



## MyASi Benefits – App

### Download the App

Download the application via the Apple App Store or Google Play Store by scanning below or by searching up the "MyASi Benefits" app



### Sign In

Sign in by using your gateway login that you use for [asibenefits.vbagateway.com](https://asibenefits.vbagateway.com)

If you have not yet registered, navigate to the bottom of the login page within the app and select "Register with Gateway". For more instructions, refer to the 'ASi Gateway Registration Letter/Instructions'

Username	<input type="text" value="Enter your username"/>
Password	<input type="password" value="Enter your password"/>
Remember me	<input type="checkbox"/>

Sign In

- [Forgot username?](#)
- [Forgot password?](#)
- [Register with Gateway](#)

Navia Benefit Solutions  
P.O. Box 5809, Fresno CA 93755  
1(559)-256-1320  
[sps@naviabenefits.com](mailto:sps@naviabenefits.com)  
[www.naviabenefits.com](http://www.naviabenefits.com)

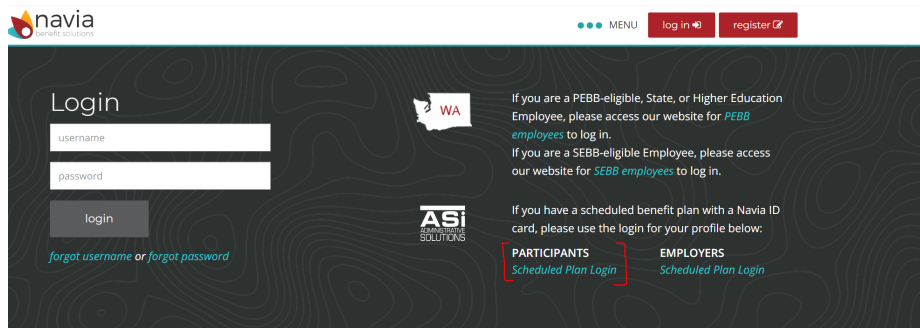


# Navia Gateway Registration Member Portal

## Getting Started

### Web Portal Address

<https://asibenefits.vbagateway.com/>



note: if you are on the website [www.naviabenefits.com](http://www.naviabenefits.com), you will need to select this area in red parenthesis to redirect you to the appropriate website

### Registration Code

Your Member-Specific registration code will be the last four digits of your Social Security number plus your birthdate in the following format: #####MMDDYYYY  
I.E. if your SSN is XXX-XX-1234 and your birthdate is 3/1/1973, your registration code will be 123403011973

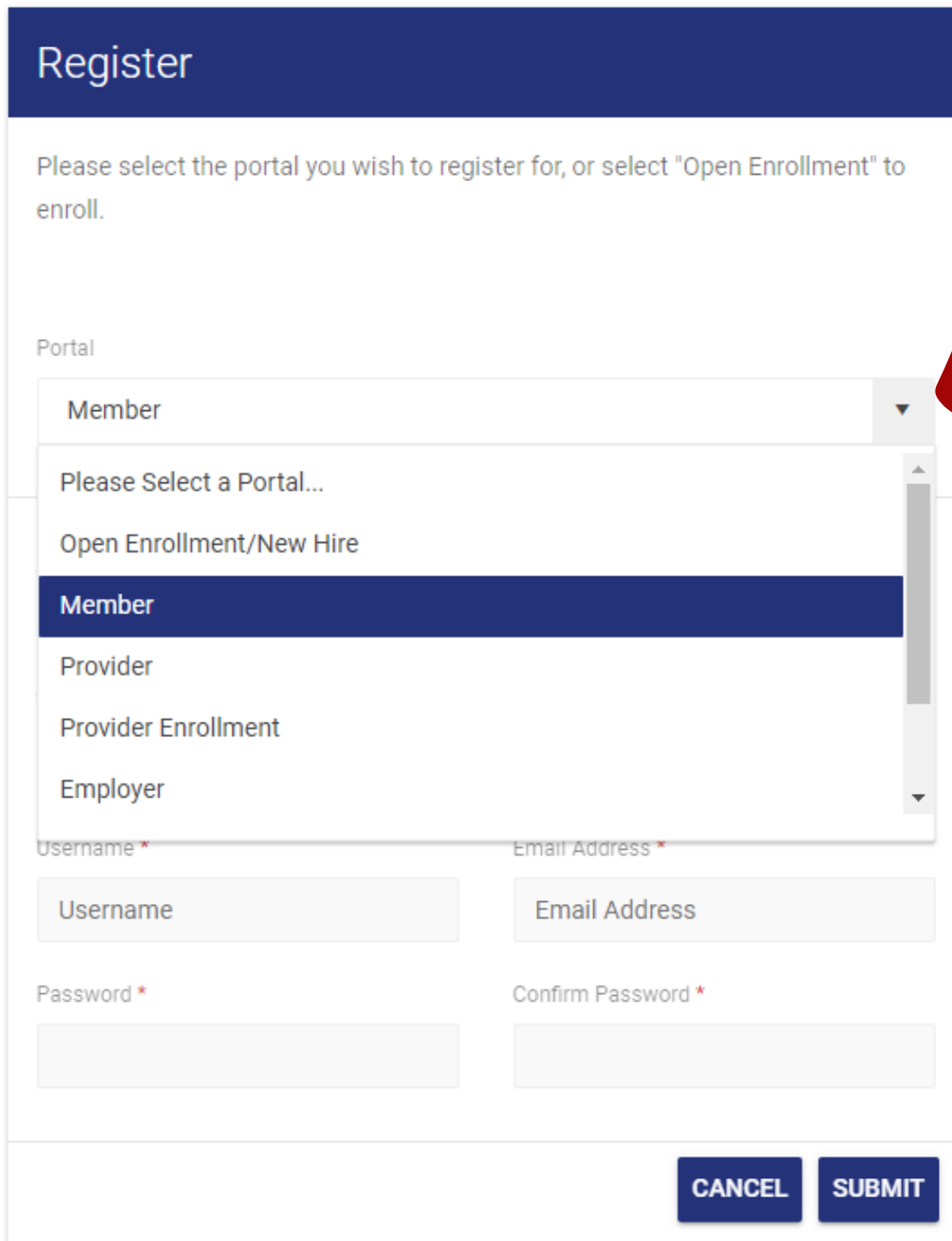
### First Time Log-In

At the welcome page, select 'Click Here To Register and / or enroll'.

You are using Chrome version 87.0.4280.88

Gateway Version v1.2020.12

From the Drop Down, select the '**Member**' portal as the portal you wish to register for. Complete each required field and select Submit.



Register

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

Portal

Member

Please Select a Portal...

Open Enrollment/New Hire

**Member**

Provider

Provider Enrollment

Employer

Username \*

Email Address \*

Username

Email Address

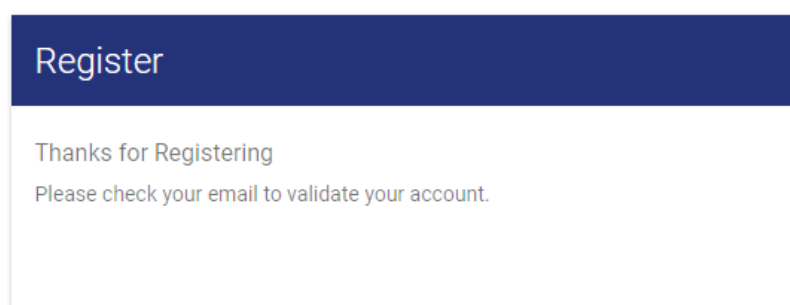
Password \*

Confirm Password \*

CANCEL SUBMIT

Once Registered

When Registration is successful the below window will open. Check your email for the validation email.



Register

Thanks for Registering

Please check your email to validate your account.

Select the link provided in the validation email. The validation email may go to your spam or junk email box.



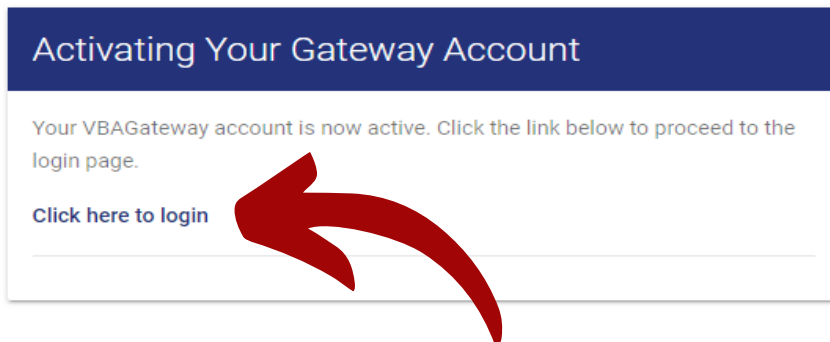
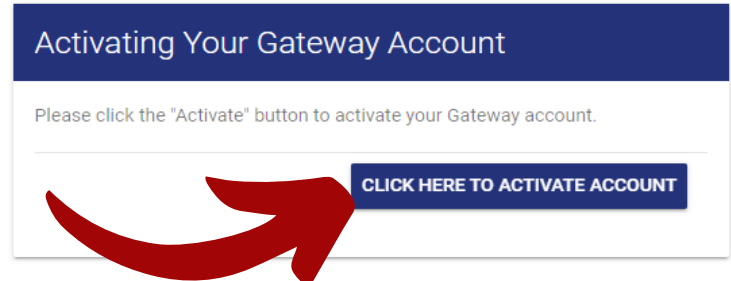
## Thank you for registering

To complete the registration process, please click the following link:

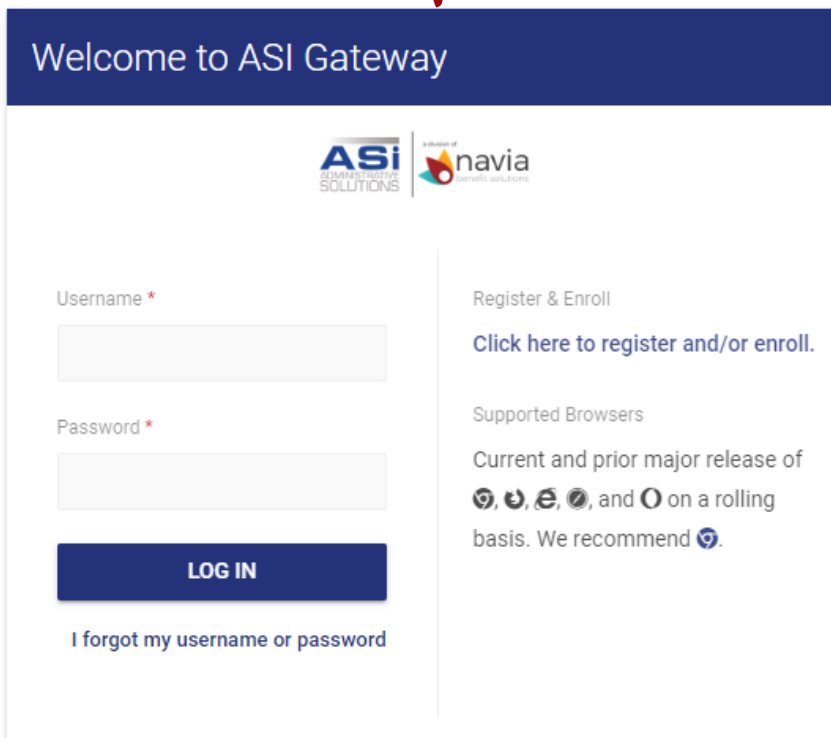
<https://asibenefits.vbagateway.com/index.html#/activate/T7JBaCPP9NJrFf2GkuGg4g2>

© 2014 Virtual Benefits Administrator

Select 'Click Here to Activate Account'



Select 'Click Here to Login'



The ASI Gateway is now available for use. Proceed with entering your username and password to log in to the Member Portal.

You are using Chrome version 87.0.4280.88 ✓

Gateway Version v1.2020.12

Need Assistance?

Call 559-256-1320 or Toll-Free 866-777-1320 or email us at [sps@naviabenefits.com](mailto:sps@naviabenefits.com)



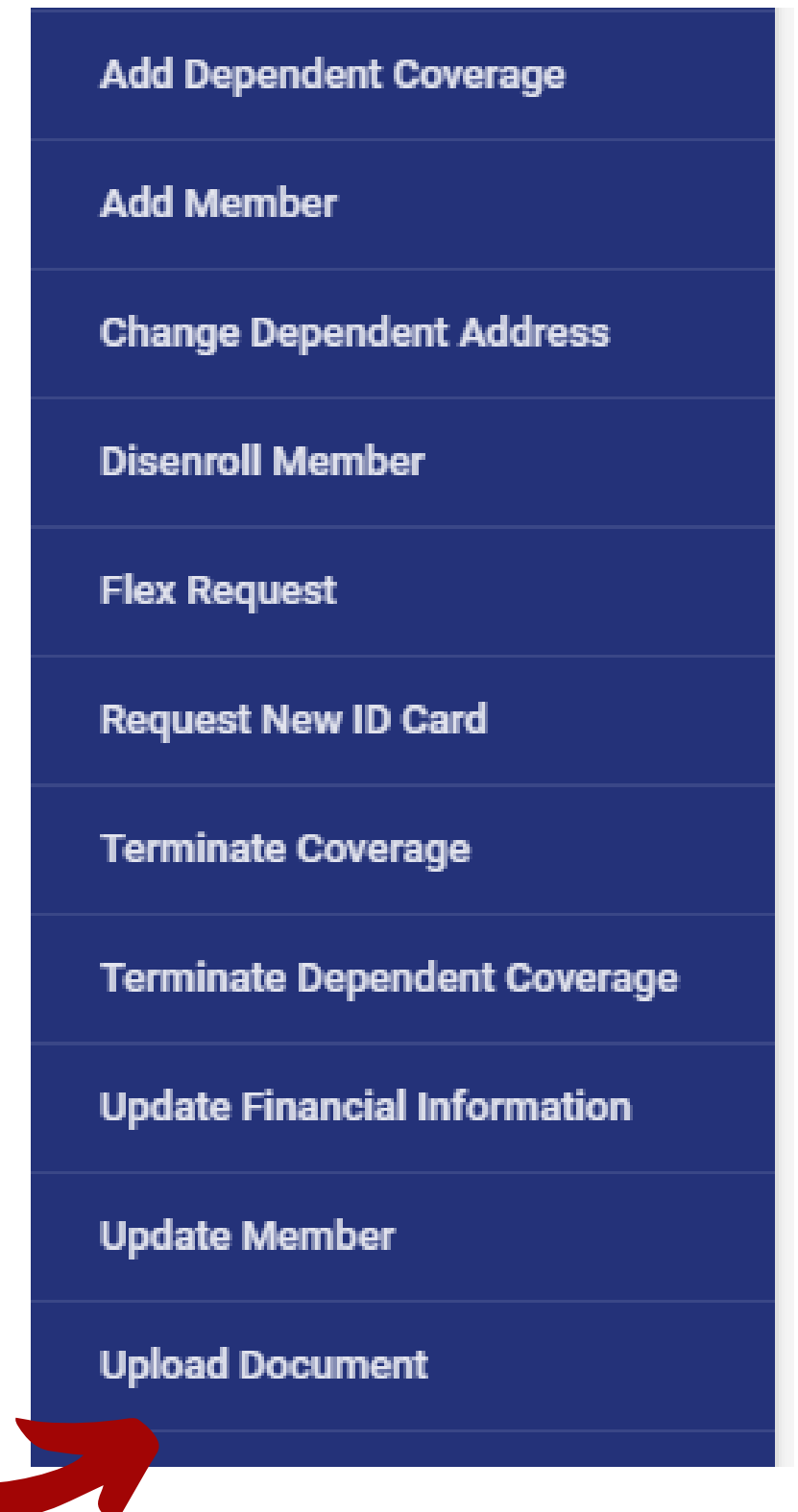
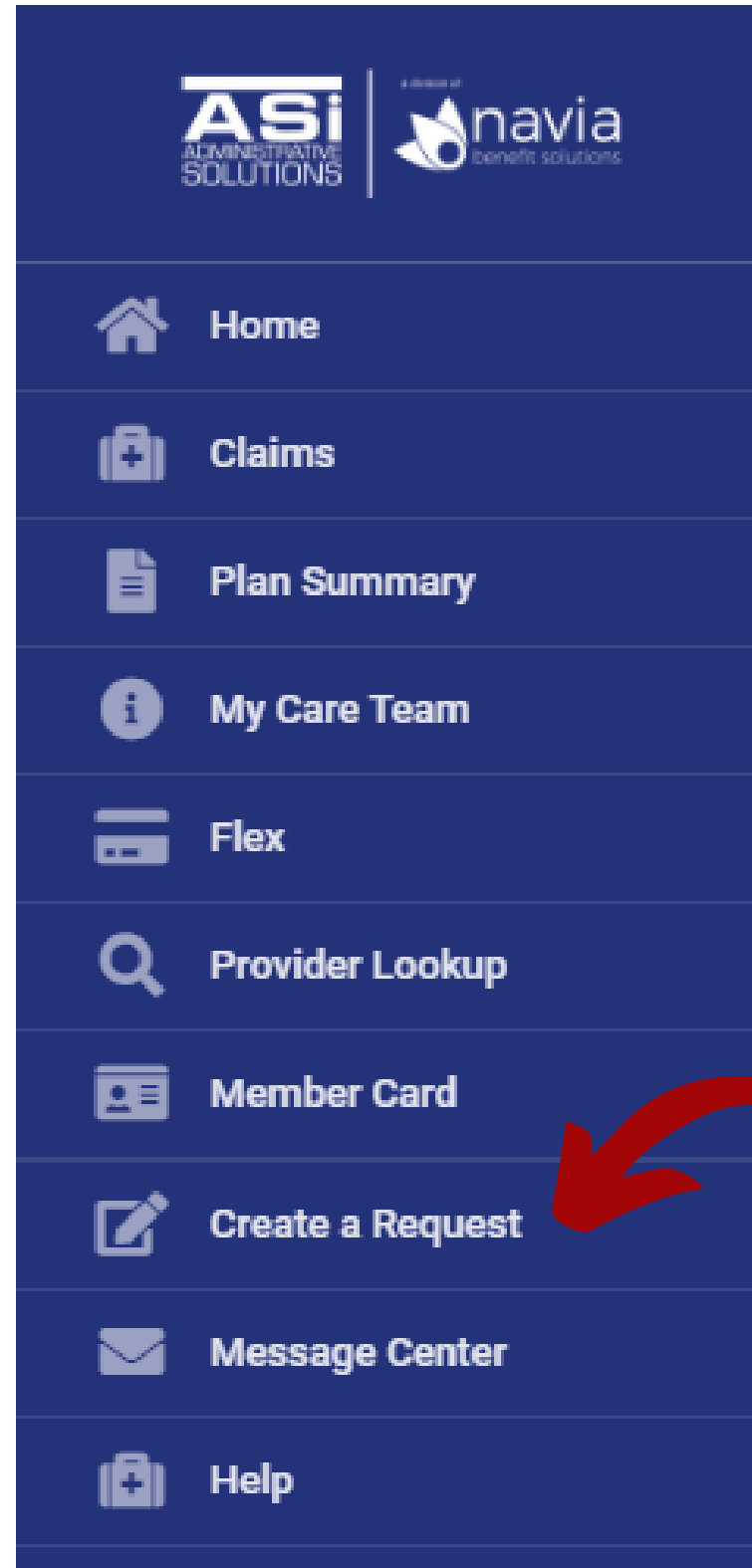
# HOW TO SUBMIT A CLAIM ONLINE

# STEP 1: CREATE REQUEST

From the left-hand menu on the portal, select "Create A Request" to submit your Carrier's Explanation of Benefits (EOB) to us.

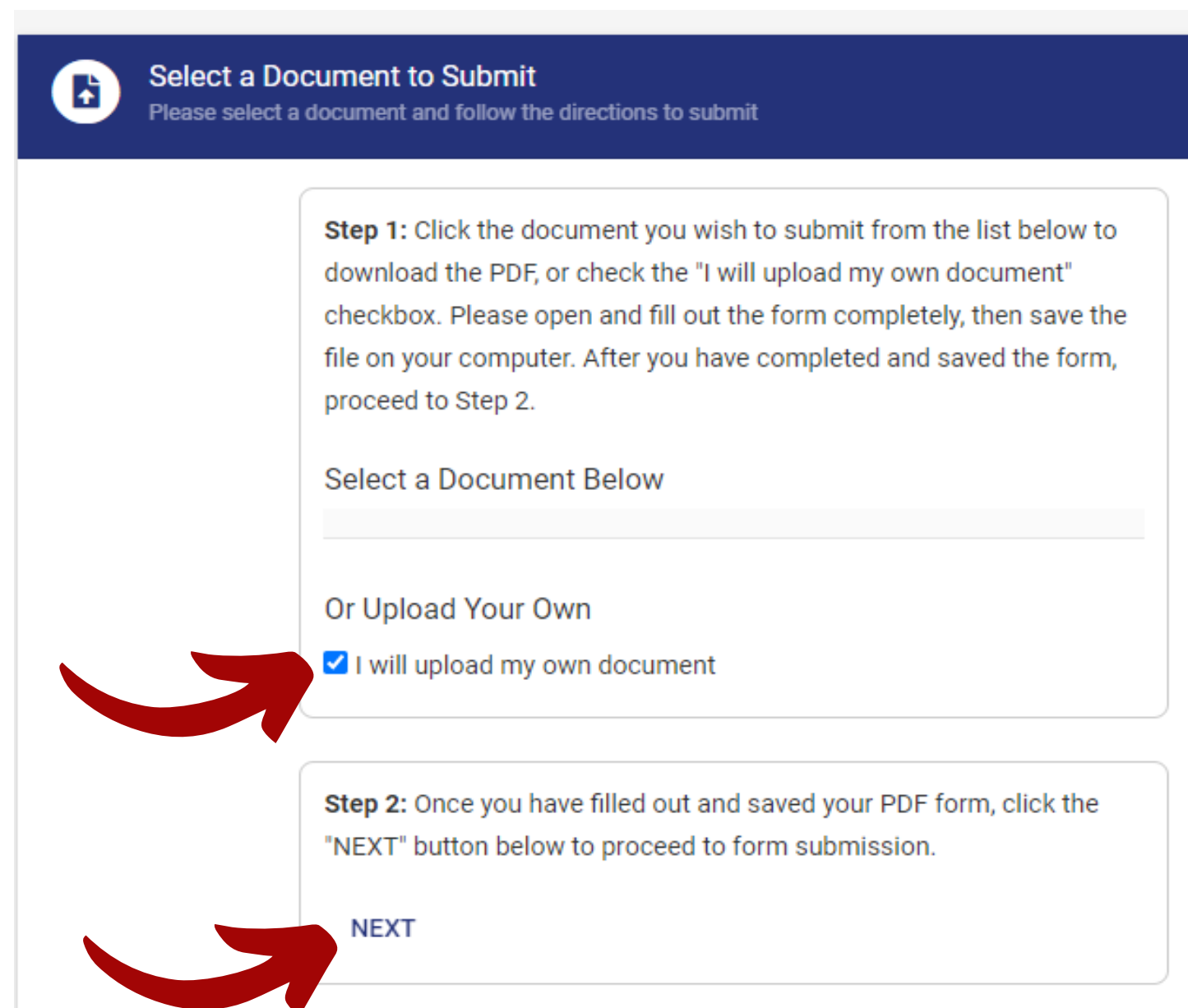
# STEP 2: UPLOAD DOCUMENT

A new drop-down menu will appear, and you will select "Upload Document" to add the file from your computer.



## STEP 3: SELECT DOCUMENT

Once you select "Upload Document", you will see a screen where you can submit your own document. Check the box "I will upload my own document" and then select "Next" under Step 2.



**Select a Document to Submit**  
Please select a document and follow the directions to submit

**Step 1:** Click the document you wish to submit from the list below to download the PDF, or check the "I will upload my own document" checkbox. Please open and fill out the form completely, then save the file on your computer. After you have completed and saved the form, proceed to Step 2.

Select a Document Below

Or Upload Your Own

☒ I will upload my own document

**Step 2:** Once you have filled out and saved your PDF form, click the "NEXT" button below to proceed to form submission.

NEXT

## STEP 4: ADD A NOTE



### Select a Document to Submit

Please select a document and follow the directions to submit

**Step 3:** Please add any notes you wish to submit with your form, then click "UPLOAD MY FILE" to upload your form and complete your submission.

Notes

Please reimburse me for my doctor visit.



UPLOAD MY FILE I WANT TO START OVER



Before you upload a file, you can leave a note describing what you would like us to know.

After you leave a note, you would then select "Upload My File".

# STEP 5: SELECT FILE TO UPLOAD

Please reimburse me for my doctor visit


## Create a Request

**SELECT FILES...**

*Drop files*

NOTE: Please upload a PDF or XLSX file.

?

 **Select a Document to Submit**  
Please select a document and follow the directions to submit

Thank you for submitting your form.


[CLICK HERE TO SUBMIT ANOTHER FORM](#)

?

A pop-up will appear where you can either select the file from your computer or phone files, drag and drop them. After you upload the files, you will get confirmation that it was submitted. You will also get the option to submit another form if you have multiple EOBs that you're sending to us.

















# STEP 7: CHECK STATUS

Requests

Your Gateway request history.

Drag a column header and drop it here to group by that column

	Req. ID	Status	Type	Request Date	Response Date	Description	
				 	 		
▶	3952	✓	Fillable Document	10/14/2022	10/14/2022	Document Request Description	<div>DISMISS</div>

				 	 		
	3952	★	Fillable Document	10/14/2022		Document Request Description	<div>DISMISS</div>

You can check the status of your request under "Message Center". A Blue Star means New Request.

You'll know the request is complete when there is a green checkmark.

# ANY QUESTIONS?

visit us  [www.naviabenefits.com](http://www.naviabenefits.com)

call us  **866-777-1320**

email us  [sps@naviabenefits.com](mailto:sps@naviabenefits.com)