

# PBA Benefit Website Login Instructions

## Access Your Benefit Information 24/7/365

PBA's member benefits portal website offers you a robust suite of online and mobile tools with which you can manage your benefits.



The screenshot shows the PBA Professional Benefit Administrators website home page. At the top right, it indicates the user is logged in as JERRY WILSON with 51 messages. The navigation menu includes Home, My Benefits, My FSA / HRA / HSA, ID Card, Make a Request, Benefit Resources, Contact Us, and Active and Fit. The main content area is divided into three sections: 'What Would you Like to Do?' with icons for View Claims, View Eligibility, View FSA / HRA / HSA, and View Messages; 'Recent Claims Activity' with a table of claim data; and 'Resources' with links for Update Information, Reference Documents, and Informational Notices.

Claim Number	Service Date	Patient Name	Claim Status	Amount Paid
222-0000192123-00	2/1/2022	Lois Wilson	Received	\$0.00
222-0000192120-00	2/1/2022	Lois Wilson	Received	\$0.00
222-0000187144-00	1/31/2022	Jerry Wilson	Received	\$0.00
222-0000178474-00	1/12/2022	Jerry Wilson	Received	\$0.00

## With the Benefit Portal You Can



View current coverage and enrollment information



Check open and completed claims



Download your plan document, SBC, benefit forms, and current ID card



Get answers with FAQs or communicate securely with PBA customer service



Get web links to your PPO, Rx provider, or other useful sites



Change your password, email address, and security questions

## New Users Start Here

1. Go to [pbaclaims.com](http://pbaclaims.com) and click **Secure Login > Employee**.
2. Click **Create a new account**.
3. Check **Accept** and click **Next** if you agree to the terms and conditions.

A screenshot of the 'Login' page. The 'Create a new account' link is highlighted with a red box.A screenshot of the terms and conditions agreement page. The 'Accept' checkbox is checked and highlighted with a red box, and the 'Next' button is also highlighted with a red box.

4. Enter the employee Social Security Number (SSN) and employee date of birth. Click **Next**.
5. Enter your e-mail, which will be your username, create your password and set up your security questions and answers. Click **Next**.
6. Verify your information and click **Finish**.

A screenshot of the 'Step 2 of 4: Validation' page. The 'Member ID or Employee Social Security Number (SSN)' and 'DOB' fields are highlighted with red boxes. The 'Next' button is also highlighted with a red box.A screenshot of the 'Step 3 of 4: Enter Email Address and Password' page. The 'Email Address' field is highlighted with a red box.A screenshot of the 'Member Information' and 'Account Information' pages. The 'Finish' button is highlighted with a red box.

## If You Have an Existing Account

1. Go to [pbaclaims.com](http://pbaclaims.com) and click the **Secure Login > Employee**.
2. Enter your **username** and **password** and click **login**.

A screenshot of the 'Login' page. The 'Username' and 'Password' fields are highlighted with red boxes. The 'Login' button is also highlighted with a red box.

## If You Forgot Your Username or Password

1. Click on **Forgot your username or password?**
2. Enter the employee Social Security Number (SSN) and employee date of birth. Click **Next**.
3. Answer your security questions. Click **Next**.
4. Reset your password. Click **Reset** and **Log In**.

## To Access Your Flex Account

1. Click the **View FSA / HRA / HSA** button.
2. For additional information, please click **Tools & Support > Next Steps Form**.