

Zing Health Benefit Card App USER GUIDE





866-946-4458 (TTY: 711) 8:00 a.m. - 8:00 p.m. Mon. - Fri. (April 1 - Sept. 30) 8:00 a.m. - 8:00 p.m. 7 days a week (Oct. 1 - March 31)



MyZingHealth.com



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DOWNLOADING THE APP

- 1. Visit the app store on your mobile device.
 - On Apple devices: <u>https://apps.apple.com/us/app/zing-health-benefit-card/</u> <u>id6472675451</u>
 - On Android devices: <u>https://play.google.com/store/apps/details?id=com.light-house1.mobilebenefits.z157</u>
- 2. Search for *Zing Health Benefit Card*. The app is typically second on the list of search results.
- 3. Select **Get** and double-click the side button if using an iPhone or select Install on your Android device to download the app.
- 4. Once the app is downloaded, press **Open** within the store to lauch or find the app on your phone's home screen and press to open.



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1. Open the app and press **New User? Find your account** at the bottom of the page.



2. Enter your information in the fields. You will need your member ID card to enter in your ID number.



3. Once your account is setup, enter your username and password into the login screen. You can also enable Face ID for account verification.



SETTING UP AN ACCOUNT



4. Once the LOGIN button is pressed, you will need to read/accept the user agreement. Pressing the AGREE button will show a Success pop-up box. Click OK.



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APP NAVIGATION

Home Page

On the main page of the app, you can see information about your account, file a reimbursement, manage expenses and view and upload receipts. They can also set up a bank account to be paid directly to their bank. If a bank account is not set up the member will receive a paper check.



Reimburse Myself

1. To file a reimbursement claim, click Reimburse Myself on the home page.







2. Enter the date of service (if date of service is one day versus a range of days, enter the one date twice).

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Cancel				Save
January 3, 2024				8
November	1	2022		
lanuary	2	2023		
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March	5	2026		

4. Enter the provider or store in the **Provider** field.

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lental		Bakery	
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xtended Medical		Frozen	
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learing Impairment		Pantry	
Over the Counter			
Travel for Medical Necessity			
Utilities			
Vision			
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Home	Profile	Home	Profile

3. Enter the amount of the reimbursement you are requesting in the **Amount** field.

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Cancel	
Dental	
Drugs & Medicine	
Extended Medical	
Grocery	
Hearing Impairment	
Over the Counter	
Travel for Medical Necessity	
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5. You can then upload your receipt. Press **Upload Receipt** under the Receipts header and use any of the upload methods available. Once your receipt is uploaded, a message will pop up asking you to verify that the receipt meets certain criteria. Select **OK** to move on and submit the claim.

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Reimburse Myself		< Back	Reimburse Myse	lf	
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sient* Mobile Tester	· >	End Date of Ser	<i>i</i> ce	1/3/24	
nust have a valid receipt to file a claim	>	\$5.00			
Choose receipt upload method		Is my rec	eipt valid?	receipts for	
DOCUMENTS		your claim to be approved: Store/Pharmacy receipt Co-pay receipt from medical provider Itemized bill from medical provider Insurance company's "Explanation of Benefits" Your receipt must include the date of service. Canceled checks and credit card statements are r			
PHOTOS		valid receipt			
CANCEL	>			0	
Fargo, ND, 58078			Receipts		
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ubmitting this claim you agree to the terms and itions for filing claims (available on the portal).			id Receipt		
			Claim Summary		
SUBMIT		Pay From Mobile App Test	Plan		
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6. Ensure your address is correct and press **Submit.**

PLEASE NOTE: If the address is incorrect, you will need to make a change to your address in WIPRO to have it sync with the mobile application.

If you have set up a bank account in the app, you can choose to have your claim paid directly to that account.

You may also upload receipts via the home screen prior to selecting Reimburse Myself, and then choose the receipt from the Receipt Organizer.

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Profile Screen

On the bottom of the app screen, choose the **Profile** icon to access the following features:



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