MyGBG

Mobile App User Guide

Welcome

Welcome and thank you for choosing Global Benefits Group (GBG) as your medical insurance provider. We developed **MyGBG** for you to download and access your policy coverage details and soft copy ID card right from your mobile phone. In the app, you will have access to:

- Your member login
- Policy coverage details
- Policy documents
- Member ID card for policy holder and dependents
- *Track your annual deductible
- *Live chat with customer service representative
- Contact customer service via phone or email

*Annual deductible tracker, only available for Latin America and TieCare members.

*Live chat, only available for TieCare members at this time, and it will be implemented for the rest of the members on a later release.

NEW FEATURES

Offline ID Card Accessibility

You can now access Member ID cards even when there is no WiFi access. You just have to log in to the app at least once while online.

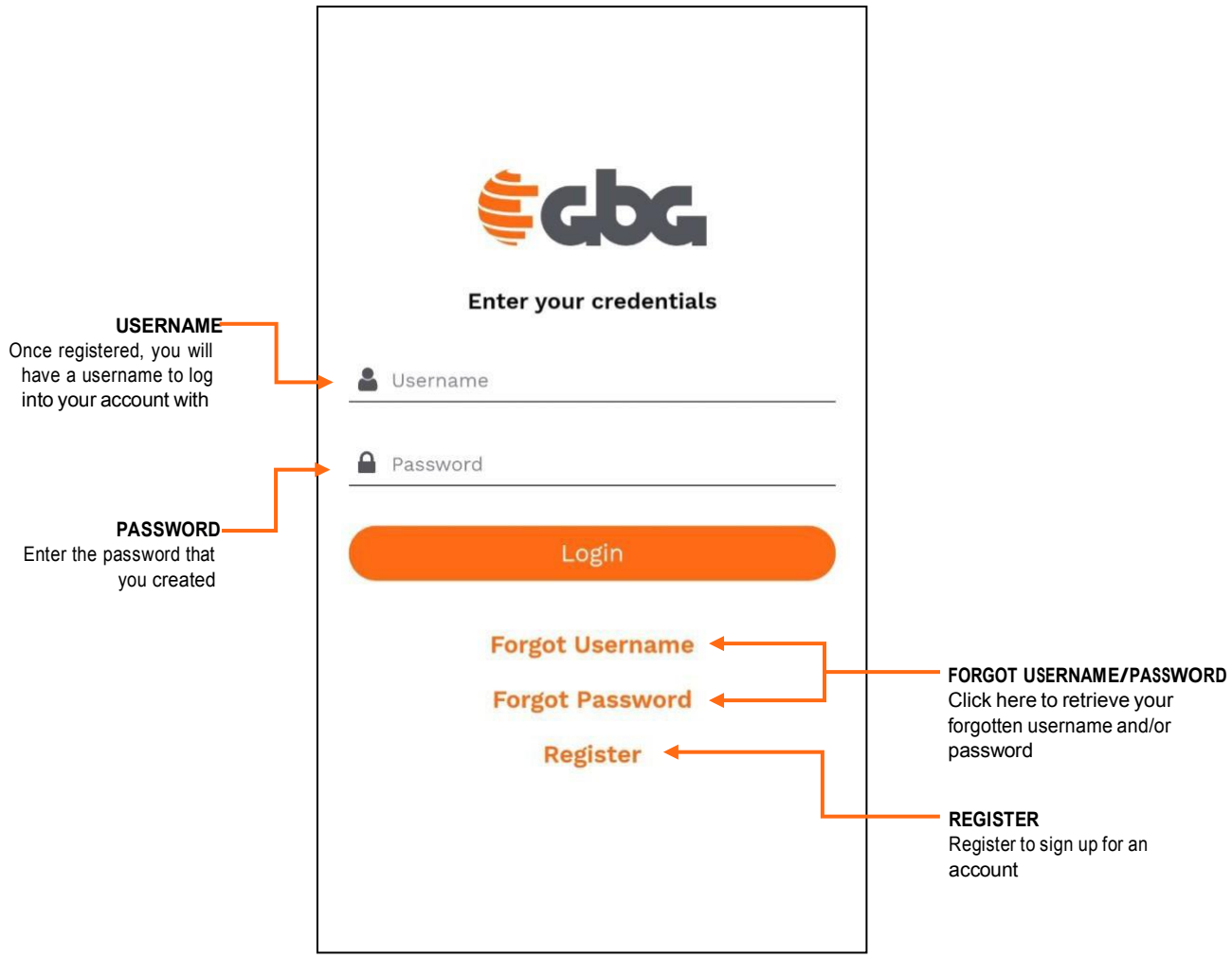
iOS Wallet

iOS users can now add your Member ID cards to the Wallet app.

Questions? Reach us 24 hours a day, 7 days a week with GBG Assist: +1.786.814.4125

Member Login

Once the app is downloaded, you can login to the mobile app by entering your **Username** and **Password**. There are also options to retrieve your username and/or password If needed.

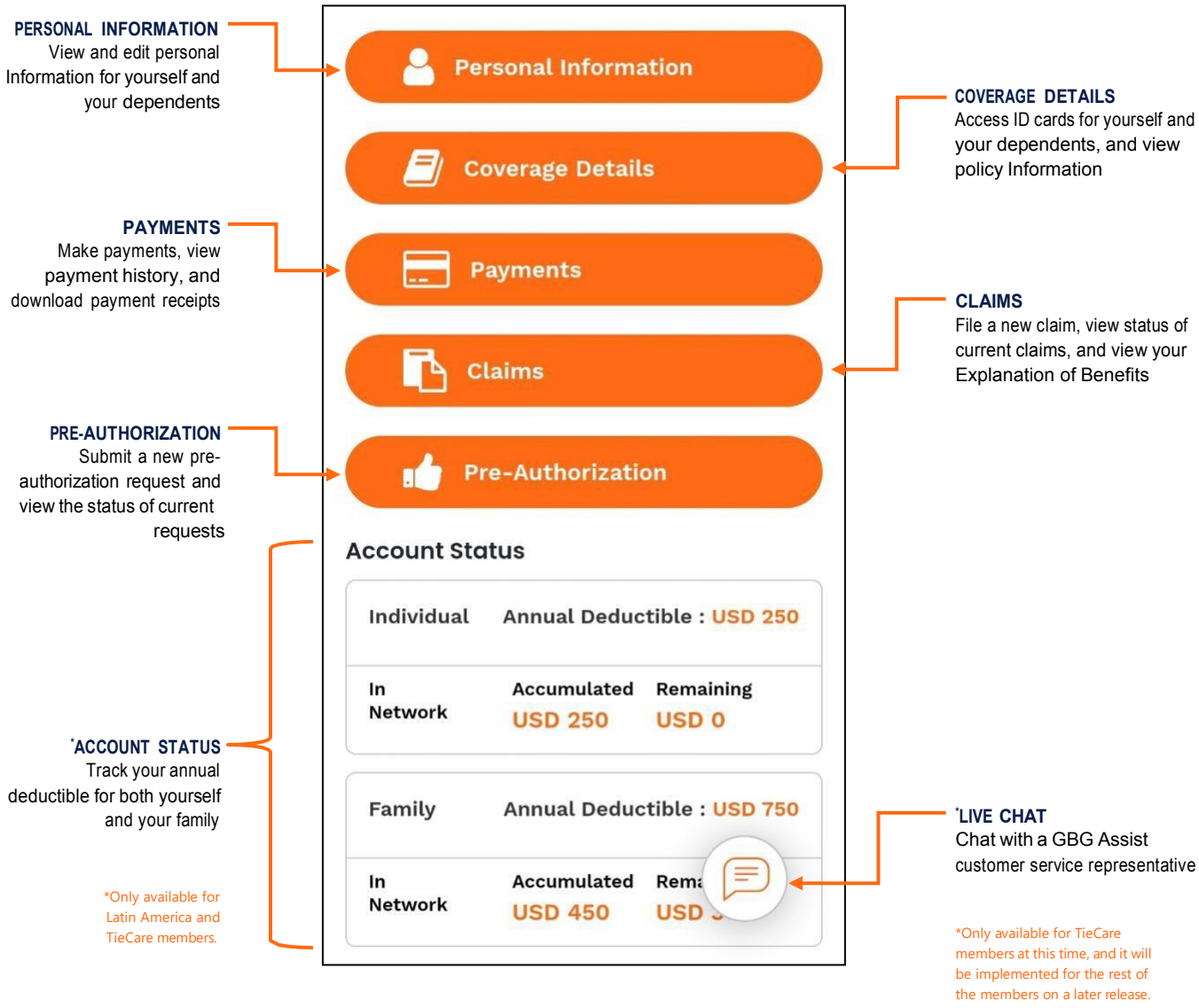


Homepage

Once you login, you can access these features from home screen:

- Personal Information
- Coverage Details
- Payments
- Claims
- Pre-Authorization
- Annual Deductible Tracker
- Live Chat

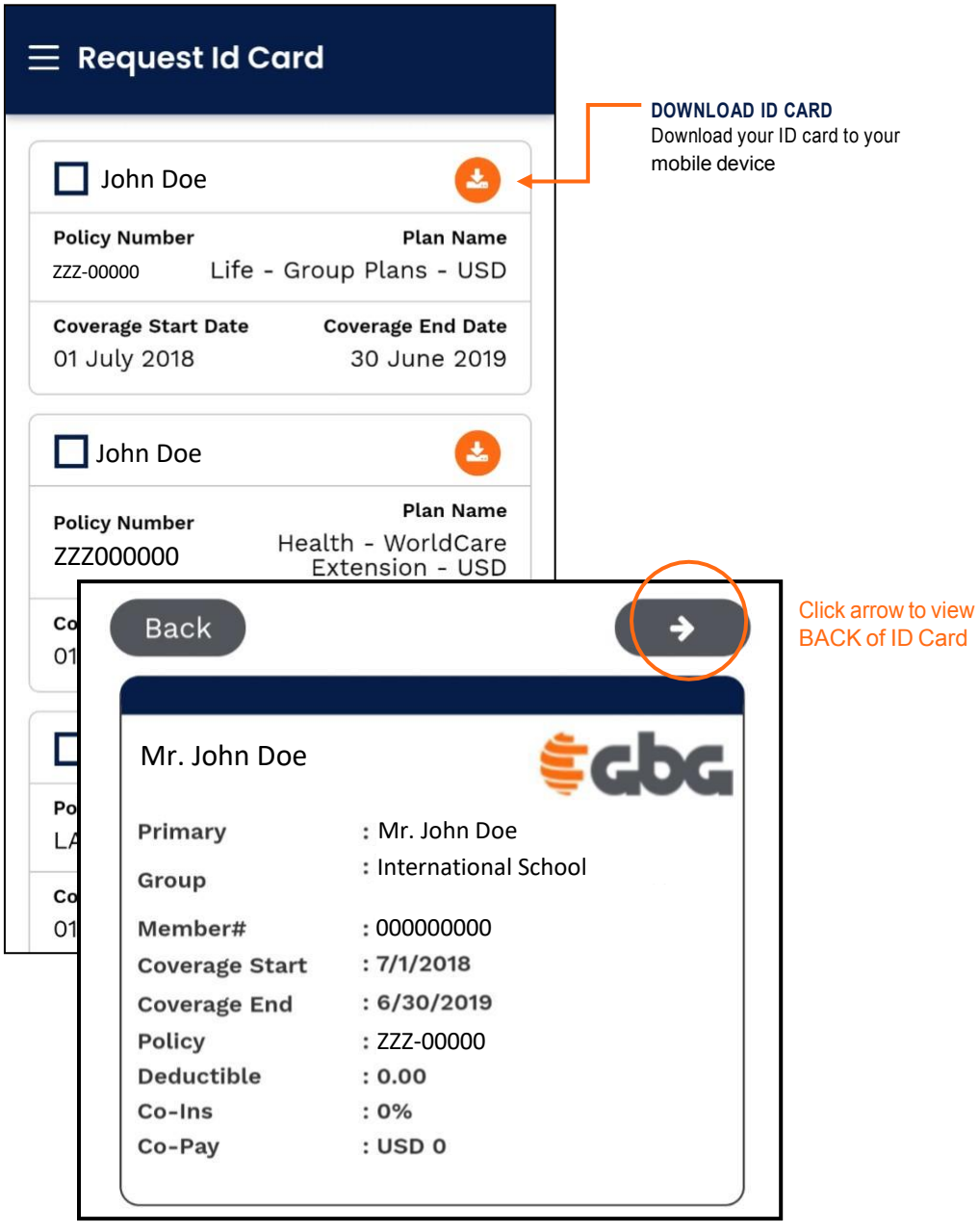
Read the pages below for more detail on each feature.



ID Card

Have your Member Id card with you at all times with **MyGBG**.

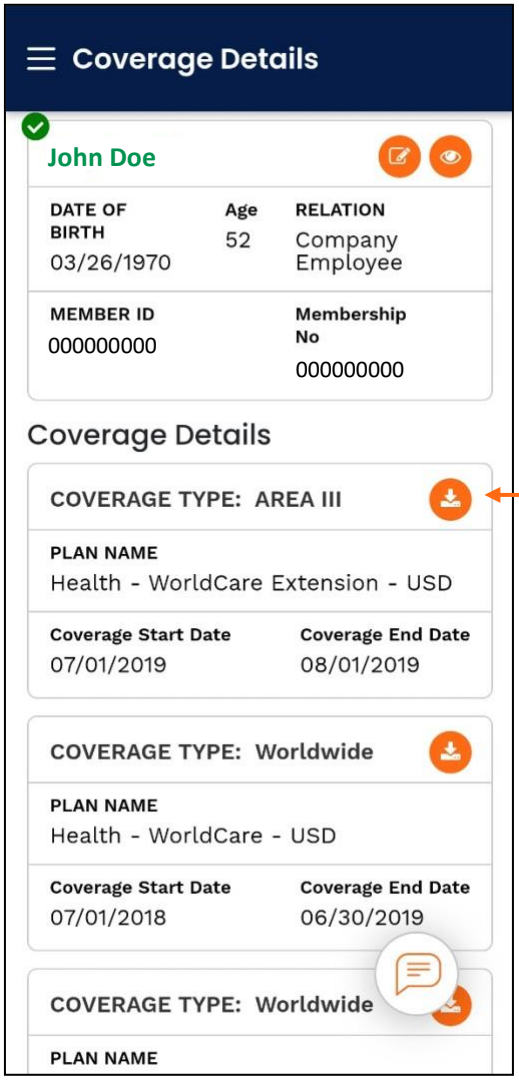
- The **ID Card** screen will display the **name** and the **Member ID #**for each family member.
- Tap on each insured's specific ID Card button to access their ID Card.
- Access to your ID cards even without a WiFi connection.



Coverage Details

This screen will list all your policy documents in all policy coverage periods that you are enrolled in. If you have multiple coverage periods or multiple polices with GBG, this will also be displayed.

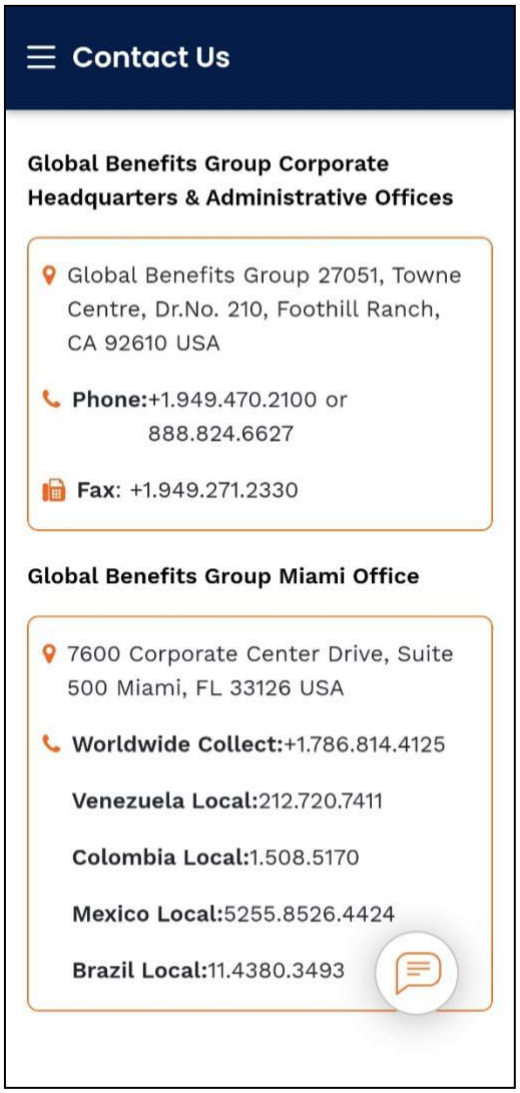
You can click on the **download** button to download and view the corresponding policy document



DOWNLOAD COVERAGE DETAILS
Download policy document to view your coverage details

Contact Us

Click on the **Contact Us** module to view all the Information on how to reach our customer service teams at GBG. Additionally, you can utilize the **live chat** feature to connect with a GBG Assist customer service representative.



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