



**BAY BRIDGE ADMINISTRATORS**

*"Your solutions begin at the Bridge"®*

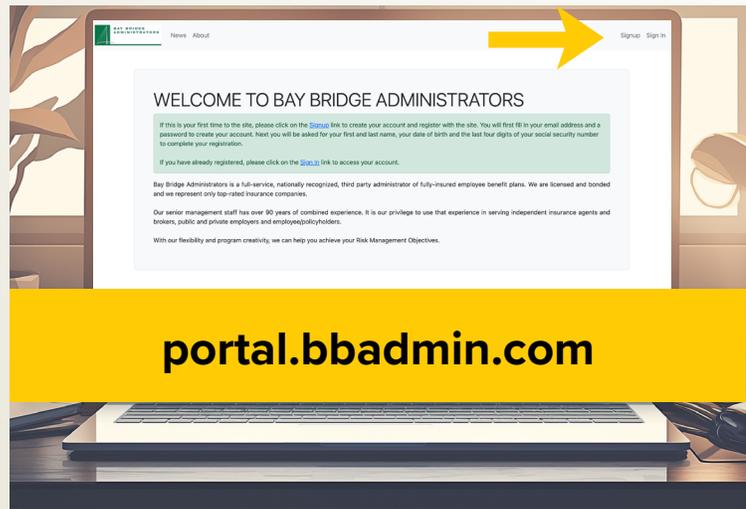
**BUILDING SOLUTIONS,  
BRIDGING THE GAP,  
AND EXCEEDING EXPECTATIONS.**

# EMPLOYEE BENEFITS PORTAL

## MANAGE YOUR BENEFITS ONLINE

The Employee Benefits Portal from Bay Bridge Administrators, provides secure, continuous access to benefit information and tools designed for your insurance needs. Start by visiting **portal.bbadmin.com** and clicking on the **Sign up** tab.

Registration is fast and simple.



## NOW YOU CAN

- Manage your benefits in one place.
- Change personal information.
- View and print digital ID cards.
- View your policy documents.
- Submit claims and upload claim documentation.

Account Information for Jane Doe

**My Personal Info**

Name JANE DOE  
 SSN XXX-XX-XXXX  
 Address 123 MAPLE DRIVE  
 MAPLE, FL 34112  
 Birth Date 04/04/1984  
 Telephone XXXXXXXXXX  
 Employer MAPLE COMPANY, INC.

[Request a change to personal info](#)

**My Dependents**

Name	Birth Date	Relationship	
JOHN DOE	08/08/1988	SPOUSE	<a href="#">Change</a>
PETER DOE	01/01/2001	CHLD	<a href="#">Change</a>
SARAH DOE	02/02/2022	CHLD	<a href="#">Change</a>

[Request to add a new dependent](#)

**My Policies**

Policy #	Policy Type	Effective	Terminated	Benefit Level	Coverage	Covered Dependents	File Claims
2222222	GAP	02/02/2022		Premier	F	JOHN DOE (S) PETER DOE (C)	General Wellness

**My Recent Claims**

Claim #	Wkst #	Policy #	Policy Type	Claimant	Received	Finalized Status	Paid
A1111111	1	2222222	GAP	DOE, JANE	01/01/2024	Pending Review	\$
B2222222	1	2222222	GAP	DOE, JANE	01/10/2024	Paid	\$ <a href="#">View EOB Upload Documents</a>

## REGISTER NEW ACCOUNTS IN 3 EASY STEPS!

1. Log on to **portal.bbadmin.com** and click **SIGN UP**.
2. Enter your desired login email and password.
3. Enter your basic info and your account will be linked.

Selected Employee: \_\_\_\_\_  
My Account News About

Welcome! You have signed up successfully.

Set your basic information so we can link your account

First name \*

Last name \*

Birth date \*

mm/dd/yyyy

Sex last4 \*

Next Step

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## VIEW YOUR BENEFITS & POLICY DOCUMENTS

At the top of your Dashboard, you'll find **My Personal Information** and **My Dependent**. Here, you have instant access to your BBA insurance details, including:

- Policy documents
- Effective date(s) of coverage
- Covered dependents
- Status of coverage

Account information for Jane Doe

My Personal Info

Name JANE DOE  
SSN XXX-XX-XXXX  
Address 123 MAPLE DRIVE  
MAPLE, FL 34112  
Birth Date 04/04/1984  
Telephone XXXXXXXXXXXX  
Employer MAPLE COMPANY, INC.

[Request a change to personal info](#)

My Dependents

Name	Birth Date	Relationship	
JOHN DOE	08/08/1988	SPOUSE	<a href="#">Change</a>
PETER DOE	01/01/2001	CHILD	<a href="#">Change</a>
SARAH DOE	02/02/2022	CHILD	<a href="#">Change</a>

[Request to add a new dependent](#)

## VIEW & PRINT ID CARDS

At the bottom of the page, you'll find access to your **ID Cards**. You can download and print your ID Cards by clicking on **View** next to the product name. ID Cards will download as a PDF document, if available.

ID Cards

Policy No.	Policy Type
	GAP

[View](#)

# MANAGE YOUR CLAIMS

Below your information you'll find **My Policies** and **My Recent Claims**. Select your policy and directly file a claim and upload the necessary documents. Under the **My Recent Claims** portion of your dashboard, you are able to view:

- Claims status
- Uploaded claim documents
- Claim number and link to your Explanation of Benefits (EOB)
- Amount Paid

My Policies							
Policy #	Policy Type	Effective	Terminated	Benefit Level	Coverage	Covered Dependents	File Claims
2222222	GAP	02/02/2022		Premier	F	JOHN DOE (S) PETER DOE (C) SARAH DOE (C)	<a href="#">General Wellness</a>
2222222	GAP	02/02/2022		7500	F	JOHN DOE (S) PETER DOE (C) SARAH DOE (C)	<a href="#">General</a>

My Recent Claims								
Claim #	Wkst #	Policy #	Policy Type	Claimant	Received	Finalized	Status	Paid
A1111111	1	2222222	GAP	DOE, JANE	01/01/2024		Pending Review	\$
B2222222	1	2222222	GAP	DOE, JANE	01/10/2024		Paid	\$ <a href="#">View EOB Upload Documents</a>
C3333333	1	2222222	GAP	DOE, JANE	01/20/2024		Paid	\$ <a href="#">View EOB Upload Documents</a>

# HOW TO FILE A CLAIM ONLINE

1. Under **My Policies** select the **General** link next to your products name.
2. Use the portal to submit a new claim or to submit additional documents for an on-going claim. Use the drop-down menu to select the claimant. Select the product applicable to your claim submission. Include the claim number if it is an ongoing claim or leave blank for a new claim. Add a date and a brief description of your claim.
3. Press **Submit Claim** and a confirmation Page will appear. Your new submission will appear under My Recent claims within 60 minutes.

Effective	Terminated	Benefit Level	Coverage	Covered Dependents	File Claims
02/02/2022		7500	F	JOHN DOE (S) PETER DOE (C)	<a href="#">General</a>

### New General claim filing

**Claim Filing Instructions**  
Please download and complete the claim forms for your claim type, following the instructions on the downloaded form. You can upload the completed forms below.

- [Supplemental Insurance Claim Form](#)
- [Supplemental Insurance Claim Filing Instructions](#)
- [Supplemental Prescription Benefit Claim Form](#)

If you have any questions, please contact your employer's benefits administrator.

Claim Number (Leave blank unless filing more items under an existing open claim)

Claimant (if claiming for a covered dependent)

Select the dependent for whom you are claiming if applicable  
Claim for

Select the type of claim you are filing  
Claim description

If injured, how?

Date occurred \*

Date of prior occurrence

Notes

Select supporting documents for upload:  
  Upload any supporting documents for the claim (pdf or image files only)

It may take up to 60 minutes for this claim to appear on your dashboard.

## CONTACT US

1-800-845-7519  
 portalsupport@badmin.com  
 M-F 9 AM - 6 PM EST



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