

# Provider Website Portal



**Custom Design Benefits** is committed to utilizing the best technology to help you manage patient care tasks online. We know you want easy-to-use and powerful self-service tools available when you need them. That's why we offer a provider website portal powered by VBA. Our secure online provider portal gives you 24/7 access to the information you need to coordinate patient care.

## Benefits of the Provider Website Portal



Review status of your claims and check eligibility



Request an authorization



Communicate directly with Custom Design Benefits

## How do I access the provider website portal?

After you have registered for the provider portal, go to [www.CustomDesignBenefits.com](http://www.CustomDesignBenefits.com) click **Providers**, scroll down and click **Provider Portal**.

NOTE: You will need to register first. Please see next page for instructions.

Welcome to Custom Design Benefits



Username \*

Password \*

LOG IN

[I forgot my username or password](#)

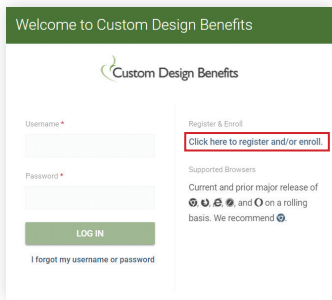
Register & Enroll

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

Supported Browsers

Current and prior major release of , , , and  on a rolling basis. We recommend .

# How to Register for the Provider Portal



Welcome to Custom Design Benefits

Custom Design Benefits

Username \*

Password \*

LOG IN

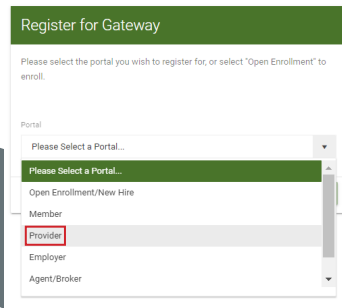
I forgot my username or password

Register & Enroll  
**Click here to register and/or enroll.**

Supported Browsers  
Current and prior major release of  
Chrome, Firefox, and Safari on a rolling basis. We recommend Chrome.

**1** Go to [cdb.vbgateway.com](http://cdb.vbgateway.com)

**2** On the Welcome Page, SELECT 'Click Here to Register'



Register for Gateway

Please select the portal you wish to register for, or select 'Open Enrollment' to enroll.

Portal

Please Select a Portal...

Please Select a Portal...

Open Enrollment/New Hire

Member

**Provider**

Employer

Agent/Broker

**3** CLICK on the drop-down box and select **Provider**

**4** ENTER the following information:

- ✓ Your Tax ID
- ✓ Your Zip Code
- ✓ Your First Name
- ✓ Your Last Name
- ✓ Your Preferred Username
- ✓ Your email address
- ✓ Your Preferred Password

**5**  
CLICK  
**Submit**

**6** CHECK your email for a confirmation from [vbgateway@vbgateway.com](mailto:vbgateway@vbgateway.com)

**7** CLICK the link in the email to complete the registration process



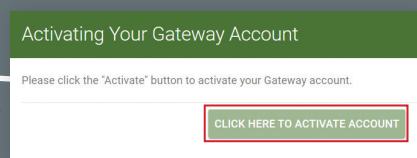
Custom Design Benefits

**Thank you for registering**

To complete the registration process, please click the following link:  
<https://cdb.vbgateway.com/index.1.2020.3.html#activate/Wo6L.Y8YpxCnxQwXfAl-g2>

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**8** CLICK to activate your account registration process



Activating Your Gateway Account

Please click the "Activate" button to activate your Gateway account.

**CLICK HERE TO ACTIVATE ACCOUNT**

**Congratulations!**

Your account is now registered.

Use your username and password to log in.

Questions or problems?  
Call 800.598.2929  
for support.