

# Stop Playing’!

# Not Playing’!

With VBA, customer service inquiries can be answered and resolved in half the time since now, all the information is at your fingertips.



Virtual Benefits Administrator (VBAPreReleaseQA)

Call Tracking

(1) Call Search (2) Updating Call - 24

Update Add Close Call-Back File Grievance Help First Previous List Next Last

Call Information

Call Number: 24 Call Start: 03/11/2015 11:05 AM 0 Hours 11 Minutes 33 Seconds

Entry User: vbadmin Entry Date: 03/11/2015 11:05 AM

First Name: Susan Last Name: Snow

Organization: Phone Number: XT: Caller in Contacts Folder

Caller Type: Employee Call Type: Eligibility Status

Call Status: Closed Call Destination: Call Center

Provider ID: Provider Name:

Cal Subscriber

Subscriber ID	Seq	Name
785412996	01	Susan Snow

Grievances

Griev. Key	Status	Category	Type
21	Open	Claim Payment Discrepancy	Initial Complaint

Call Tracking

(1) Call Search (2) Updating Call - 24 (3) Navigate Member - Susan Snow

Update Close Manage Enrollments Change ID Help First Previous List Next Last

Subscriber Information

Subscriber ID: 785412996 Disenrolled: 00/00/0000

First Name: Susan Last Name: Snow

Suffix: ME: M

Address: 123 Street

City/State/Zip: Las Vegas NV (Nevada) 21341

County: Country: UNITED STATES

Home Phone: 1 (123) 123-4123

Work Phone: (324) 234-2324

Apply Ex Code: Ind. Bill Cycle: Monthly Auto-Create:

Enrollment List

- 01 - Susan Snow
- 02 - Richard Snow
- 03 - Little Susie Snow
- 04 - LittleRichard snow
- 05 - Bruno Snow
- 06 - Brandi Snow
- 07 - Jon Snow
- 08 - Silly Snow

Details

Go Disenroll Renewal Audit Cases Claims Grievances File Grievance Request ID Card

Member List

Seq	First Name	Last Name
01	Susan	Snow
02	Richard	Snow
03	Little Susie	Snow
04	LittleRichard	snow
05	Bruno	Snow
06	Brandi	Snow
07	Jon	Snow
08	Silly	Snow

Member Information

Seq: 01 SSN: 554-98-7321 First Name: Susan MI: Last Name: Snow Suffix:

Relationship: Insured Sex: Female Marital Stat: DOR: 09/17/1964 Age: 51 1657 da

Enrolled: 01/01/2013 Disenrolled: 00/00/0000 Ethnicity: A/C: Adult Smoker: Other Ins:

Death Date: 00/00/0000 Init. Volume: Sal. Pct.: Apply Ex Cd: VIP:

Adult Dependent Thru: 00/00/0000 Student Thru: 00/00/0000 Unique ID:

Continue Coverage Thru: 08/01/2013 Ex Code: Access Code:

Pre-Exist Thru: 00/00/0000 Ex Code: Alternate ID: 123156080

Cred. Cov: 00/00/0000 00/00/0000 days Cov. Type: Open Enrollment Mem. Plan Year:

ParagOn

Bringing you clarity in this dysfunctional industry

VBA

Simpler, Easier, & Paragon Peep Friendly