

# EBS CLAIMS PORTAL

## HOW TO ACCESS GATEWAY CLAIMS PORTAL

The *EBS Gateway Claims Portal* provides a more efficient method to access your claims information electronically and provides you with immediate access.



### Easy steps for online access:

Go to [www.ebs-tpa.com](http://www.ebs-tpa.com) and click **Gateway Claims Login**

**Returning users:** Log in with the username and password you selected.

**First-time users:** Click here to register and/or enroll under the log in button.

1. Then choose the portal “Member.”
2. Fill out the required information.
3. Create your unique username and password and submit.
4. An email will be sent to you to activate your account. Once activated, you can log in.

### Technical Difficulties:

**Already registered but forgot your username or password?** If you have already registered for Gateway but you have forgotten your username and password? Please email [gatewaysupport@ebs-tpa.com](mailto:gatewaysupport@ebs-tpa.com) and we will assist you further.

**What if my registration submission “Failed to Register” because “Member Information not Found”?** Check that the formatting of the Date of Birth matches what is shown on the website. (Slashes instead of dashes and the full four numbers of the year.)

**What if I did not receive the registration confirmation email with the link?** Check your junk email or spam folder.

**Why aren’t EOB’s opening?** Check to make sure your browser is allowing pop-ups for this website.

**Why can’t I see claims for all of my family members?** Due to HIPAA regulations, family members over the age of 18 have the right to privacy in terms of their claims information. Contact Gateway Support for assistance.

**Help, I’m still having technical difficulties.** Email [gatewaysupport@ebs-tpa.com](mailto:gatewaysupport@ebs-tpa.com) or call 800-373-1327 and ask for Gateway Support.