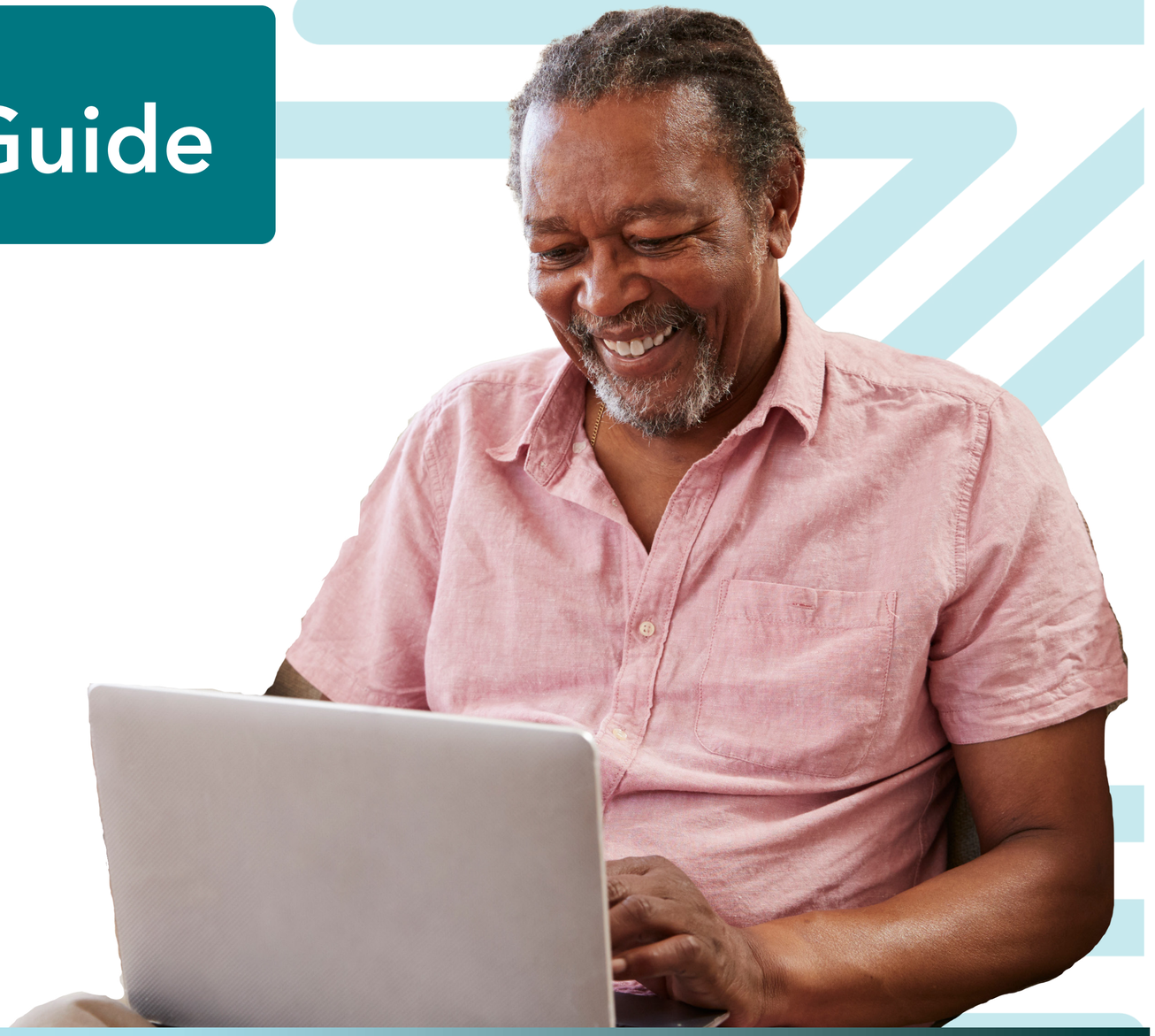
Zing Health Member Portal

Member Navigation Guide



A secure portal to access your:

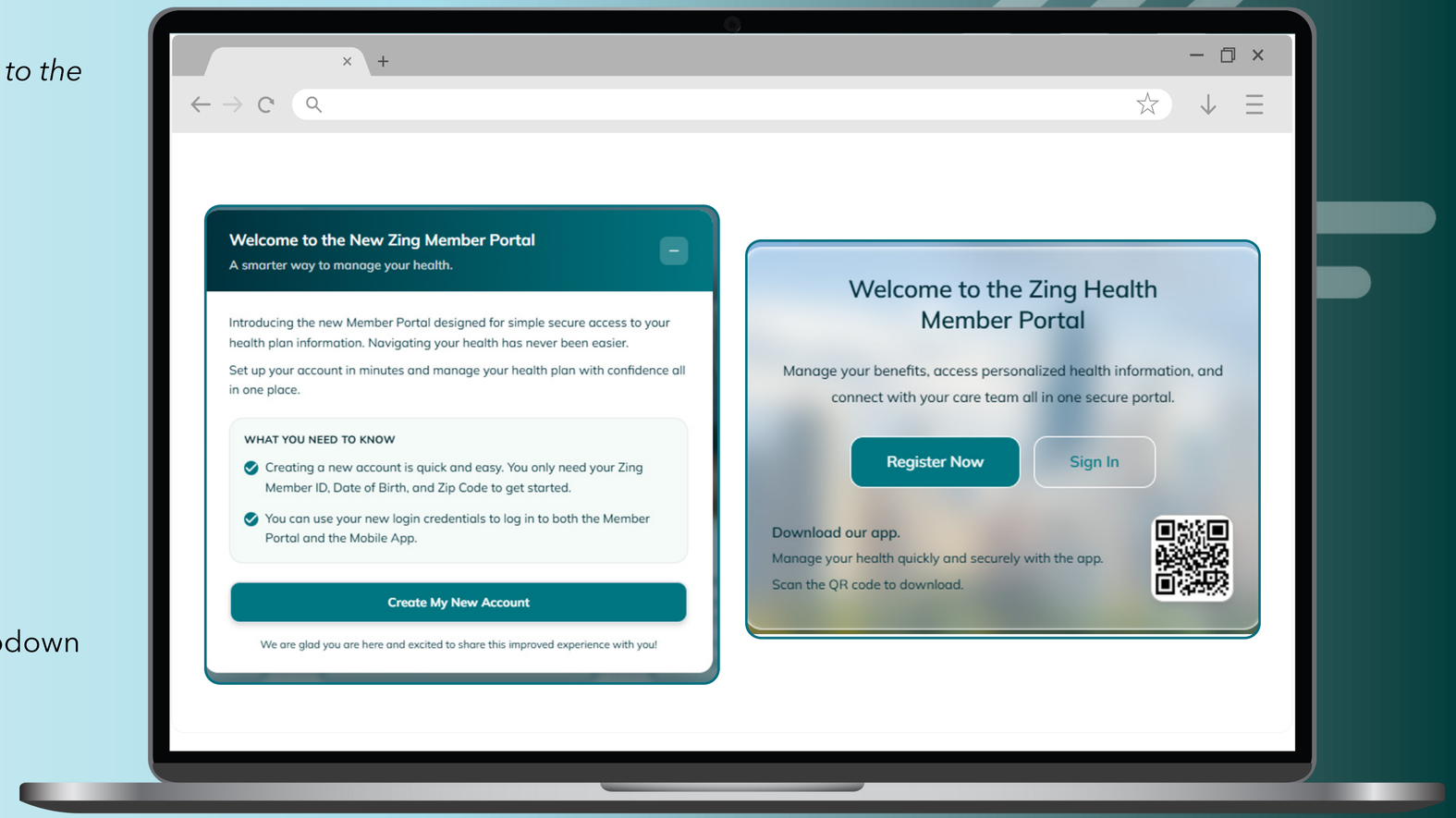
- Benefits
- Personalized health information
- Claims and ID card
- Health and wellness tools

Zing HEALTH™

Member Portal Landing Page

Welcome to the Zing Member Portal

1. Open a web browser and navigate to the Zing Health Member Portal website: member.myzinghealth.com.
2. You will see the following welcome message: *"Welcome to the Zing Health Member Portal".*
3. From this page, you can:
   - Select **Register Now** to create a new account
   - Select **Sign In** to access an existing account
   - Scan the **QR code** to download the mobile app
   - Use quick links* to:
     - **Find a Doctor** (Medical, Dental, Vision)
     - **Find a Pharmacy**
     - **View Documents & Forms**
4. To change the display language, use the **Language** dropdown in the top right corner.

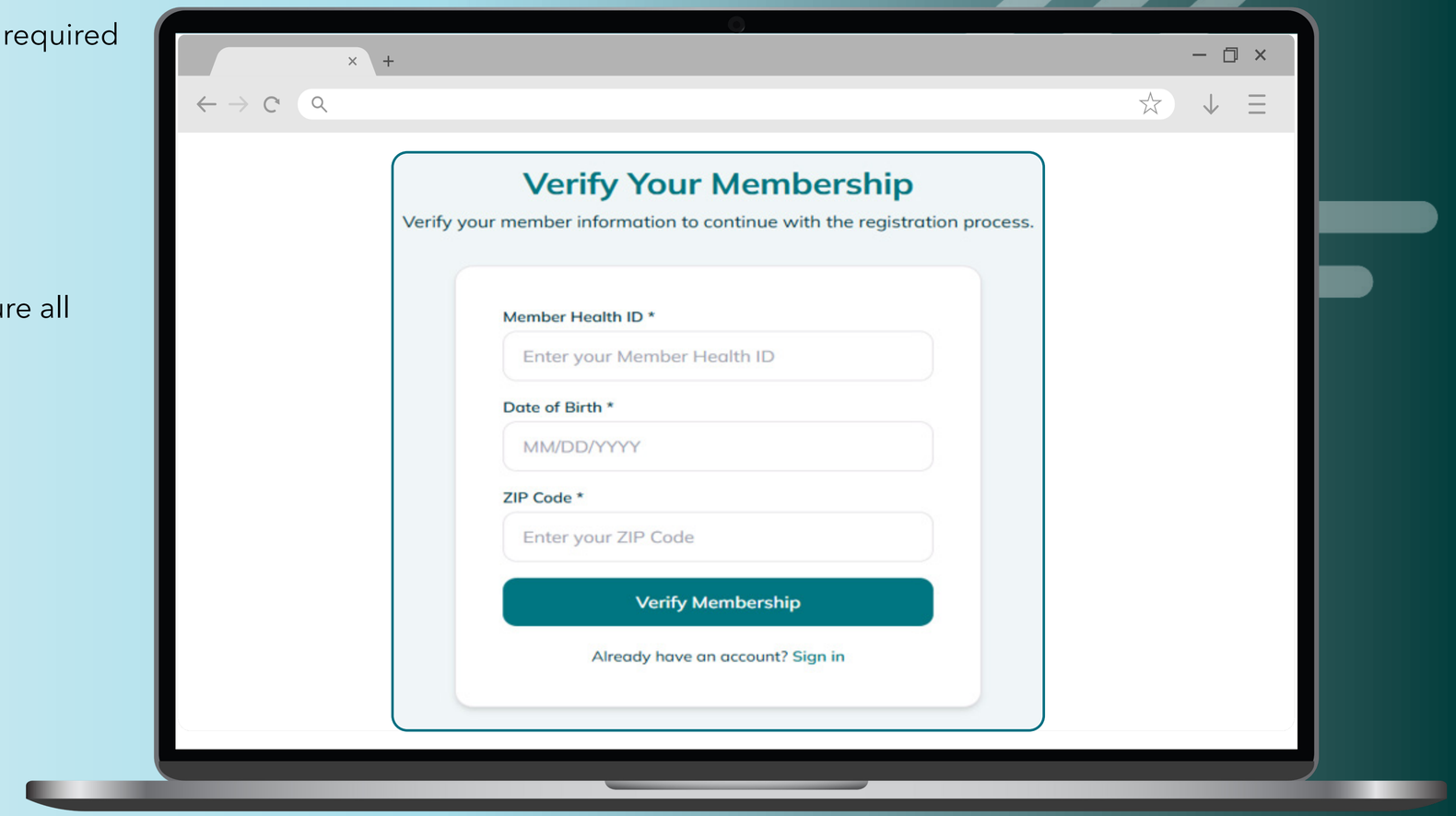


* These links will redirect you to the Zing Health website, MyZingHealth.com.

Create Your Account

Registration Page

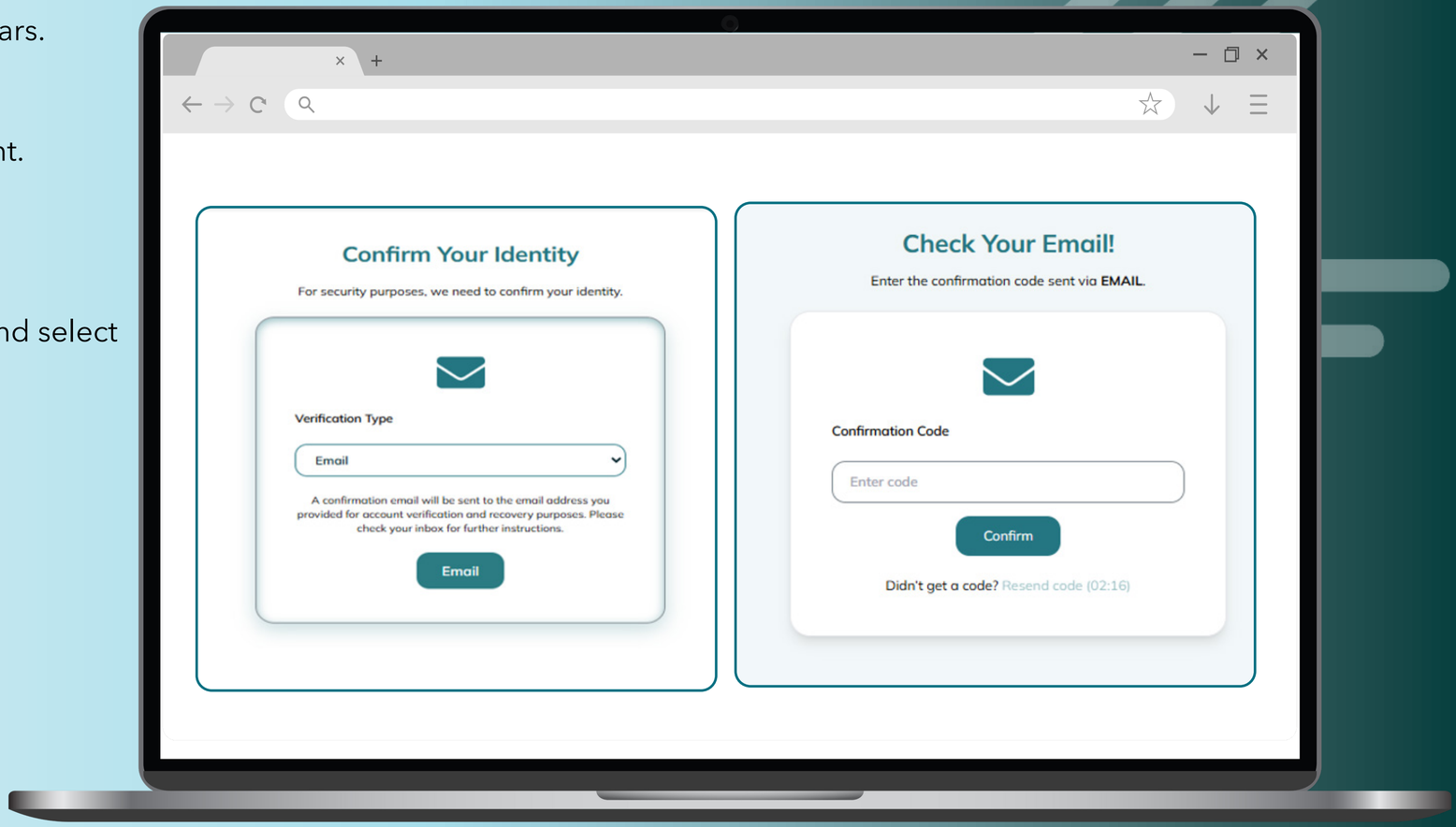
1. From the landing page, select **Register Now**.
2. On the **Create Your Account** screen, enter the following required fields:
   - Member ID
   - Date of Birth
   - Zip Code
   - Password: Review the password requirements to ensure all criteria are met:
     - Must be at least 8 characters
     - Include one uppercase letter
     - Include one lowercase letter
     - Include one number
     - Include one special character
3. Confirm password and click **Register**.



Create Your Account

Registration Verification

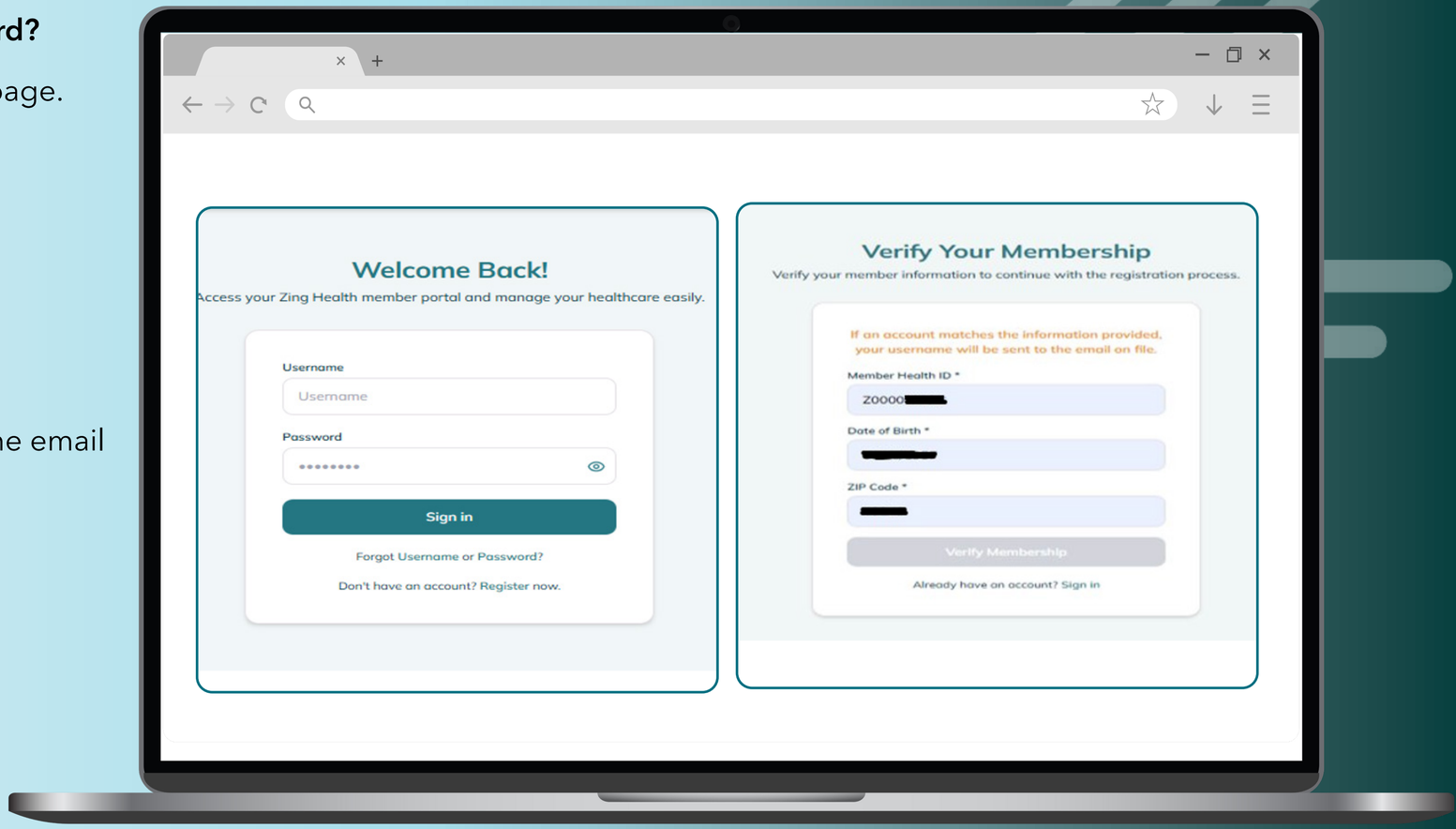
1. After registration, the **Confirm Your Identity** screen appears.
2. Select a **Verification Type** from the dropdown.
3. Review the message indicating a confirmation will be sent.
4. Enter the **Confirmation Code** you receive.
5. Select **Confirm**.
6. If the code is not received, wait for the timer to run out and select **Resend Code**.



Account Recovery

Forgot Username

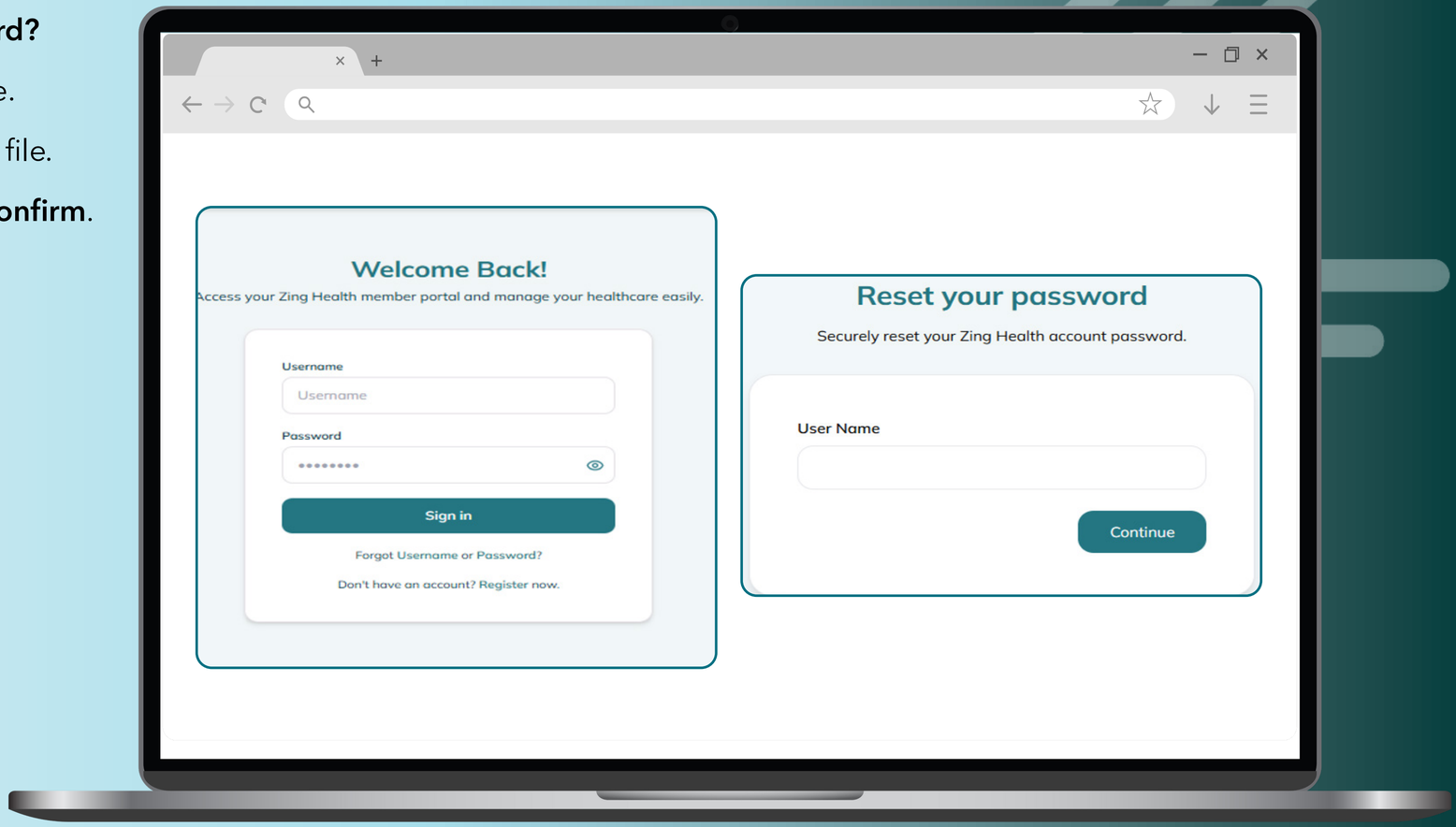
1. On the **Sign In** page, select **Forgot Username or Password?**
2. The system will redirect to the **Verify Your Membership** page.
   Enter:
   - Member ID
   - Date of Birth
   - Zip Code
3. Select **Verify Membership**.
3. If a matching account is found, the username is sent to the email on file.



Account Recovery

Forgot Password

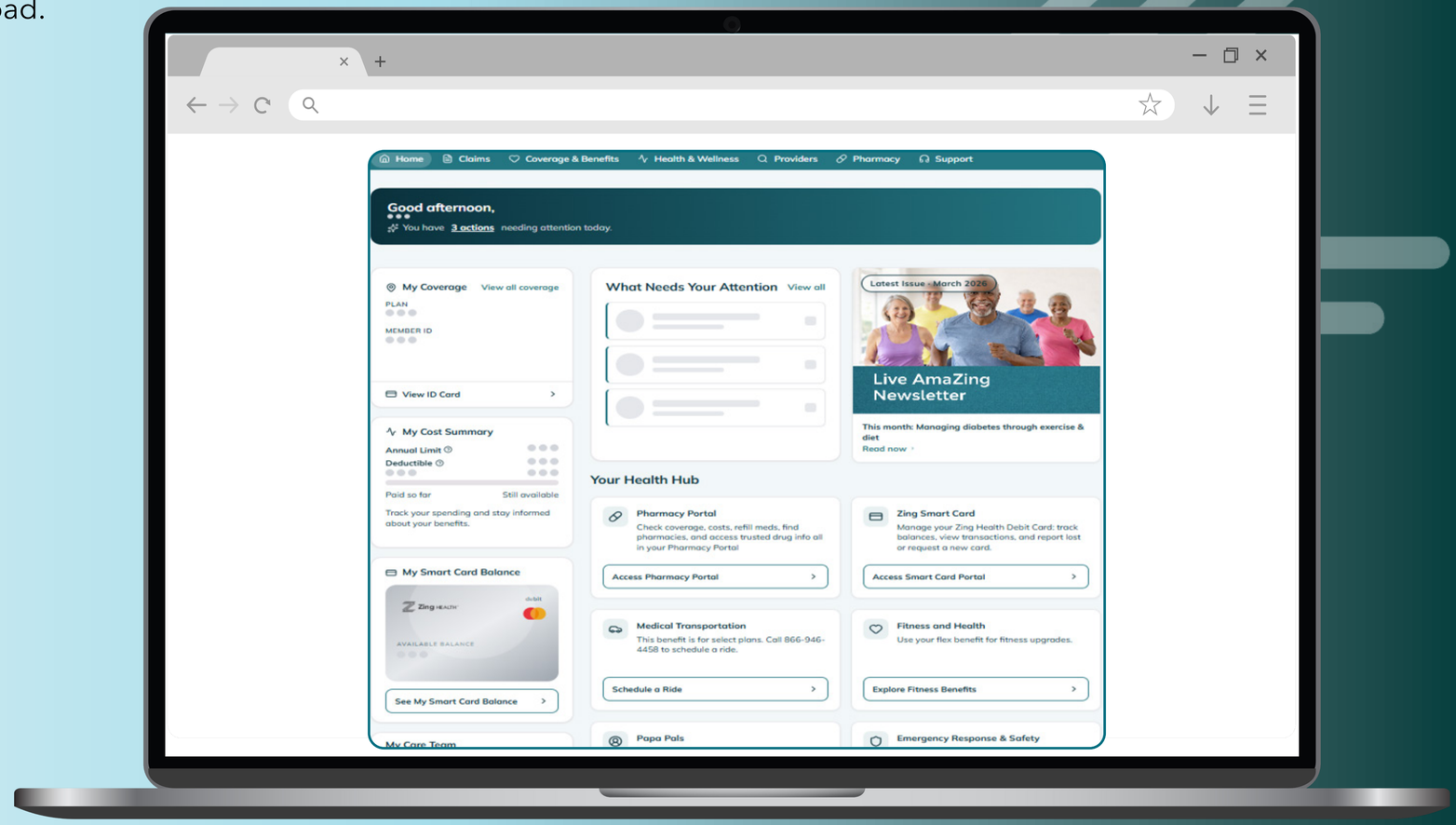
1. On the **Sign In** page, select **Forgot Username or Password?**
2. The system will redirect to the **Reset your Password** page.
3. A confirmation code will be sent to the email address on file.
4. Enter the **Confirmation Code** on the screen and select **Confirm**.
5. Use **Resend Code** if the email is not received.



Member Dashboard

Home Screen

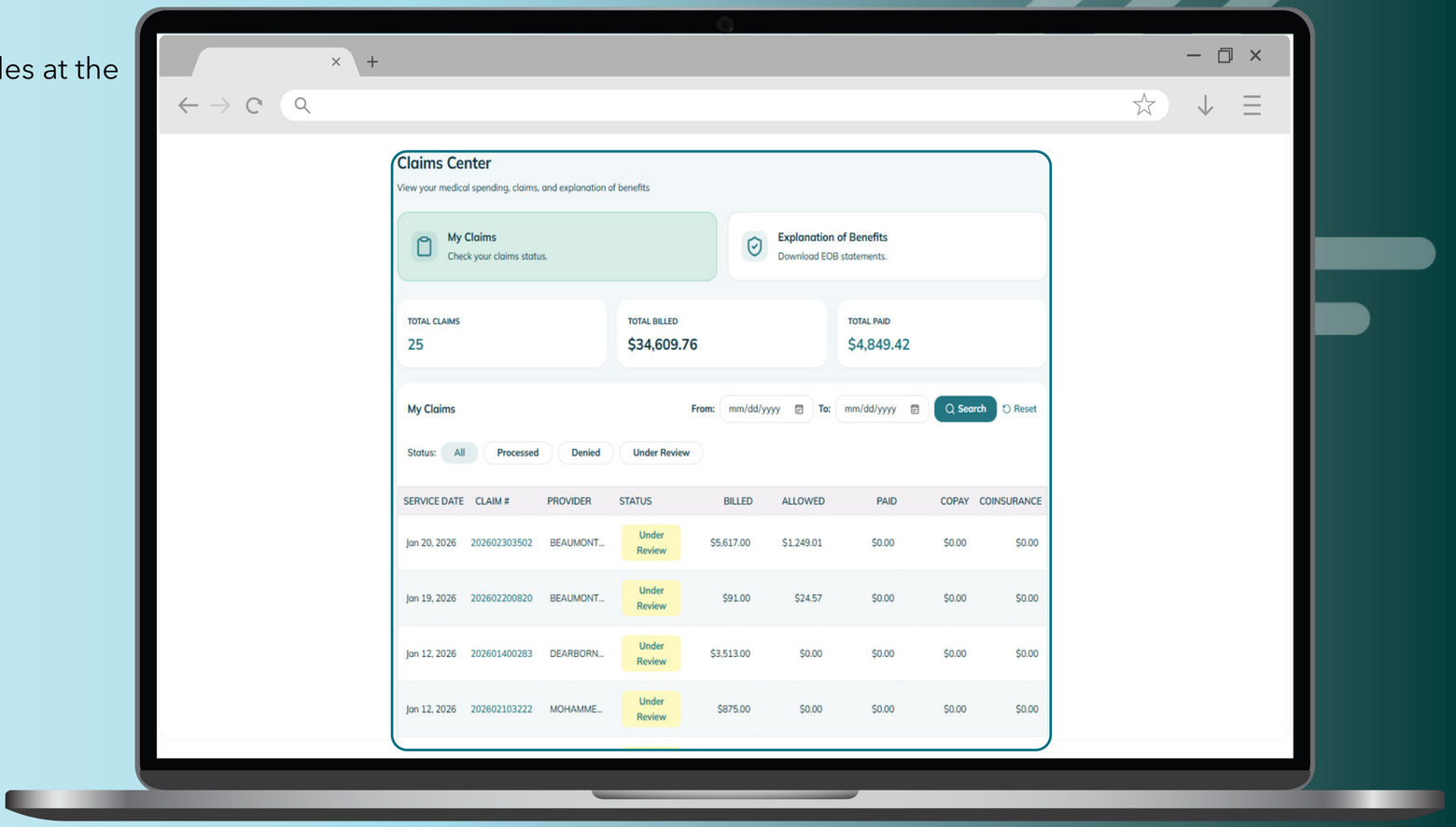
1. After a successful sign in, the **Member Dashboard** will load.
2. Review the member greeting and notifications.
3. Use the top navigation bar to access:
   - Home
   - Claims
   - Coverage & Benefits
   - Health & Wellness
   - Providers
   - Pharmacy
   - Support
4. From the dashboard members can:
   - View coverage details and ID card
   - Check cost summaries and Smart Card balance
   - Access Pharmacy Portal
   - Schedule medical transportation



Claims Center

View Claims Summary

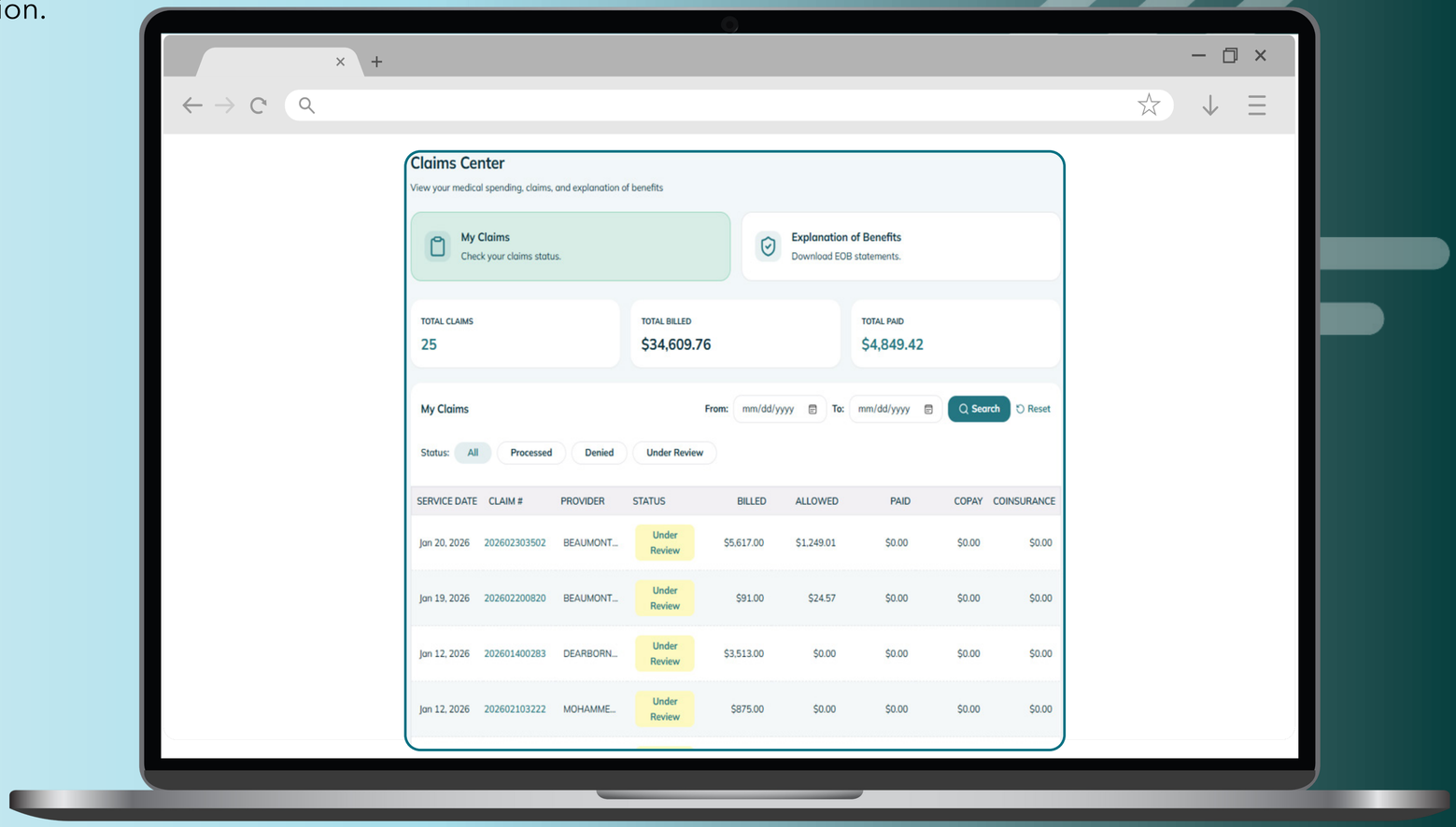
1. From the top navigation bar, select **Claims**.
2. The **Claims Center** page will open, displaying summary tiles at the top where you can see:
   - Total Claims
   - Total Billed
   - Total Paid
4. To see full details for each claim, click the **Claim Number.**



Claims Center

View and Filter Claims

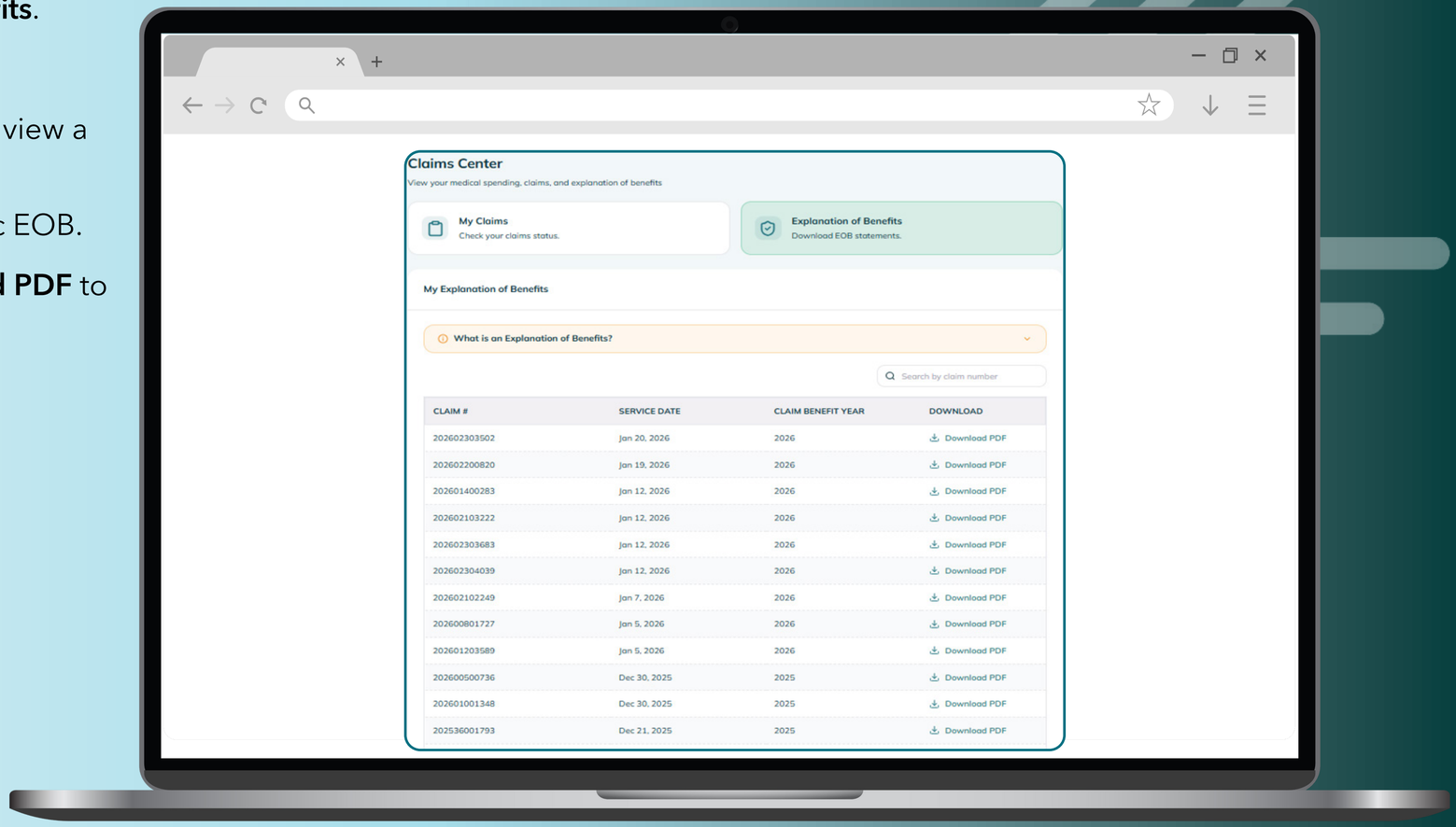
1. On the **Claims Center** page, scroll to the **My Claims** section.
2. Use the **Status** filters to narrow results:
   - All
   - Processed
   - Denied
   - Under Review
4. Use the **From** and **To** date fields to filter claims by date.
5. Select **Search** to apply filters.
6. Select **Reset** to clear filters.



Claims Center

Explanation of Benefits (EOB) - Download Statements

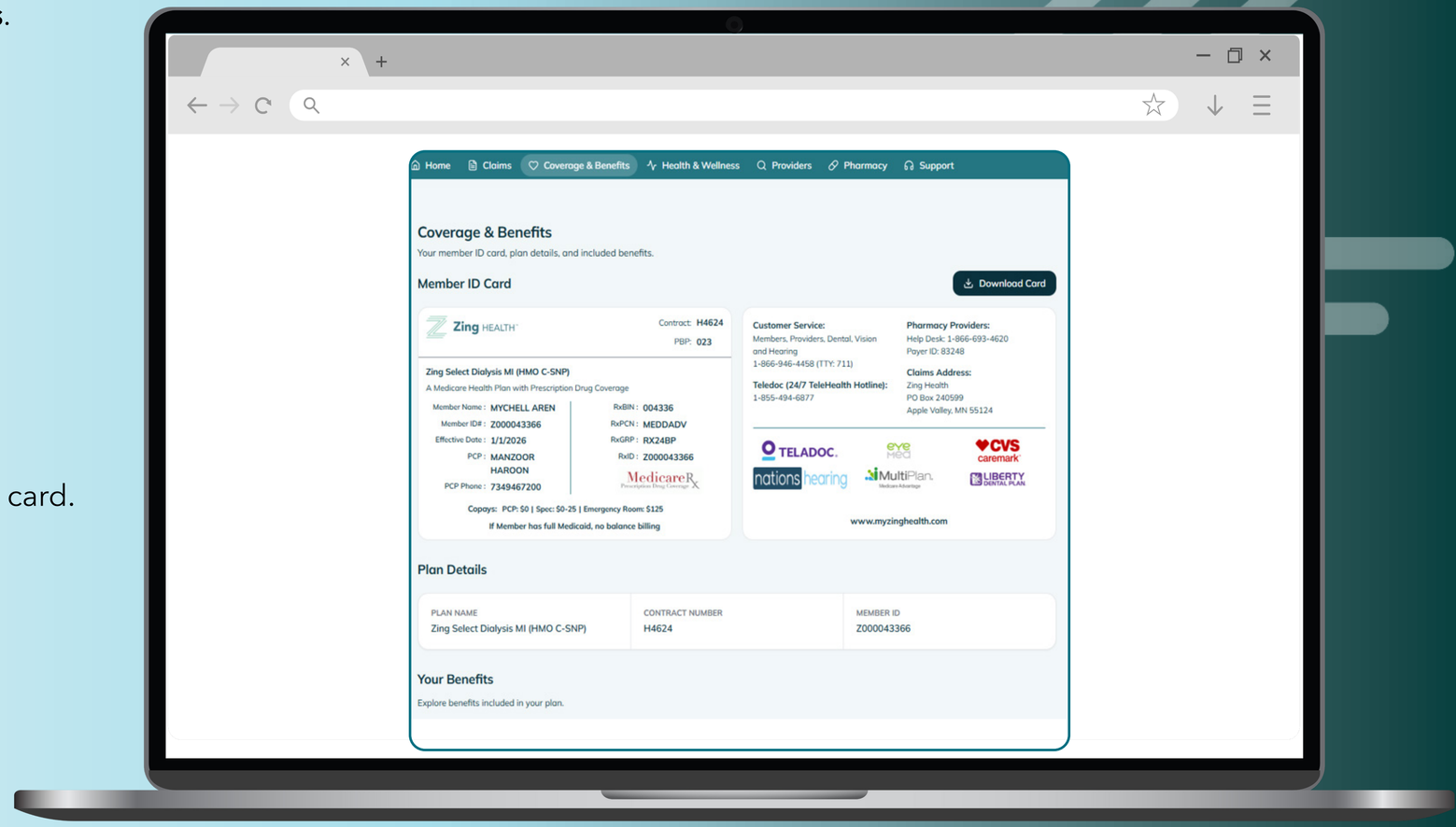
1. On the **Claims Center** page, select **Explanation of Benefits**.
2. The **My Explanation of Benefits** page opens.
4. (Optional) Select **What is an Explanation of Benefits?** to view a definition.
5. Use the **Search by claim number** field to locate a specific EOB.
6. Locate the desired claim on the list and select **Download PDF** to download the EOB statement.



Coverage & Benefits

View Member ID Card

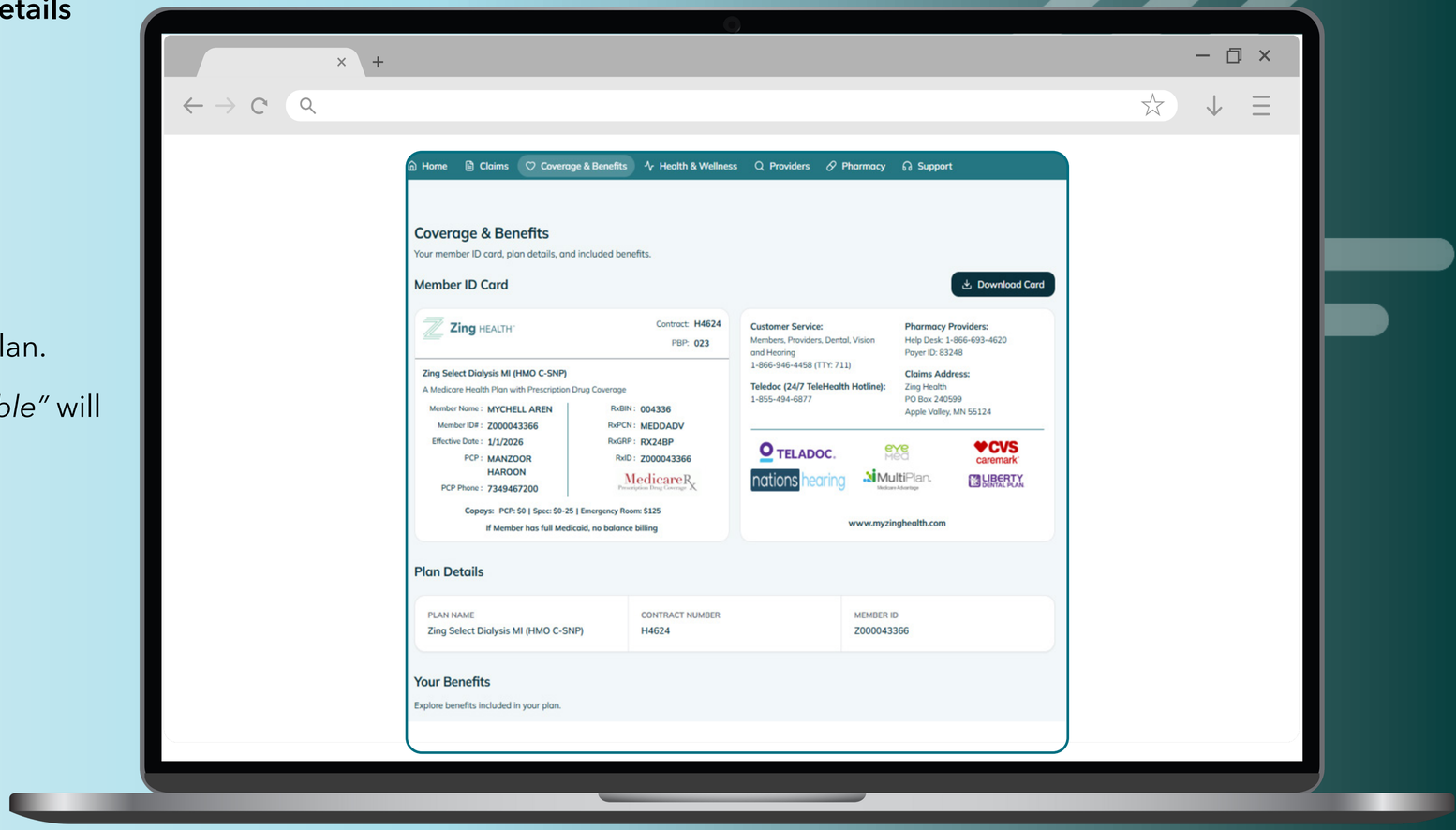
1. From the top navigation bar, select **Coverage & Benefits**.
2. Review the **Member ID Card** section.
4. Verify member details such as:
    - Member Name
    - Member ID
    - Effective Date
    - Primary Care Provider (PCP)
    - Pharmacy and medical information
5. Select **Download Card** to save or print a copy of your ID card.



Coverage & Benefits

View Plan Details

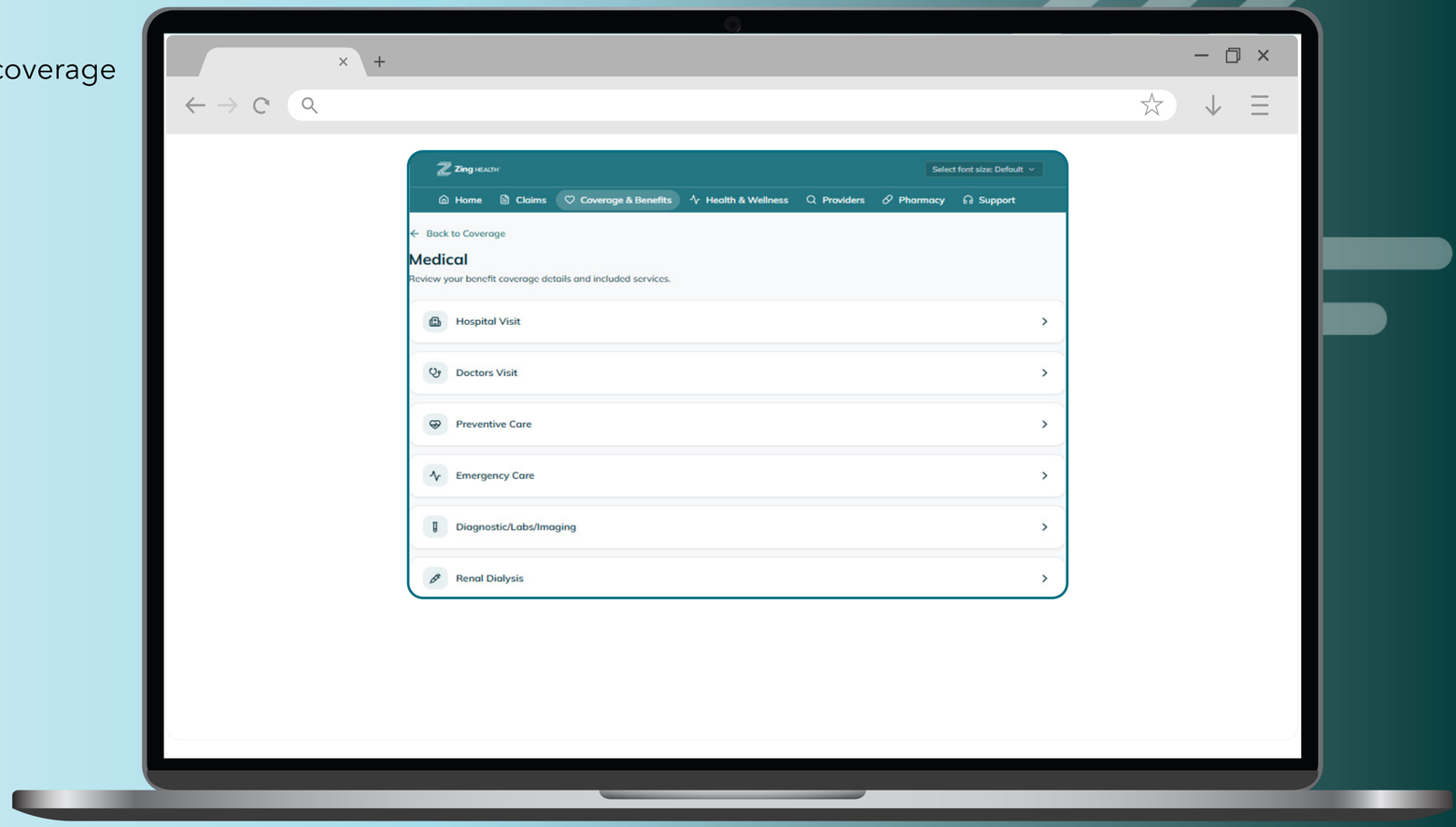
1. From the **Coverage & Benefits** page, scroll to the **Plan Details** section.
4. Review the following information:
   - Plan Name
   - Contract Number
   - Member ID
5. Scroll to **Your Benefits** to see benefits included in your plan.
6. If no benefits are listed, the message "*No benefits available*" will appear.



Coverage & Benefits

Medical Benefits Overview

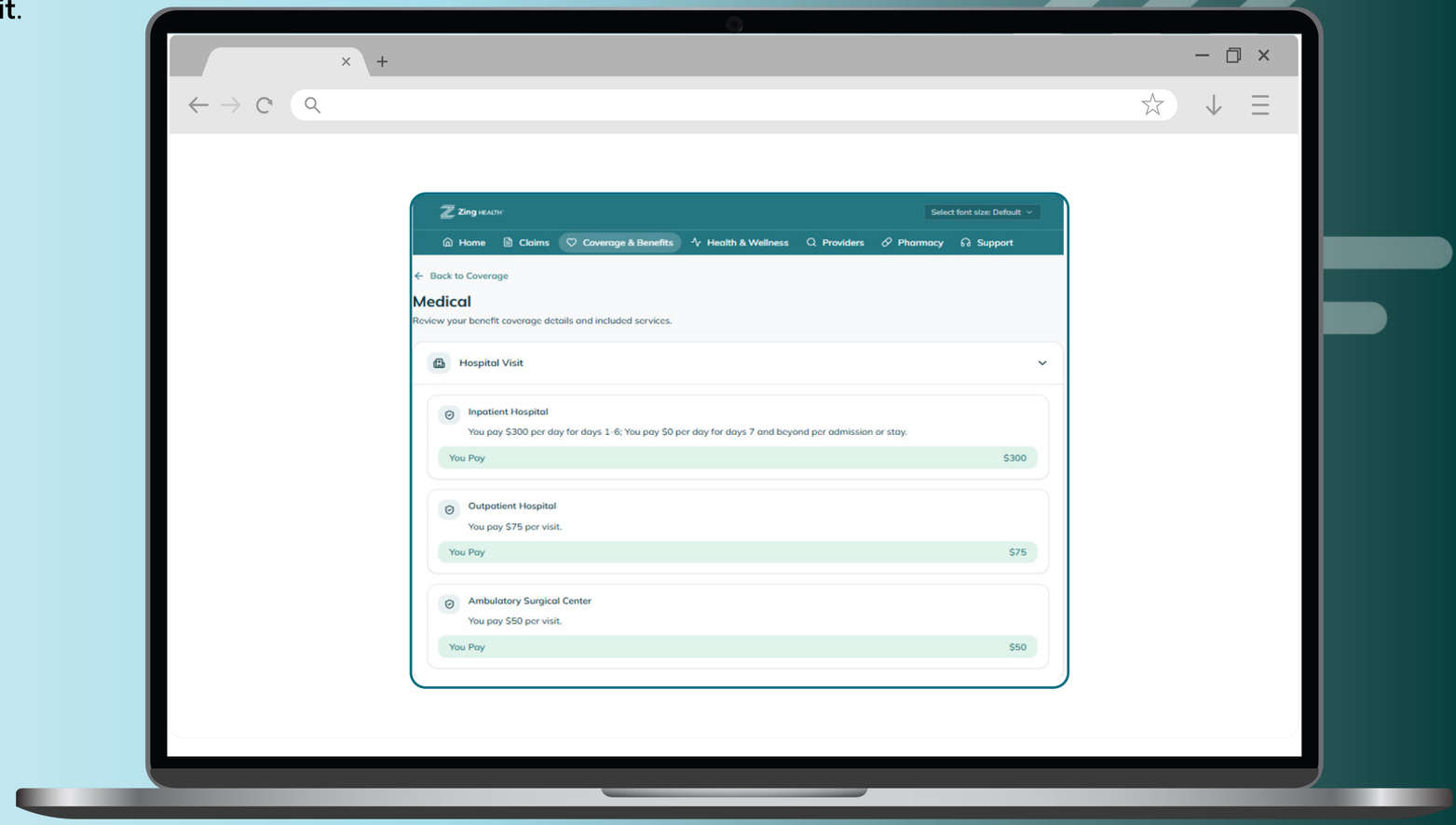
1. On the **Coverage & Benefits** page, select **Medical**.
4. Select any category on the medical benefits list to view coverage details:
    - Hospital Visit
    - Doctors Visit
    - Preventive Care
    - Emergency Care
    - Diagnostic/Labs/Imaging
    - Renal Dialysis
5. Select the **arrow >** next to a category to expand details.



Coverage & Benefits

Hospital Visit Benefits Overview

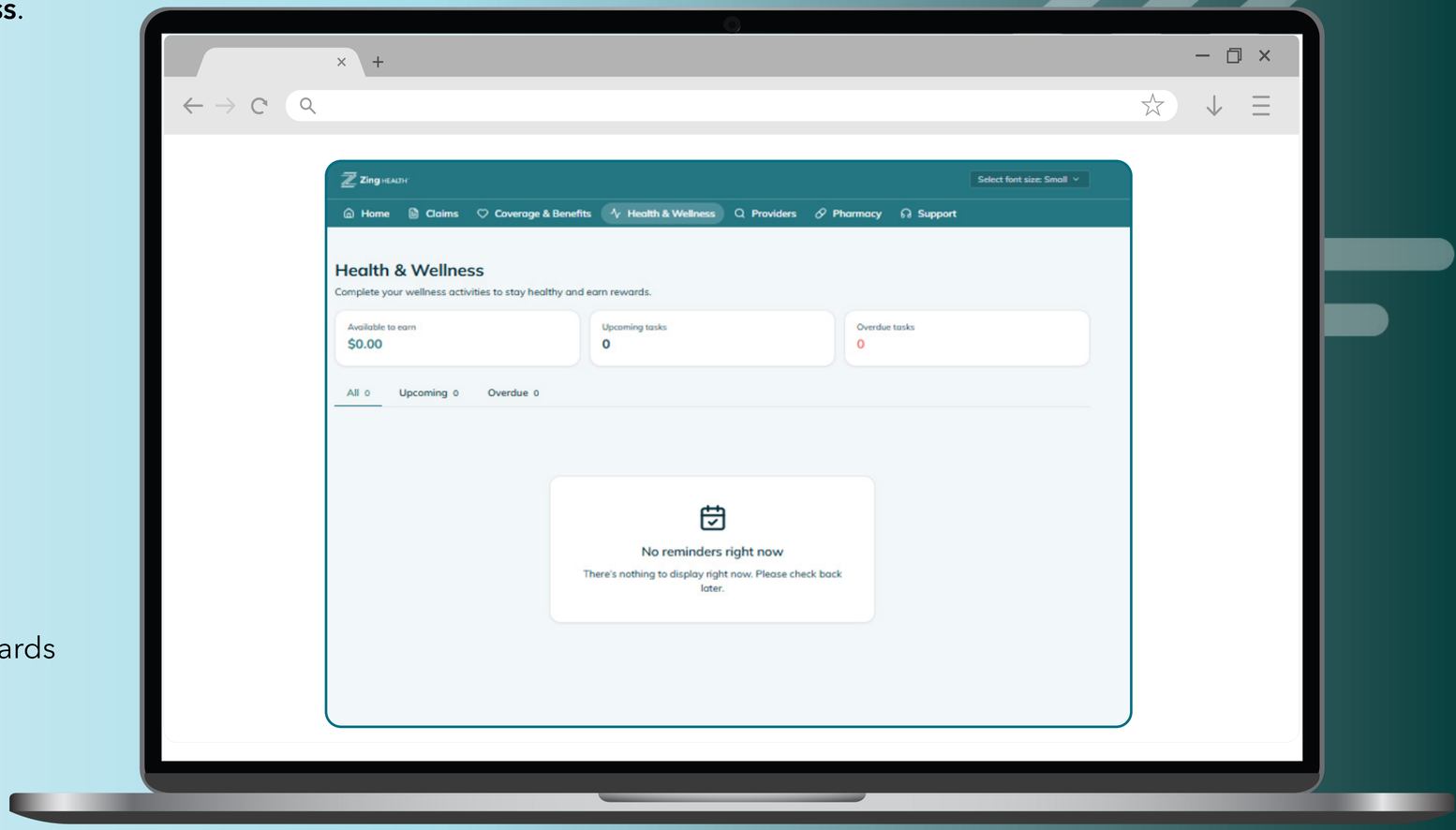
1. From the **Coverage & Benefits** page, select **Hospital Visit**.
2. Review coverage details for:
   - Inpatient Hospital
     - Copay amounts per day and length of stay
   - Outpatient Hospital
     - Copay per visit
   - Ambulatory Surgical Center
     - Copay per visit
3. Review the **You Pay** amounts listed for each service.



Health & Wellness

Overview Page

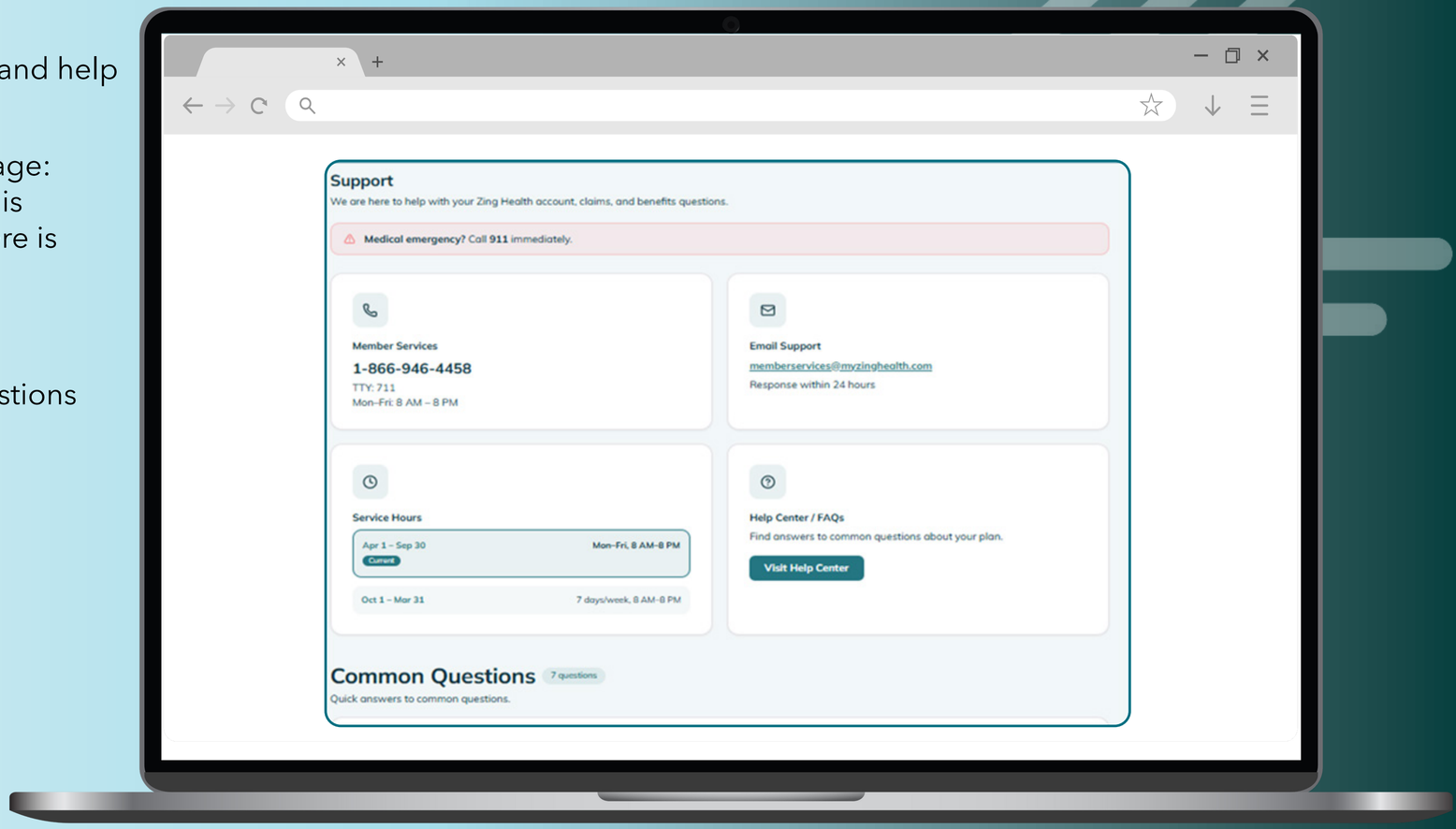
1. From the top navigation bar, select **My Health & Wellness**.
2. Review the summary tiles:
   - Available to earn
   - Upcoming tasks
   - Overdue tasks
3. Use the tabs to filter activities:
   - All
   - Upcoming
   - Overdue
4. If no activities are available, a message appears: *“No reminders right now”.*
5. Check back later for updated wellness activities and rewards opportunities.



Support

Support Page

1. From the top navigation bar, select **Support**.
2. The **Support** page will open, displaying contact options and help resources.
3. Review **Important Emergency Notice** at the top of the page: *"Medical emergency? Call 911 immediately"*. This notice is informational and does not require any action unless there is an emergency.
4. Locate the **Help Center/FAQs** section.
5. Select **Visit Help Center** to find answers to common questions about your plan without contacting support directly.



Contact **Member Services** by phone or email:

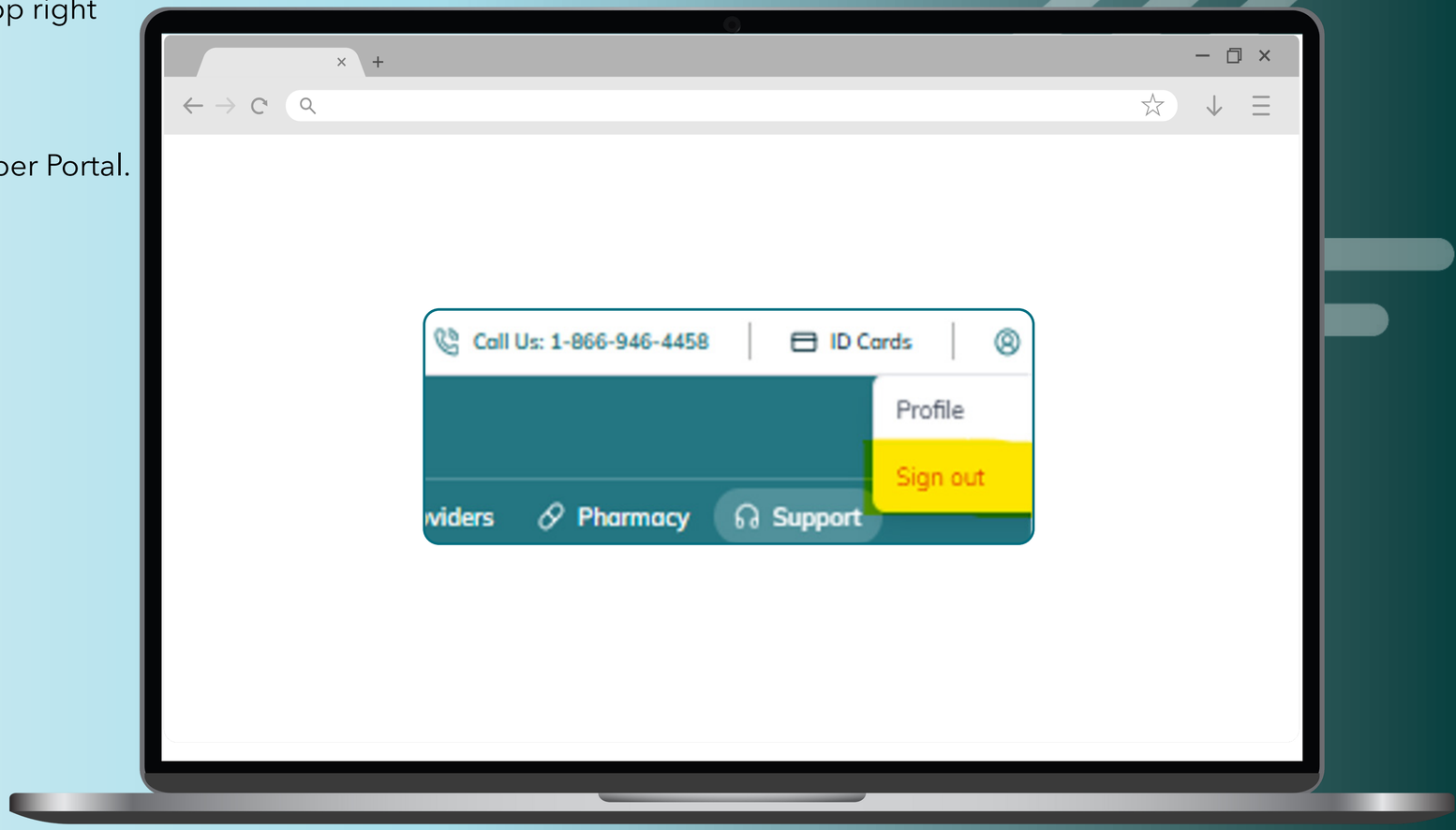
866-946-4458 (TTY: 711)
8 a.m.–8 p.m., Monday–Friday (Apr. 1–Sept .30)
8 a.m.–8 p.m., 7 days a week (Oct. 1–Mar. 31)

memberservices@myzinghealth.com

Member Portal Sign Out

Sign Out

1. From the member dashboard, select **your name** at the top right corner of the screen to open the profile menu.
2. From the dropdown, select **Sign out**.
3. You will be securely logged out of the Zing Health Member Portal.



Zing HEALTH™



866-946-4458 (TTY: 711)

8 a.m. to 8 p.m., 7 days a week (from October 1 - March 31)

8 a.m. to 8 p.m., Monday through Friday (April 1 - September 30)

MyZingHealth.com

@MyZingHealth

company/zing-health

@Myamazinghealth