Accessing Claims and EOBS in the NEW HealthFirst Gateway Portal

Follow these steps to access Claims and EOBs on the NEW HealthFirst Gateway Portal.

1. Go to **hfbenefits.com** and select **MEMBER** and **enter Group Number 0070053** or go directly to www.hfbenefits/vbagateway.com.

2. Enter your username and password created during open enrollment and select **LOG IN**.

3. On the **Home** screen, scroll down to the **Recent Claims** section which displays the five most recent claims with information about the claim. To display more detailed information about the claim, click on the arrow next to the **Claim ID**.

4. To view the **EOB**, click on the **Claim ID number**. This will open a screen with a message that your report is being generated. Click on the pdf icon in the bottom left corner to view/print the EOB.

5. If you need EOBs not displayed in the Recent Claims section, select **Claims** on the left sidebar. All claims that have been filed will appear in the **CLAIMS** section. Follow the same instructions in Step 4 to view more detail or to view the EOB.