FAQ for GBGO

1) What is the GB Mobile Claimant App?

GBGO Claimant app is a new app designed to provide claimants with claim summary, payment and other related information on the go. The claimant app is available on a smartphone (iOS or Android) and was designed to enhance claimants' experience with GB.

2) When and where will it be available?

The initial version of the GBGO Claimant app is now available in the Apple App Store and Google Play (for android users). Users should search for "GBGO" or "Gallagher Bassett" and download the "GBGO" app.

New claimants will be directed to download the app using the same process we now use to point them to MyGbClaim.com using the Acknowledgement Letter and Benefits Payment Check Stub Message.

3) Who all can access the claimant app?

All claimants with a workers' comp lost time claim with their current employer (who is a current GB client) will be able to register and access their claims. (One exception will be those clients who have opted out of MyGBclaim.com. See questions 7-9).

4) What are the key features/functions supported as part of the claimant app?

The initial version of the app will provide the WC lost time claimants with a list of claims (with their current employer). For each claim in the list, the claimant will be able to review the claim summary, payment details and resolution manager (RM) contact information as well as ask a question by sending an email to the RM.

5) Who should the claimant reach out to in case there are questions/issues with logon and or the App?

Claimants with questions should send an email to gbgo.support@gbtpa.com or call 1-844-GBGO-HLP.

App Features / Logon:

6) How does the claimant logon to the app?

Where do the claimants get the logon information? After downloading the app, the claimant would need to verify that they are a valid user of the app by providing the following data: (1) Claim Number, 2) Last four digits of their Social Security Number, 3) Date of Birth and 4) Home Zip Code).

Once the data is verified, the claimant will have the option to create a user account with his/her email address and password. The claimant will then be able to log in and review claim information.

Note: The two step verification is needed to meet app security standards to protect personal information.

MyGBClaim.com:

7) What are the similarities and differences between MyGBClaim.com and the claimant app?

Phase 1 of GBGO is designed to be similar to MyGBClaim.com. However there are some key differences as listed below:
- Secure Login process that requires the claimant to provide claim #, Date of Birth, Last four digits of their social and home zip code tied to the claim
- *We have removed access to both the State WC websites and the PPO look-up functionality because they are not smart phone friendly*

8) Does it share the same login-ID and password as MyGBClaim.com?

No. Users would be required to create their user-id's and passwords at both places. We do plan to sync them up in the future.

9) Will users who do not have access to MyGBClaim.com have access to the app?

The access to both MyGBClaim.com and GBGO will be driven by the client's requirements. If the client has opted out of providing access to MyGBClaim to its employees, they will not have access to the claimant app either.