

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.

HealthFIRST
1-800-477-2287

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First time here? Enter the group number (omit dash) found on your ID card in the box to the right. From there, follow the instructions to create a new login ID and password. You can bookmark that site to go there directly in the future.

Been here before? Enter your group number to be taken to your landing page. On your personalized member page, you can:

MEMBER LOGIN
Group Number +
LOG IN

CONTACT INFORMATION
1st TPA
South East Loop 323
4th Center, Tyler, Texas
712287
hfbenefits@hfbenefits.com
hfbenefits.com
hfbenefits.com

Welcome to HealthFirst Gateway

HealthFIRST

Username *
Password *

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

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

LOG IN

I forgot my username or password

HealthFIRST

Home
Claims
Plan Summary
Info
Flex
Provider Lookup
View/Print ID Card
Create a Request
Message Center
Help

Recent Claims
Details regarding your five most recent claims.

Claim ID	Claim Type	Claim Status	Payment Status	Received	Svc. From	Svc. Thru	First Name	Last Name
▶ 0000000088000034	Professional	Payable	Paid	09/02/2020	07/15/2020	07/15/2020	Susan	
▶ 0000000130000008	Professional	Payable	Paid	02/04/2020	01/31/2020	01/31/2020	Susan	
▶ 0000000134000001	Professional	Payable	Paid	01/24/2020	01/14/2020	01/14/2020	Susan	
▶ 0000000134000002	Professional	Payable	Paid	01/24/2020	01/14/2020	01/14/2020	Susan	
▶ 0000000130000007	Professional	Payable	Paid	01/24/2020	01/14/2020	01/14/2020	Susan	

To Download EOBs: Click on the Claim ID link to download the EOB for that Claim

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