and Edit insured member information

PRE-AUTHORIZATION
View and Submit Pre-Authorization
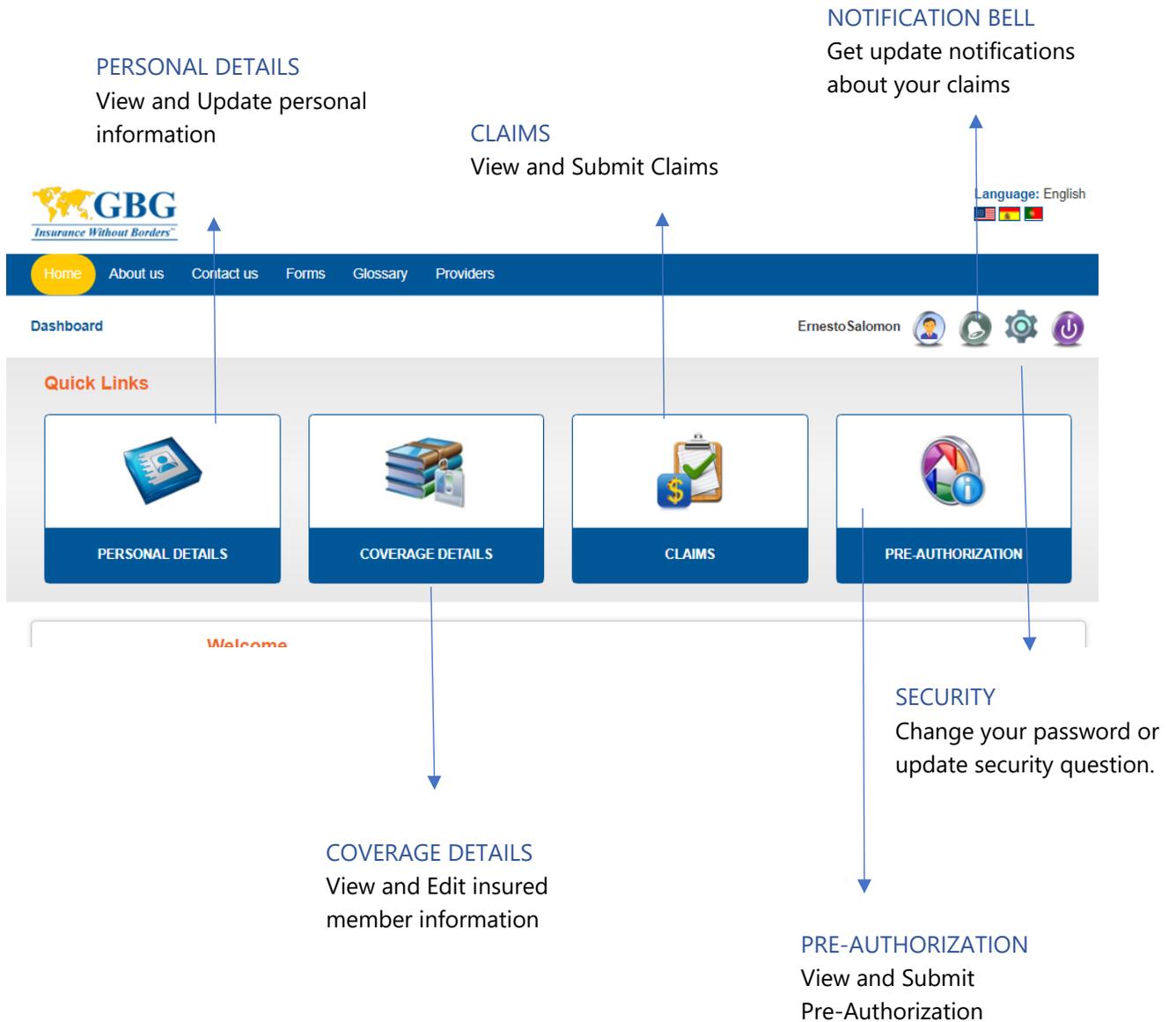
Update Personal Details

In the case you need to update your personal details, follow these steps:

1. From your Member Portal homepage, click on the **Personal Details** Icon.

2. Here, you will be able to make changes to any field that is **not** greyed out. Click **Submit**; to receive a confirmation. Please allow up to 2 business days before your new information will appear.

Submit an Online Claim Form

Follow these steps to submit a Claim Form.

1. From your Member Portal homepage, click on the **Claims** Icon.
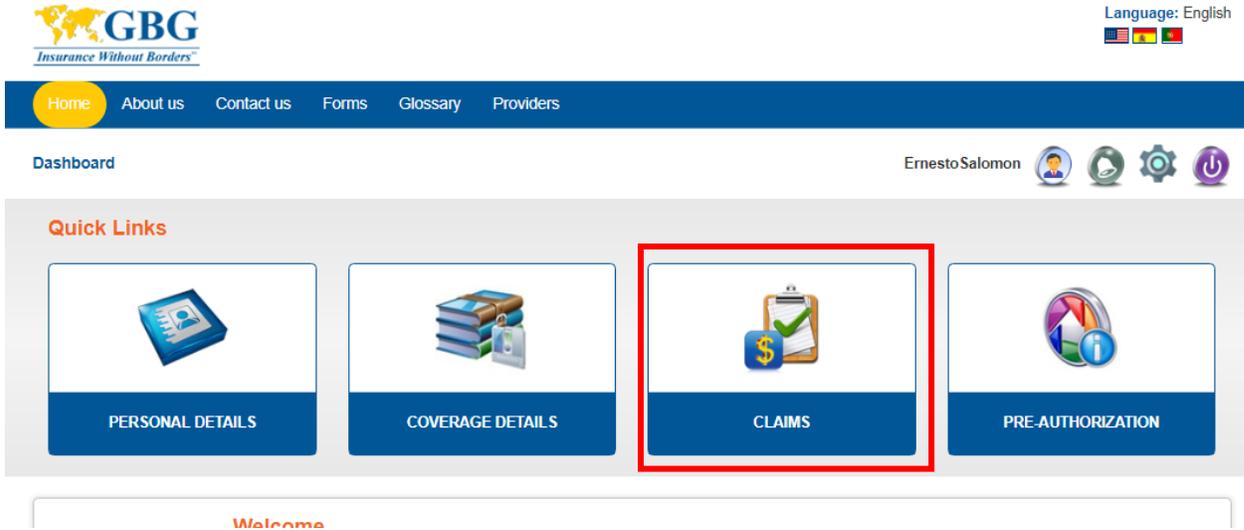
2. Here, you will find details of all your submitted claims (See **Managing Your Claims** section for more details). Click **New Claim** to submit your claim form.

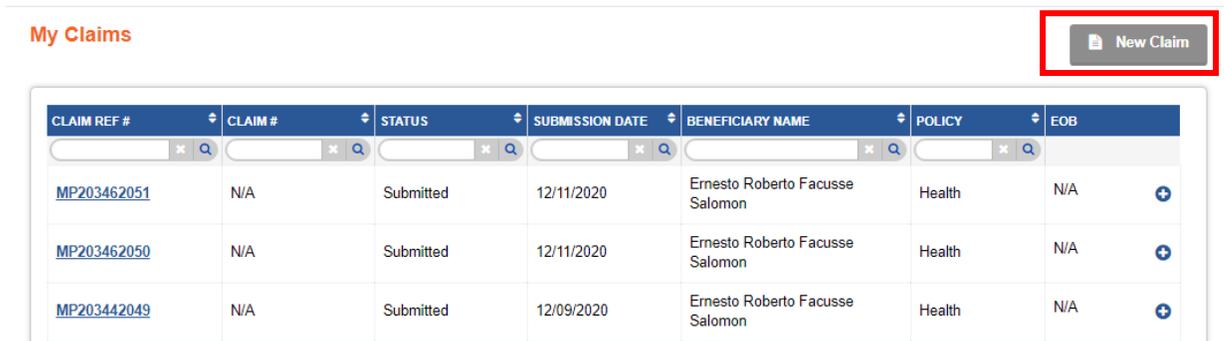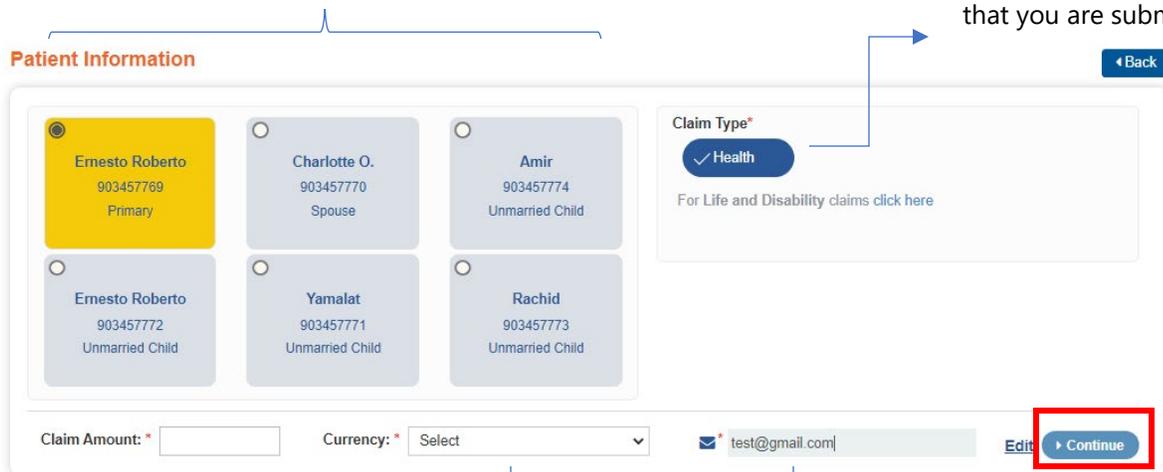3. To file a claim, you need to:
   - Click on the **Patient** you want to submit a claim form for. A primary member can submit a claim for any dependent. However, if a dependent is over 16 years old, once a claim is submitted, the primary member **can't** view claim details.
   - Click on the **Claim Type** you are submitting (this will change depending on what the patient is enrolled in)
   - Type in your **Claim Amount** and **Currency**.
   - Type in your **Email** and press **Continue**

PATIENT INFORMATION
Select the patient you want to file a claim form for.

CLAIM TYPE
Select the type of claim that you are submitting

CLAIM AMOUNT
Enter your claim amount.

CURRENCY
Enter your current currency.

EMAIL
Enter your email address

4. For your claim to be submitted, you must provide the appropriate documents such as receipts, copies of invoices, and other relevant information for review. You can upload files under 30 MB.

5. If a prior claim was paid, the system would default to the recent claim **reimbursement method**. If you would like to select a different reiumberusement method, select **Change Method** and fill out new banking information.

6. Fill out the Authorization page. Be sure to type your name as listed on your ID card to apply your electronic signature and click on **I Agree**. If you would like to complete your form later, click **Save and Exit.** If you are ready to submit your form, click **Submit.**

Authorization

Insured Person

Any person who knowingly files a statement of claim containing any misrepresentation or any false, incomplete or misleading information may be guilty of a criminal act punishable under law and may be subject to civil penalties.

The above answers are true and correct to the best of my knowledge. I authorize any physician, medical institution, pharmacy, insurance company, employer, labor union, or association to release information to Global Benefits Group as required to properly pay all benefits, if any due to me, my spouse, or any other dependents. A photocopy of this authorization shall be considered effective and valid as the original.

Name	Date	Signature*
Ernesto Roberto Facusse Salomon	12-14-2020	

☐ **I Agree***

By typing my name on this form, I am signing electronically and this electronic signature is the legal equivalent of my manual, handwritten signature.

Fair Processing Notice

The GBG Group includes insurance companies, brokering and management companies, as well as assistance and operations companies. We respect your privacy and we are all committed to protecting your personal information.

Our privacy policy tells you about your privacy rights and how the law protects you. This includes information on how we collect and then process your personal information. Our privacy policy is located on our website at www.gbg.com/#/aboutGBG/privacypolicy and we would advise you to read the policy so you understand your rights and your personal data use by the GBG Group.

[Save and Exit] [Submit]

7. If your **Claim Amount** is **more than** 100 USD, you may need to provide additional information. Follow the on screen prompts to submit your claim.

Once you successfully submit a claim, you will be provided with a confirmation of the submission along with the reference number to help you track your claim.

Managing Your Claims

Once you submit a claim, you can manage it by clicking the **Claims** icon on the homepage.
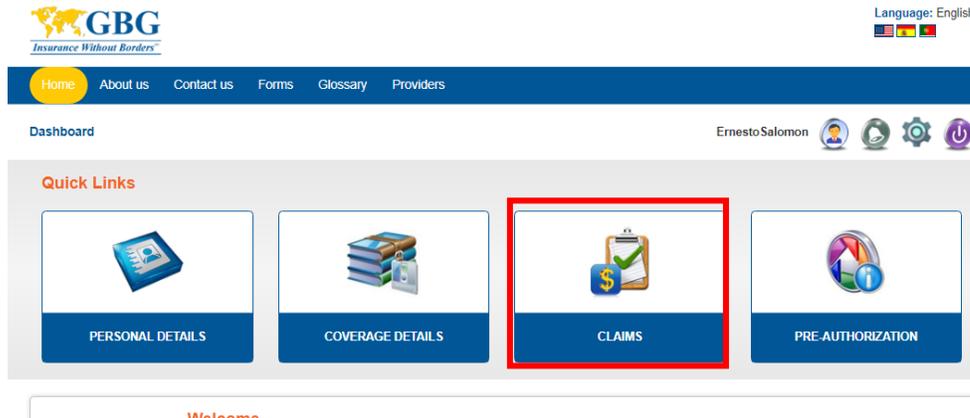
View My Claims List

You will be taken to a page that lists all your claims and the current status of the claims. A link to your EOB will be available once the claim has been adjudicated.

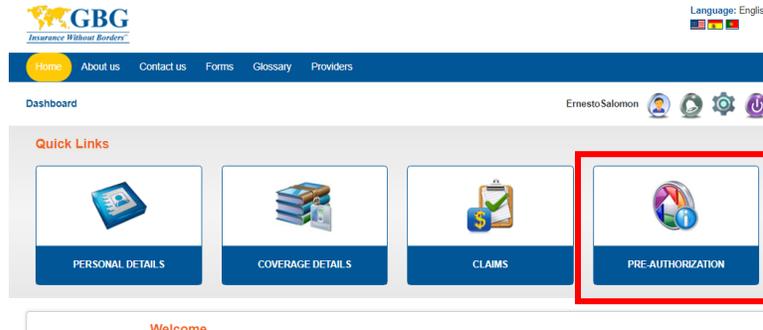**To speak with someone about your claim:**
USA/Canada Toll-Free: +1.866.914.5333 | Worldwide Collect: +1.786.814.4125
customerservice@gbg.com

Submit a Pre-Athorization

In a case where you need to submit a pre-authorization request to GBG and get a pre-approval on a future claim, follow these steps:

1. From your Member Portal homepage, click on the **Pre-Authorization** Icon.

1. A list of previous submitted pre-authorization requests will be listed. If any previous requests were not submitted; you can click on **Edit** button under **Action** to update the request and submit.

2. To submit a new pre-authorization request; select the **Click Here** button.

3. Fill out all the required information on the **Initiator details** and **Diagnosis/Procedure Details** page.

4. Upload all the necessary **documents**. If you would like to complete your form later, click **Save and Exit.** If you are ready to submit your form, click **Submit.**
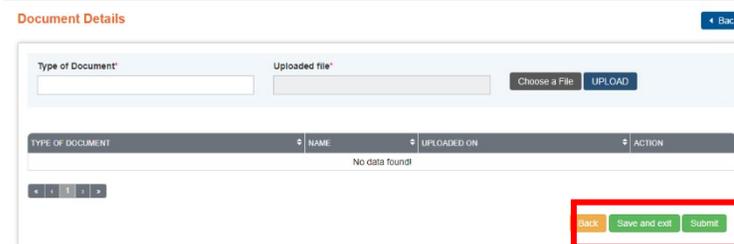
5. To find the status of your pre-authoriaiton, click on the **Pre-Authorization** Icon on the homepage.

To speak with someone about your claim:
USA/Canada Toll-Free: +1.866.914.5333 | Worldwide Collect: +1.786.814.4125
customerservice@gbg.com