

# LOG ONTO THE WEBSITE TO ACCESS YOUR NBN VISION PLAN INFORMATION



Your NBN Vision Care Plan is just a mouse-click away! **REGISTER NOW** at [www.nwadmin.com](http://www.nwadmin.com) and you can:

- Check your claims and eligibility status
- Read or download a printable copy of your NBN Vision Care Plan benefit booklet
- Search for an NBN Vision Care Plan provider in your area
- Print a copy of the NBN Vision Claim Form
- View or print a copy of your Explanation of Benefits
- Find information about using your NBN Vision Care Plan benefits
- Access a glossary of vision care terms

If you need more information about your NBN Vision Care Plan, our Customer Service Staff would be happy to assist you. Please call us at (800) 732-1123 or (206) 726-3278.

**PLEASE NOTE:** The online NBN Vision provider directory is updated on a daily basis to make it as accurate as possible. However, the provider information displayed online is subject to change, so please verify your provider's status in the NBN network at the time you make your appointment.

## **SOME IMPORTANT THINGS TO REMEMBER ABOUT YOUR NBN VISION CARE PLAN**

- Most NBN Vision Care plans have a 365-day or 730-day benefit cycle. Your eligibility to receive vision benefits is tracked from service date to service date; there is no "grace period". If you use your vision benefits too soon, your claim will be denied. Please refer to your NBN Vision Care Plan benefit brochure online at [www.nwadmin.com](http://www.nwadmin.com), to find out how often you are eligible to use your vision benefits. If you have any doubt at all about your eligibility status, please call an NBN Vision Customer Service Representative at (800) 732-1123 / (206) 726-3278 to find out if you are eligible to use your vision benefits prior to doing so.
- If you need an NBN Vision claim form please contact your Human Resources/Employee Benefits office, call the NBN Vision Customer Service to have one mailed to you or if you are registered on the website at [www.nwadmin.com](http://www.nwadmin.com) simply print a copy.
- Go to an NBN Vision panel provider if at all possible. Selecting a provider from the NBN list assures that you will receive the full benefits of your Plan with direct payment to the provider by NBN and a guarantee of quality and cost control. If you seek the services of a provider who is not an NBN panel participant, you will be required to pay the provider's full fee. After you submit your claim to NBN Vision, you will be reimbursed by NBN in accordance with the out-of-network reimbursement schedule (please refer to your NBN Vision benefit brochure). In most cases, the non-panel schedule will not be sufficient to pay the full cost of examination and eyewear and you will likely incur out-of-pocket expenses. A copy of your NBN Vision Benefit Brochure and a list of NBN Vision network providers can be found online at [www.nwadmin.com](http://www.nwadmin.com).



### **Administered By:**

Northwest Administrators, Inc.  
2323 Eastlake Ave E Seattle, WA 98102  
(206) 726-3278 / (800) 732-1123

[www.nwadmin.com](http://www.nwadmin.com)

# NORTHWEST BENEFIT NETWORK – NBN VISION

## WEBSITE REGISTRATION INSTRUCTIONS

NOTE: NBN is part of Northwest Administrators, Inc. so NBN registration is on the NWA website at [www.nwadmin.com](http://www.nwadmin.com). *If you have already registered on the NWA website you do not have to register again for NBN.*

The first time you access the website, please follow the instructions below. Once your account is registered, use the registered email ID and password to log in to the Web site (see Login section).

If you need assistance with the Registration or Login process, please email [websupport@nwadmin.com](mailto:websupport@nwadmin.com) or call (866) 239-1529.

### REGISTRATION

- Navigate to [www.nwadmin.com](http://www.nwadmin.com).
- Click the “Register Now!” link below the Login button.
- You will be taken to the New User Registration page.
- Select a role under the Participant section. These instructions are using the “Participant” as the selected Role. (Participant = Employee)
- Enter the SSN of the Employee
- Enter an Email Address that you would use as your login ID.
- Click “Next.”
- Employer Number is not applicable to NBN participants and should be skipped
- Enter all of the required fields.
- Member ID – *If you don’t already know/have your member ID, you may obtain it by contacting NBN Customer Service at (800) 732-1123. Or in some cases your employer’s Human Resources or Benefits department may have this information.*

This example is for the Participant (employee) registering. If the person registering were the spouse or other dependent then their information would be entered from this point forward.

- SSN: In this example enter the employee’s SSN.
- Password: This is a 7 to 12 character password that **must** contain mixed case (upper & lower), numerals and special characters (such as !, @, #). This is the password you will use to log in to this website.
- The “Terms of Use” must be checked before you can register.
- Click “Register.”
- The “Participant Home” page will be displayed with the registered name.
- The registration has been completed and the links will be available.

### LOGIN

Once you have registered, you will log in to the Web site each time using the following instructions.

- Navigate to [www.nwadmin.com](http://www.nwadmin.com).
- Enter your Email ID and Password in the login section. Click “Login.”