USING THE

VBA Member Portal

VBA's Easy-to-Use Member Portal

At VBA, we strive to make things as simple as possible for our members. Our focus is always on you, which you'll see in every aspect of our mobile-friendly member portal. You can:

- Find in-network providers
- Chat online with customer service representatives
- Print ID cards
- Download Explanation of Benefits statements
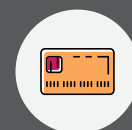- Submit out-of-network claims

Accessing the VBA Member Portal

1. Go to VBAplans.com and click Login from the menu.

2. Select Vision and Member options and click Sign In.

3. Enter the policyholder's birth date, zip code and last 4 digits of SSN or Member ID and click Login.

4. Access your and your covered dependents' benefits and claims information, chat with us, find a provider, print an ID card, access Explanation of Benefits (EOBs) and upload out-of-network claim forms.

We're here to answer your questions.
Our customer care representatives are available by phone Monday through Friday 8:30 AM - 6:00 PM ET by calling 1-800-432-4966.

Did You Know?

A member card is not necessary to access your benefits. You can print your VBA member card so that you have all of your plan information handy whenever you visit your doctor's office.

You can use our online Provider Finder to search for doctors in the VBA Network.

Always confirm eligibility through the Member Portal before receiving services or purchasing materials.

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