



Welcome to Paragon Benefits! We are pleased to serve you this year as the Claims Administrator for your medical plan through Georgia Bankers Association.

Through the Paragon online member portal, you may access the following:

- Personal information
- Claims
- Explanation of Benefits information

We hope you will find the member portal user friendly and intuitive.

To register, please follow the outlined steps below which are illustrated on the following pages:

1. Open your browser and clear your cache/history
2. Type www.paragonbenefits.com in your Internet Browser
3. Click the Paragon logo to get started
4. On the right side of the log in screen: Click "PERSONAL CLAIM HISTORY" and then "Click Here to Register"
5. If the portal doesn't appear then try refreshing your screen or pressing F5
6. Click the down arrow to "Select a Terminal" then select "Member"
7. Enter last 4 digits of your SSN
8. Enter your birthdate-Be sure to type the 4-digit year as part of the date of birth (example 1985)
9. **Your unique VBA Gateway Registration Code is: 90006065**
10. Enter your email address
11. Create and Enter Password and Confirm Password
12. Click "Submit". Submit must be clicked to complete the registration process.
13. You will receive an email that asks you to click the link to confirm your registration.
14. You will be taken back to the website where you make a final click to activate the registration.
15. As a final step, you are taken back to the initial screen where you may now log-in.

On the following pages, please find screenshots that will guide you through the process. If you have questions or need assistance, please feel free to call: 800-277-9218 or direct at 706-321-0209.

Please note: All employees, covered spouses and covered dependent children 18 and older will be required to register separately for the member portal as part of the efforts to protect Personal Health Information.

We look forward to working with you during your plan year.

Best regards,

Your Paragon Benefits Team

Mailing Address: P.O. Box 12288 Columbus, Georgia 31917
(800) 277-9218 / (706) 327-9218 / Fax: (706) 256-4008

Proudly headquartered in historic Columbus, Georgia

How to Register on the Paragon Member Portal:

Step 1: Use Google Chrome or Firefox as your internet browser. We have found that your member portal provides the best functionality and operation when using these internet browsers.

Step 2: Type in to your browser: <https://paragon.vbagateway.com> and click enter.

Step 3: Your browser should pull up the following screen.

Welcome to Paragon Gateway

Paragon

Username

Password

LOG IN

Need help?

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

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

You are using Chrome version 60.0.3112.113

Gateway Version 1.2017.08

Step 4: Look on the right side of the screen and you will note the area circled for you to click the first time you pull up the portal to complete the registration process. When you click this area, the following screen will come up. You will click on the arrow to bring up the drop-down menu choices for the different portals. Select Member portal from the terminal listings.

Register for Gateway

Please select the terminal you wish to register for, or select "Open Enrollment" to enroll.

Terminal

Please Select a Terminal...

Please Select a Terminal...

Member

Provider

Employer

Open Enrollment/New Hire

Step 5: When the Member Terminal Registration screen appears you will enter the last digits of your Social Security Number. You enter your date of birth. You will enter the unique registration code we have provided in the cover letter in the area that asks you to enter your VBA Gateway Registration Code. You will then create your own unique user name and password.

The screenshot shows a web form titled "Register for Gateway". At the top, it says "Please select the terminal you wish to register for, or select 'Open Enrollment' to enroll." Below this is a "Terminal" dropdown menu with "Member" selected. The form has several input fields: "Last 4 Digits of SSN" with the value "0000", "Birthdate" with the value "1/1/1970" and a calendar icon, and "VBA Gateway Registration Code" with the placeholder text "Please enter your Code". Below these are fields for "Username", "Email Address", "Password", and "Confirm Password". At the bottom right are "CANCEL" and "SUBMIT" buttons. Annotations include a red circle around the registration code field, a red box around the birthdate field, and a blue arrow pointing from a text box to the birthdate field.

Be sure to type the complete 4-digit year

Your registration code as a GBA member is 90006065.

Step 6. You will receive a message that tells you an email has gone to the email address you have entered and you will need to click on that link in the email to validate the registration.

Step 7. You will be directed back to the member gateway where you will click to activate your account.

Step 8. You are taken back to the initial screen where you will then log-in to access your portal.

Remember: The registration process must be completed for you, your spouse if covered, and any child covered on the plan that is 18 and over.