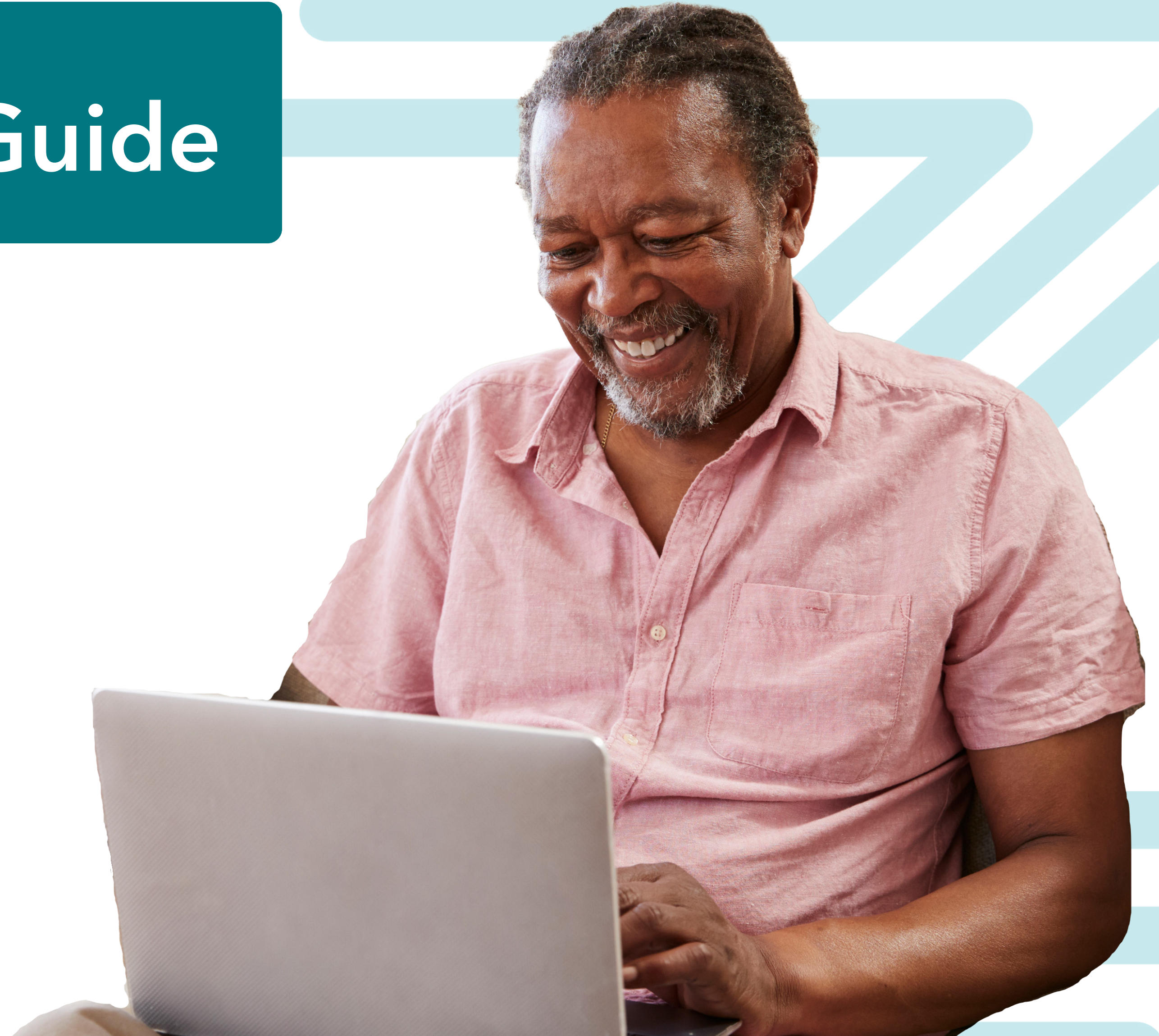


Zing Health Member Portal

Member Navigation Guide

A secure portal to access your:

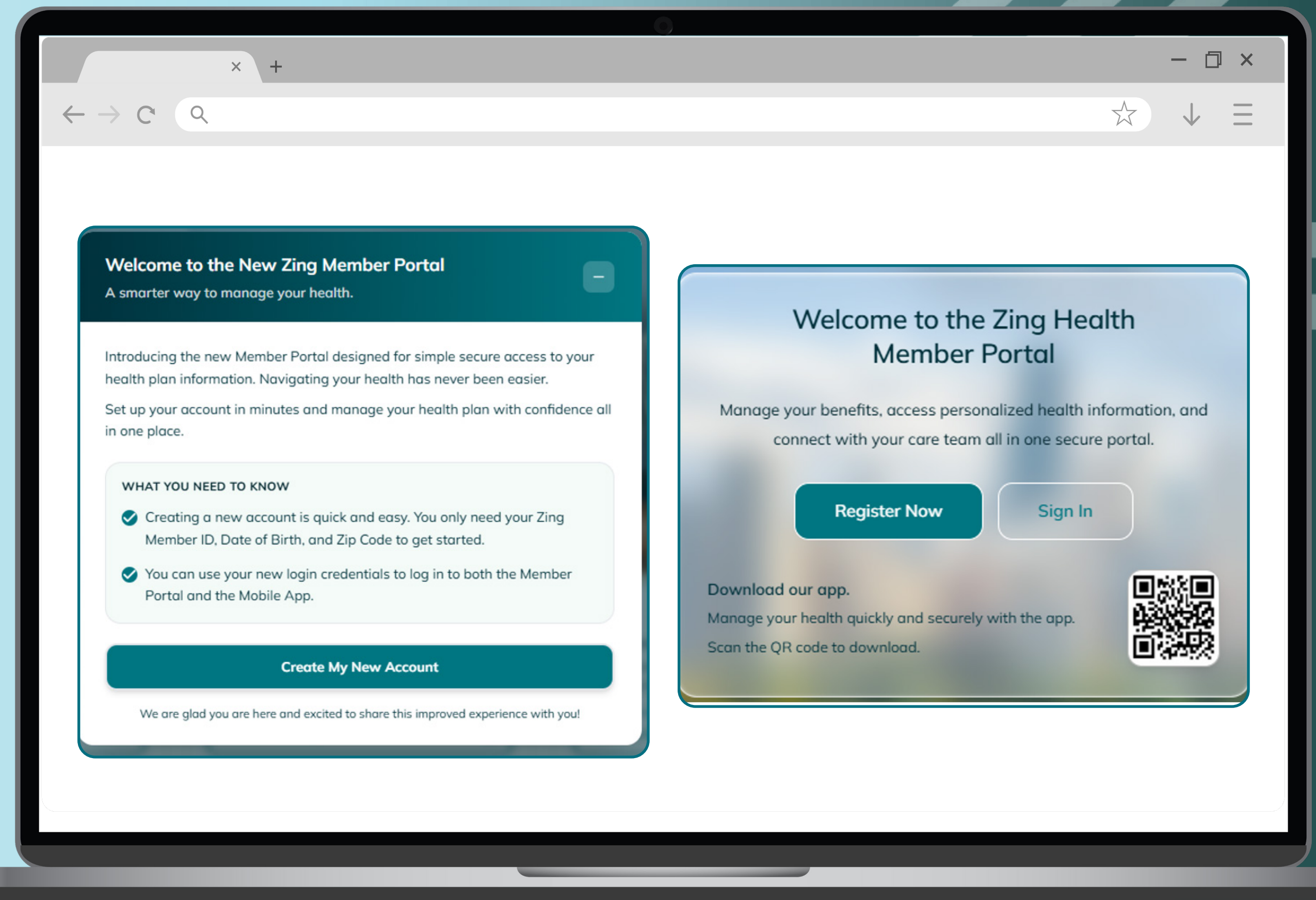
- ✓ Benefits
- ✓ Personalized health information
- ✓ Claims and ID card
- ✓ Health and wellness tools



Member Portal Landing Page

Welcome to the Zing Member Portal

1. Open a web browser and navigate to the Zing Health Member Portal website: memberportal.myzinghealth.com/account/zing/splash-page.
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.

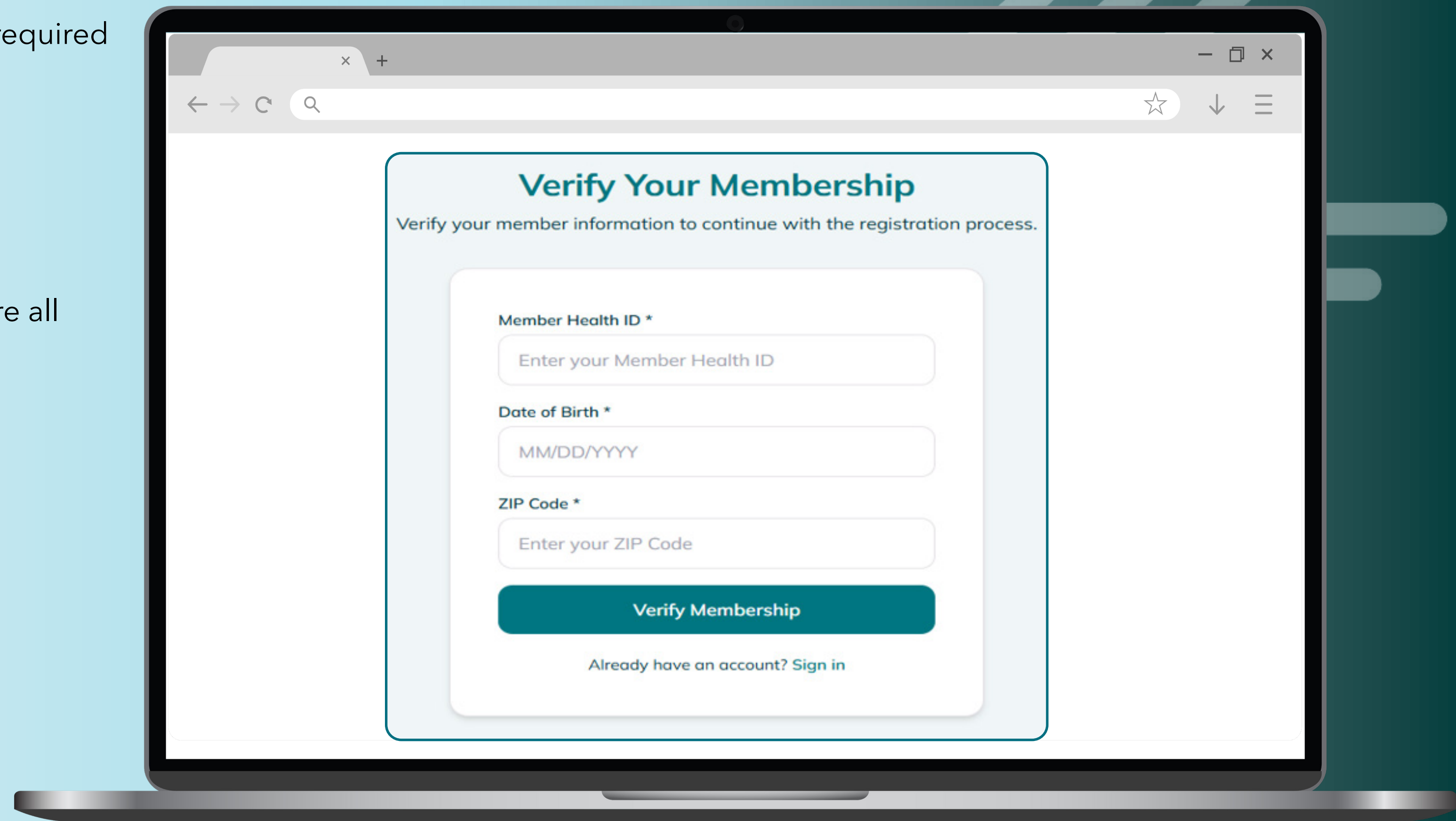


* These links will redirect you to the Zing Health website, MyZingHealth.com.

Create Your Account

Registration Page

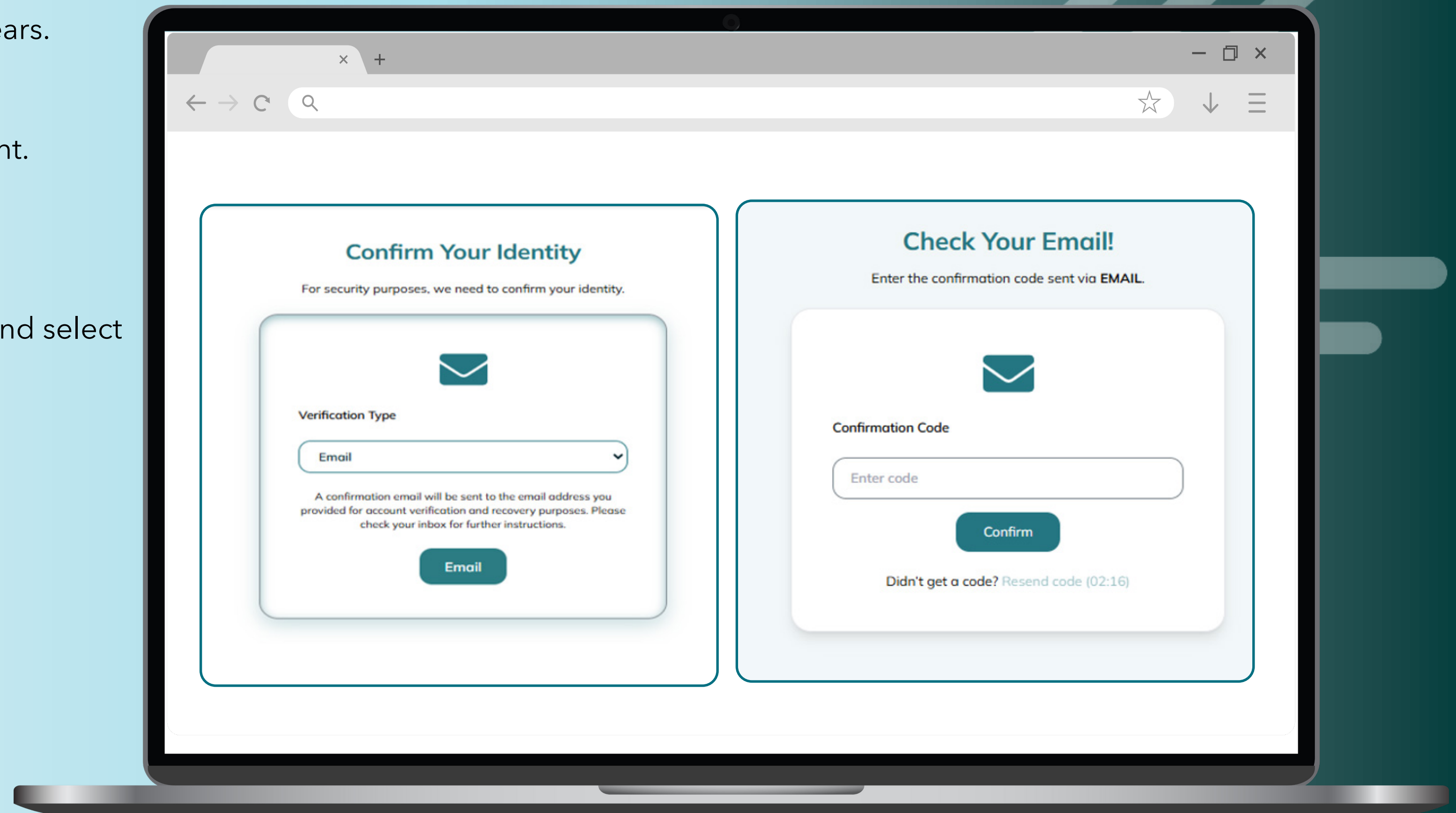
1. From the landing page, select **Register Now**.
2. On the **Create Your Account** screen, enter the following required fields:
 - Username
 - Email Address
 - Phone Number
 - Password: Review the password requirements to ensure all criteria are met:
 - Must be at least 8 characters
 - Include one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



Create Your Account

Registration Verification

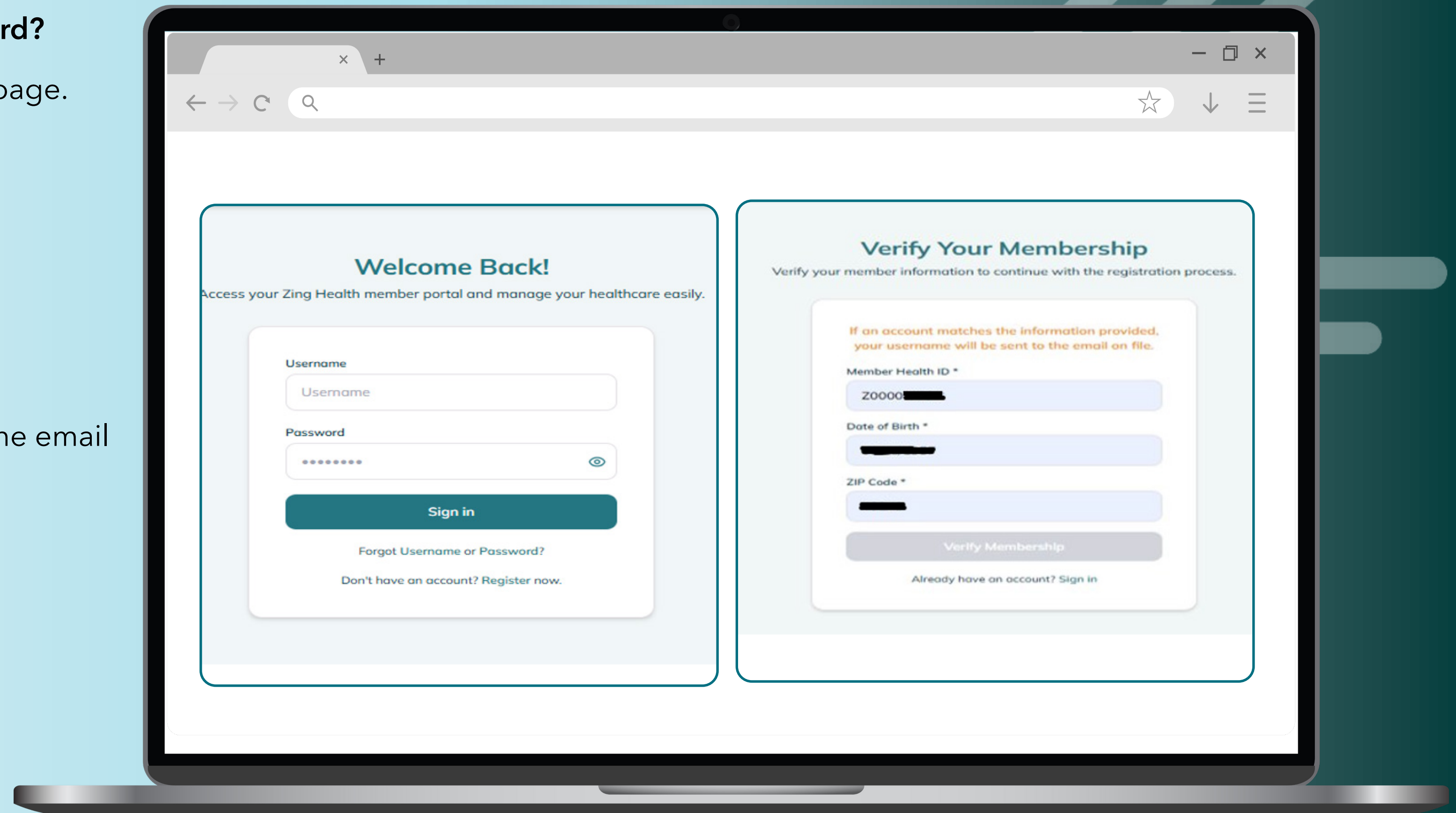
1. After registration, the **Confirm Your Identity** screen appears.
2. Select a **Verification Type** from the dropdown.
3. Review the message indicating a confirmation will be sent.
4. Enter the **Confirmation Code** you receive.
5. Select **Confirm**.
6. If the code is not received, wait for the timer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



Account Recovery

Forgot Username

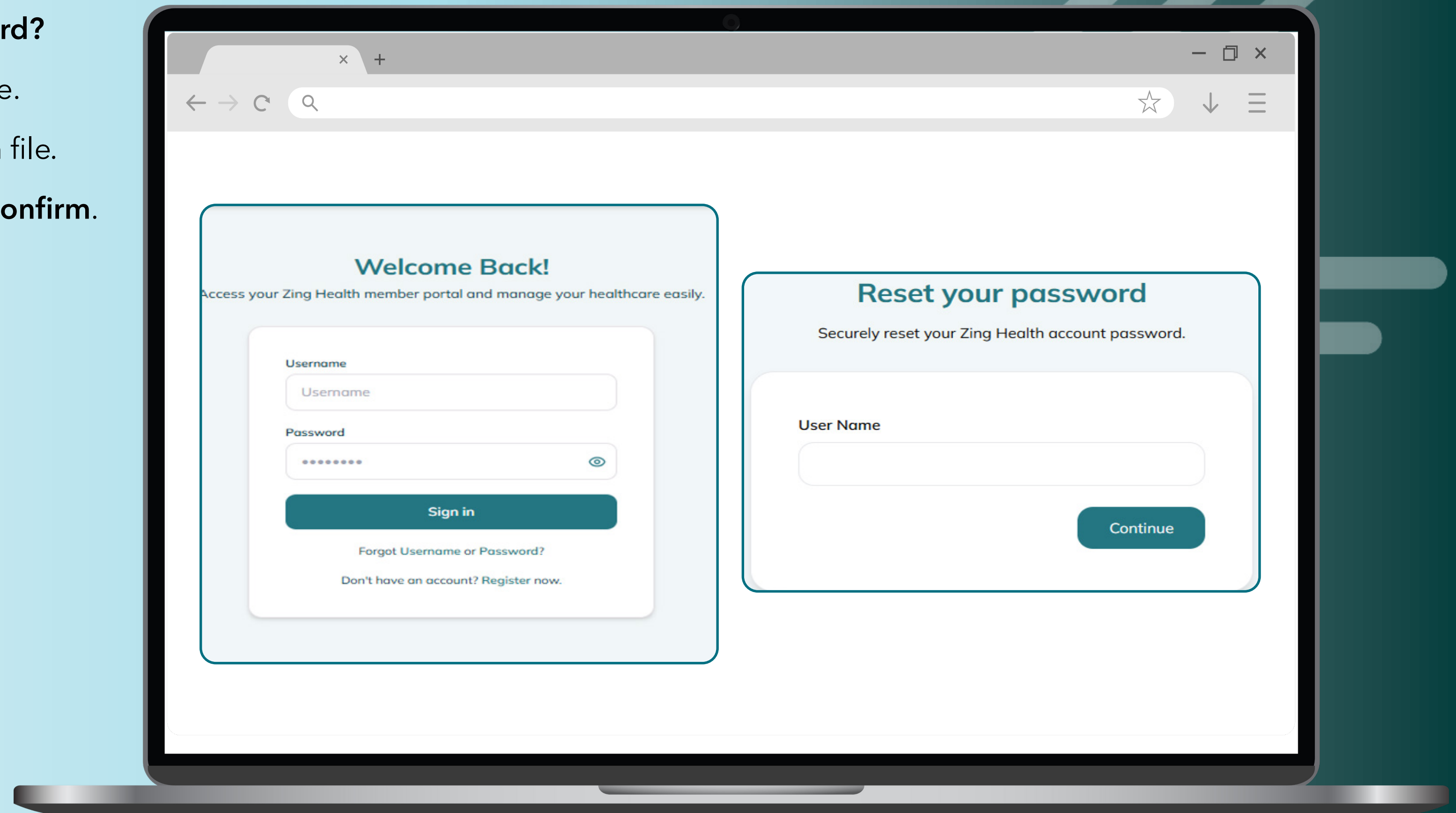
1. On the **Sign In** page, select **Forgot Username or Password?**
2. The system will redirect to the **Verify Your Membership** page.
Enter:
 - Member Health ID
 - Date of Birth
 - Zip Code
3. Select **Verify Membership**.
3. If a matching account is found, the username is sent to the email on file.



Account Recovery

Forgot Password

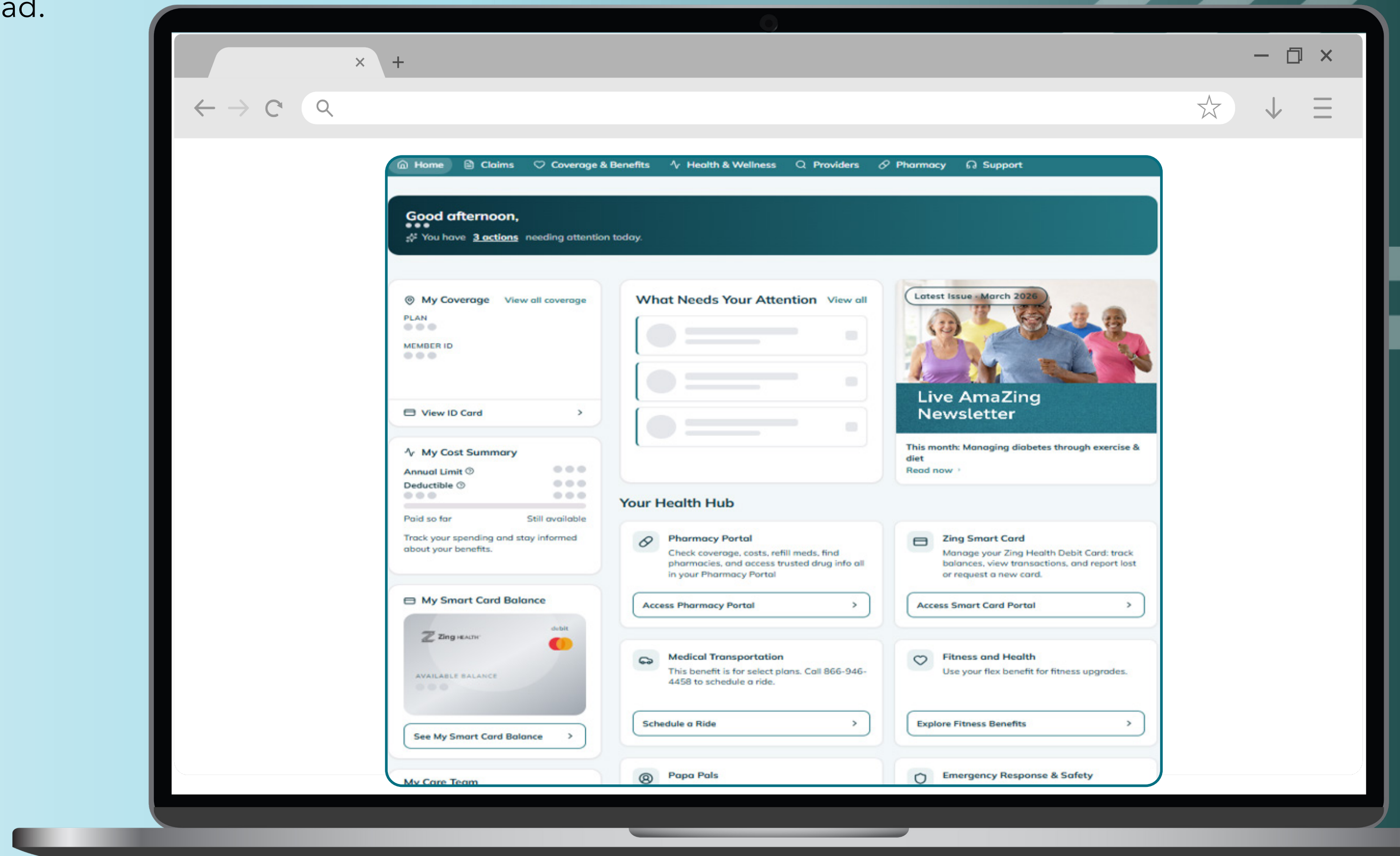
1. On the **Sign In** page, select **Forgot Username or Password?**
2. The system will redirect to the **Reset your Password** page.
3. A confirmation code will be sent to the email address on file.
4. Enter the **Confirmation Code** on the screen and select **Confirm**.
5. Use **Resend code** if the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



Member Dashboard

Home Screen

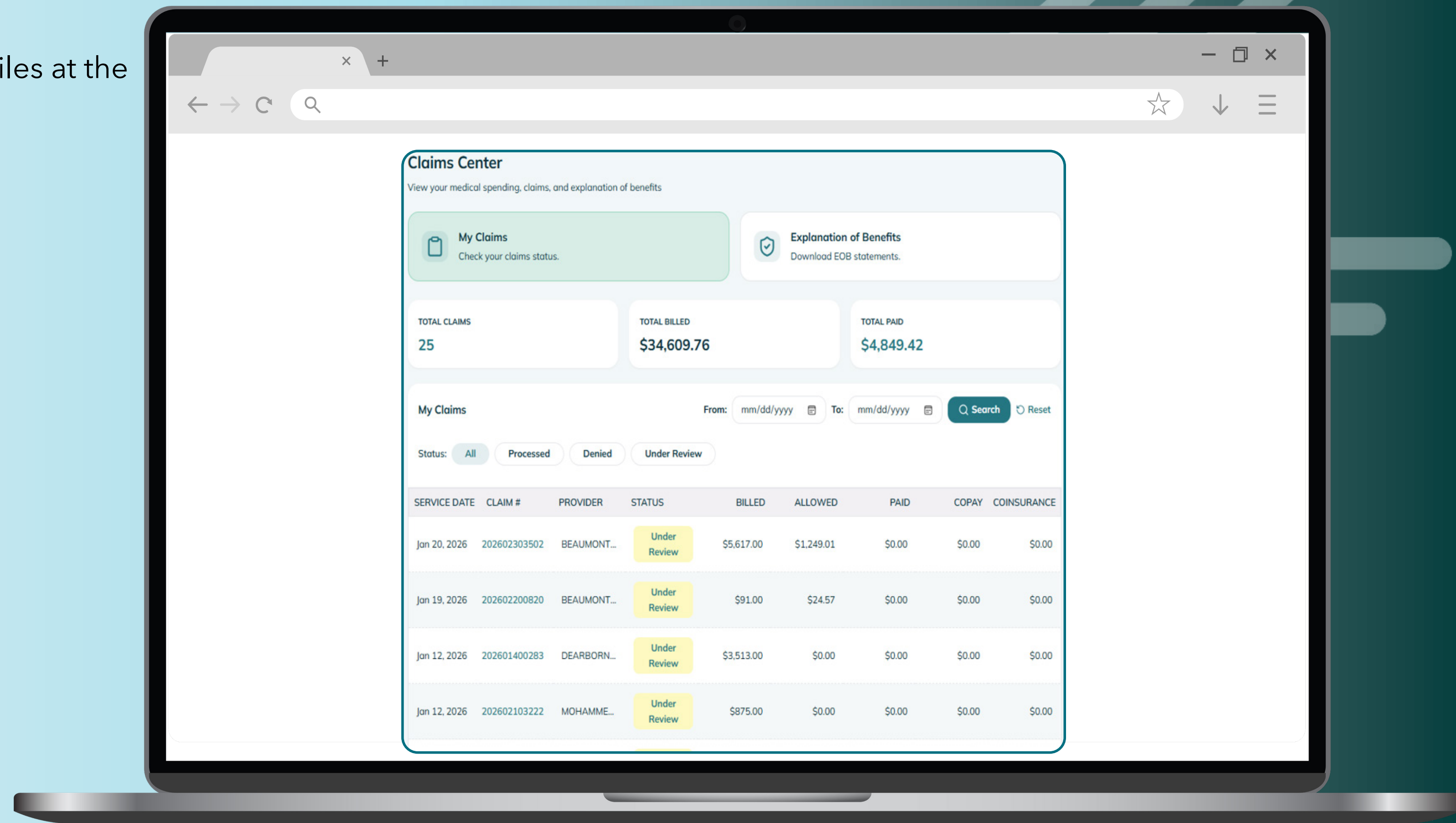
1. After a successful sign in, the **Member Dashboard** will load.
2. Review the member greeting and notifications.
3. Use the top navigation bar to access:
 - Home
 - Claims
 - Coverage & Benefits
 - Health & Wellness
 - Providers
 - Pharmacy
 - Support
4. From the dashboard members can:
 - View coverage 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.

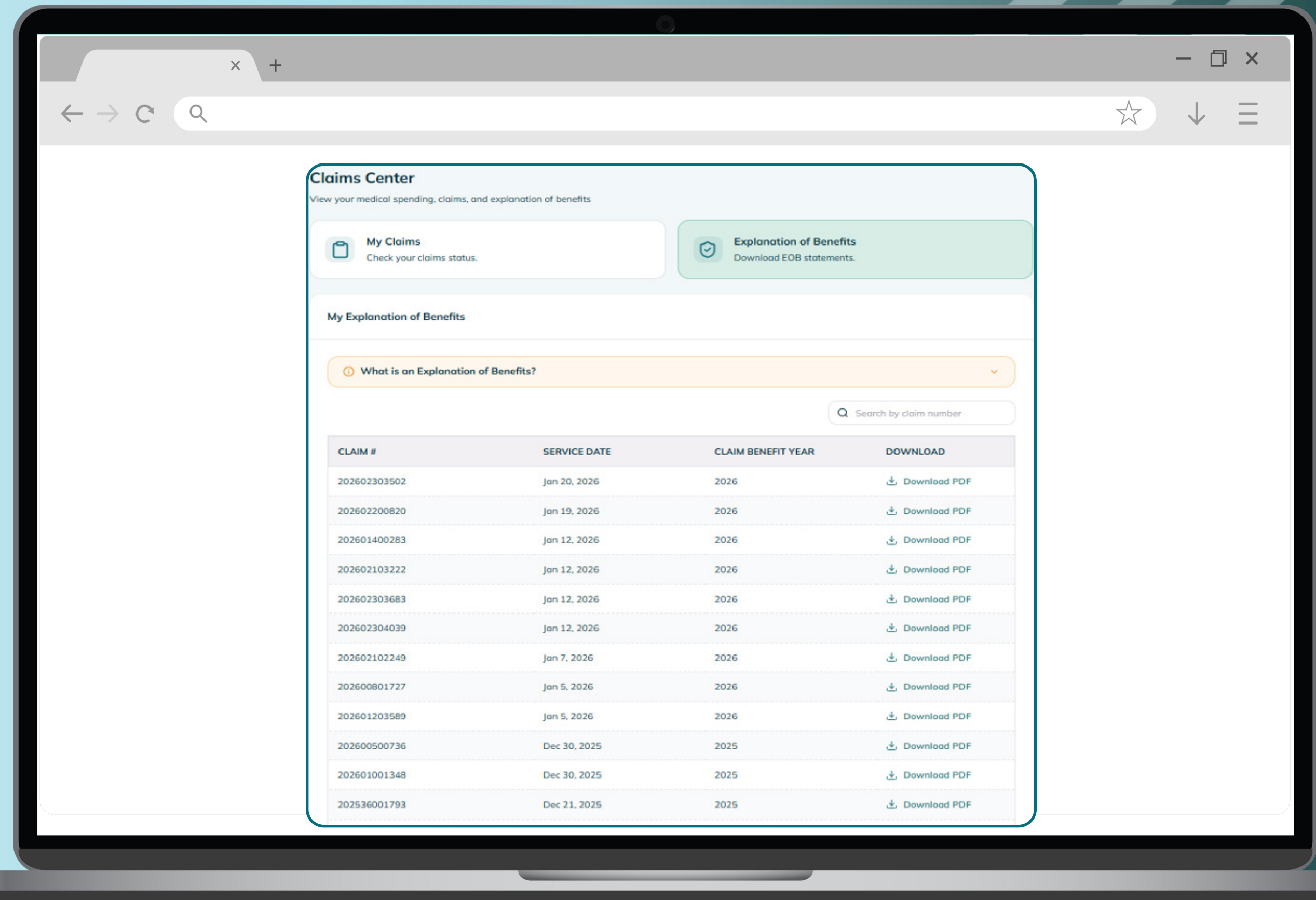
The screenshot displays the 'Claims Center' web application interface. At the top, there are two main sections: 'My Claims' (Check your claims status) and 'Explanation of Benefits' (Download EOB statements). Below these are three summary cards: 'TOTAL CLAIMS' (25), 'TOTAL BILLED' (\$34,609.76), and 'TOTAL PAID' (\$4,849.42). The main section is titled 'My Claims' and includes a search filter with 'From' and 'To' date fields (mm/dd/yyyy) and a 'Search' button. Below the search filter are status filters: 'All', 'Processed', 'Denied', and 'Under Review'. The 'Under Review' filter is selected. A table of claims is displayed below the filters, with columns for SERVICE DATE, CLAIM #, PROVIDER, STATUS, BILLED, ALLOWED, PAID, COPAY, and COINSURANCE. The table contains four rows of claims, all with a status of 'Under Review'.

SERVICE DATE	CLAIM #	PROVIDER	STATUS	BILLED	ALLOWED	PAID	COPAY	COINSURANCE
Jan 20, 2026	202602303502	BEAUMONT..	Under Review	\$5,617.00	\$1,249.01	\$0.00	\$0.00	\$0.00
Jan 19, 2026	202602200820	BEAUMONT..	Under Review	\$91.00	\$24.57	\$0.00	\$0.00	\$0.00
Jan 12, 2026	202601400283	DEARBORN..	Under Review	\$3,513.00	\$0.00	\$0.00	\$0.00	\$0.00
Jan 12, 2026	202602103222	MOHAMME..	Under Review	\$875.00	\$0.00	\$0.00	\$0.00	\$0.00

Claims Center

Explanation of Benefits (EOB) - Download Statements

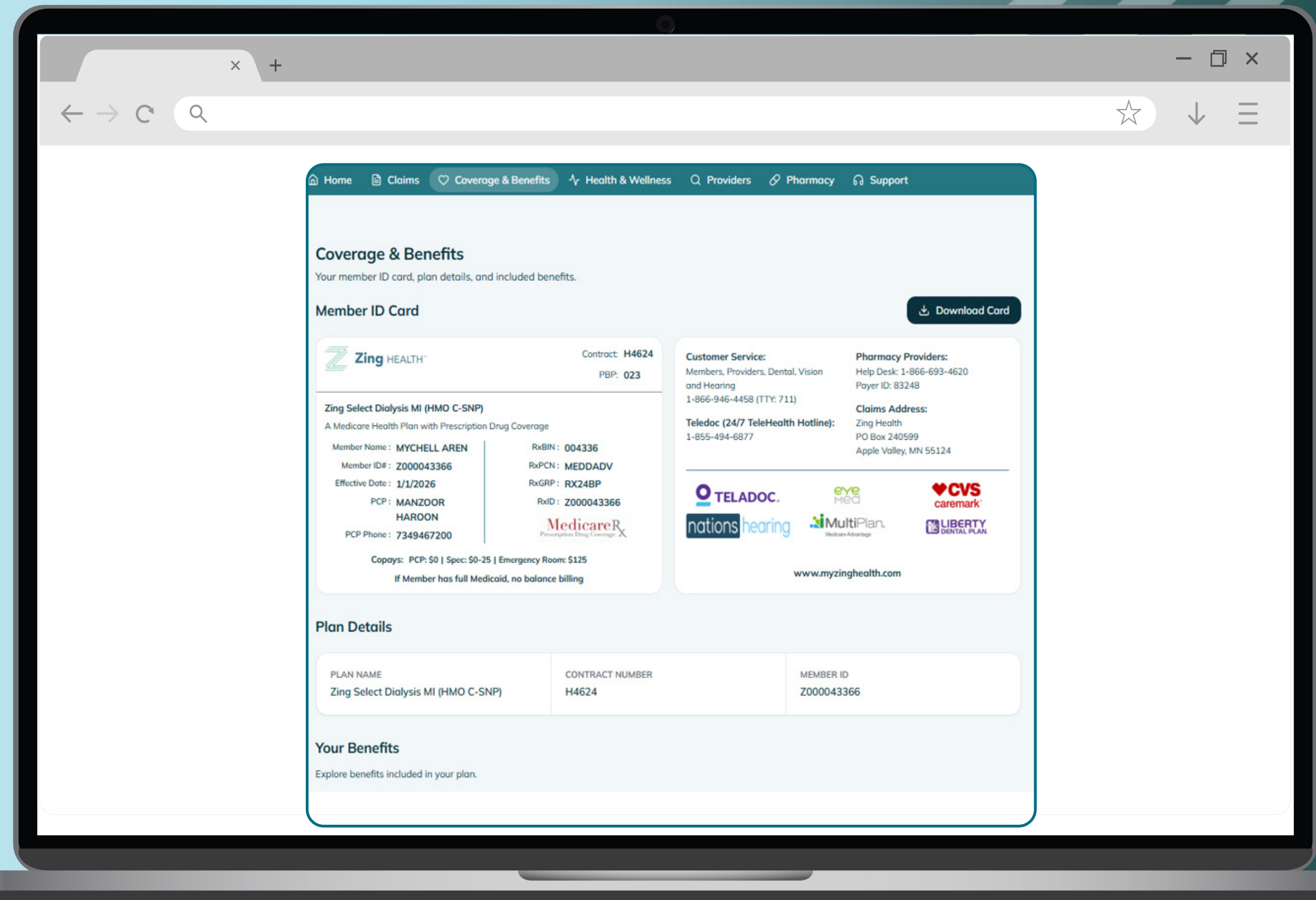
1. On the **Claims Center** page, select **Explanation of Benefits**.
2. The **My Explanation of Benefits** page opens.
4. (Optional) Select **What is an Explanation of Benefits?** to view a definition.
5. Use the **Search by claim number** field to locate a specific EOB.
6. Locate the desired claim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



Coverage & Benefits

View Member ID Card

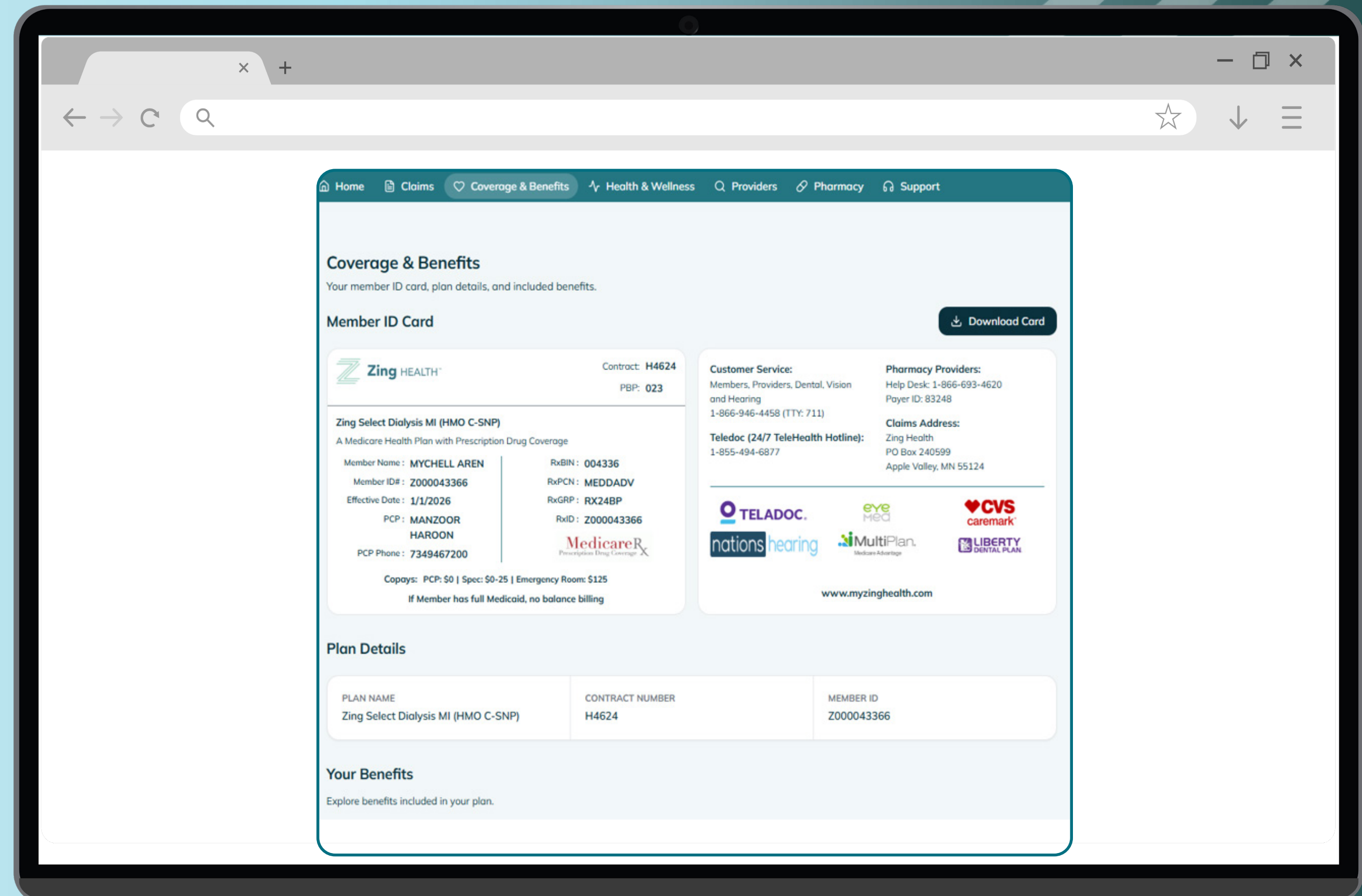
1. From the top navigation bar, select **Coverage & Benefits**.
2. Review the **Member ID Card** section.
4. Verify member details such as:
 - Member Name
 - Member ID
 - Effective Date
 - Primary Care Provider (PCP)
 - Pharmacy and medical information
5. Select **Download Card** to save or print a copy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



Coverage & Benefits

View Plan Details

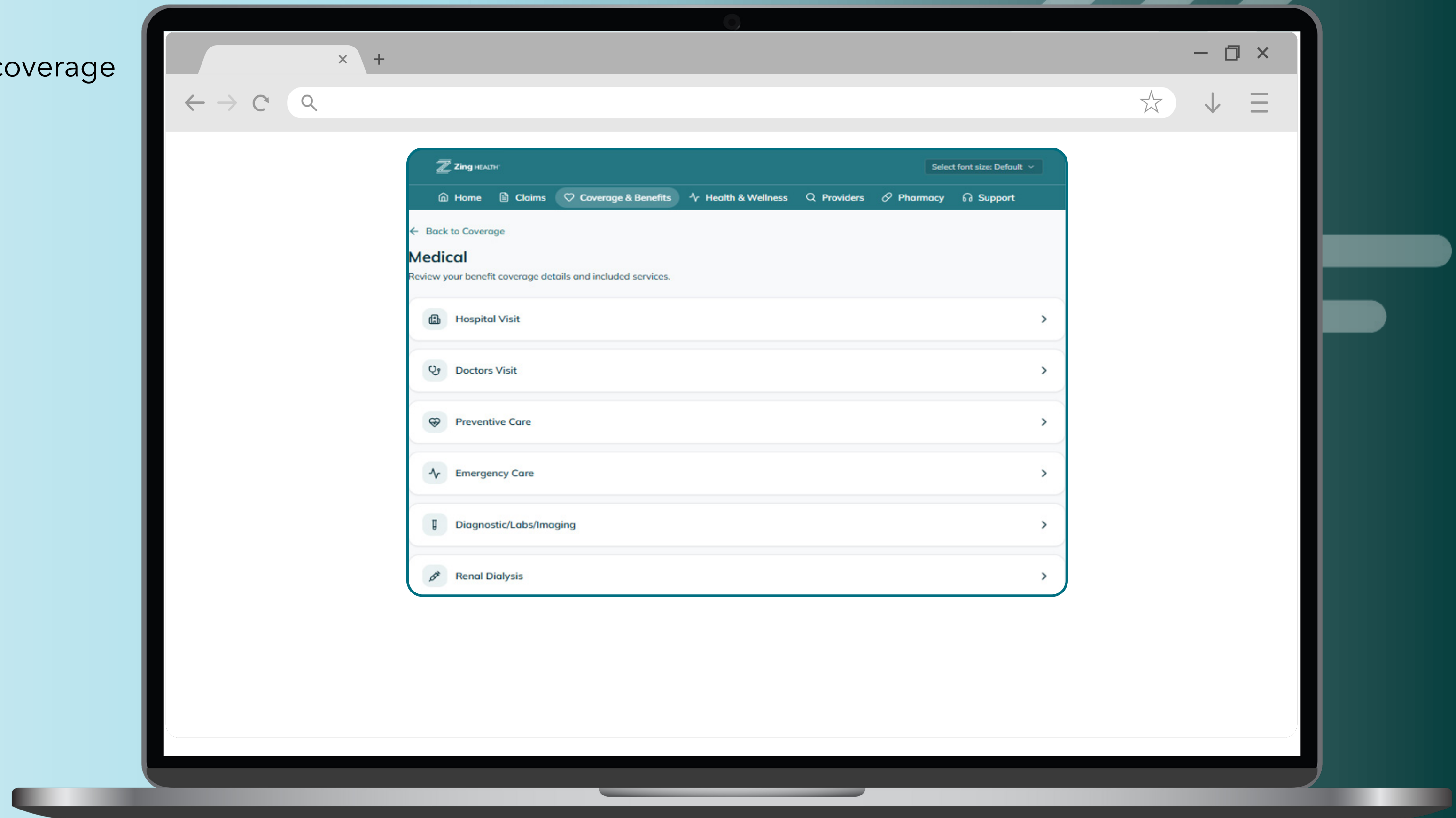
1. From the **Coverage & Benefits** page, scroll to the **Plan Details** section.
4. Review the following information:
 - Plan Name
 - Contract Number
 - Member ID
5. Scroll to **Your Benefits** to see benefits included in your plan.
6. If no benefits are listed, the message *"No benefits available"*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



Coverage & Benefits

Medical Benefits Overview

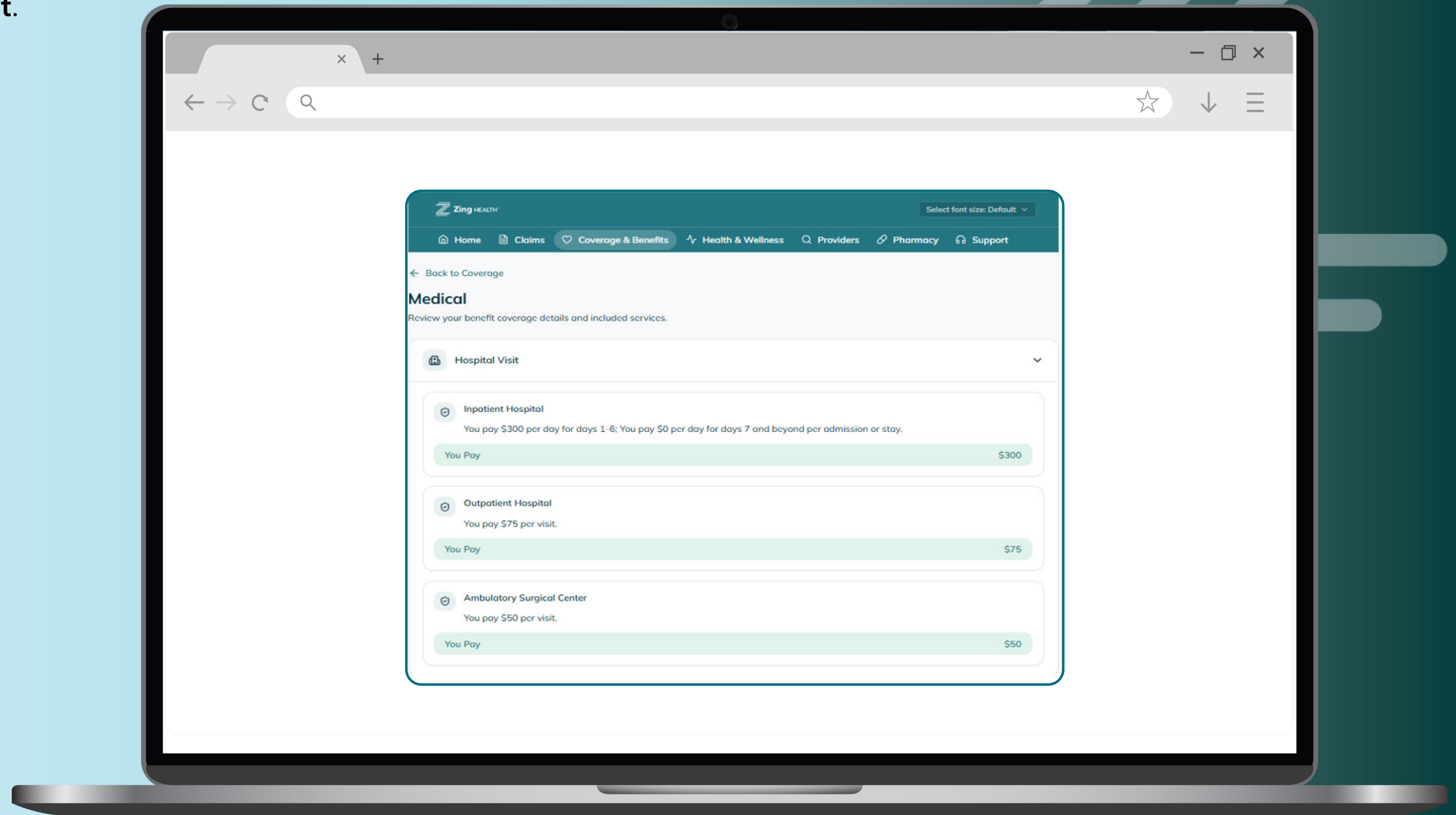
1. On the **Coverage & Benefits** page, select **Medical**.
4. Select any category on the medical benefits list to view coverage details:
 - Hospital Visit
 - Doctors Visit
 - Preventive Care
 - Emergency Care
 - Diagnostic/Labs/Imaging
 - Renal Dialysis
5. Select the **arrow >** next to a category to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



Coverage & Benefits

Hospital Visit Benefits Overview

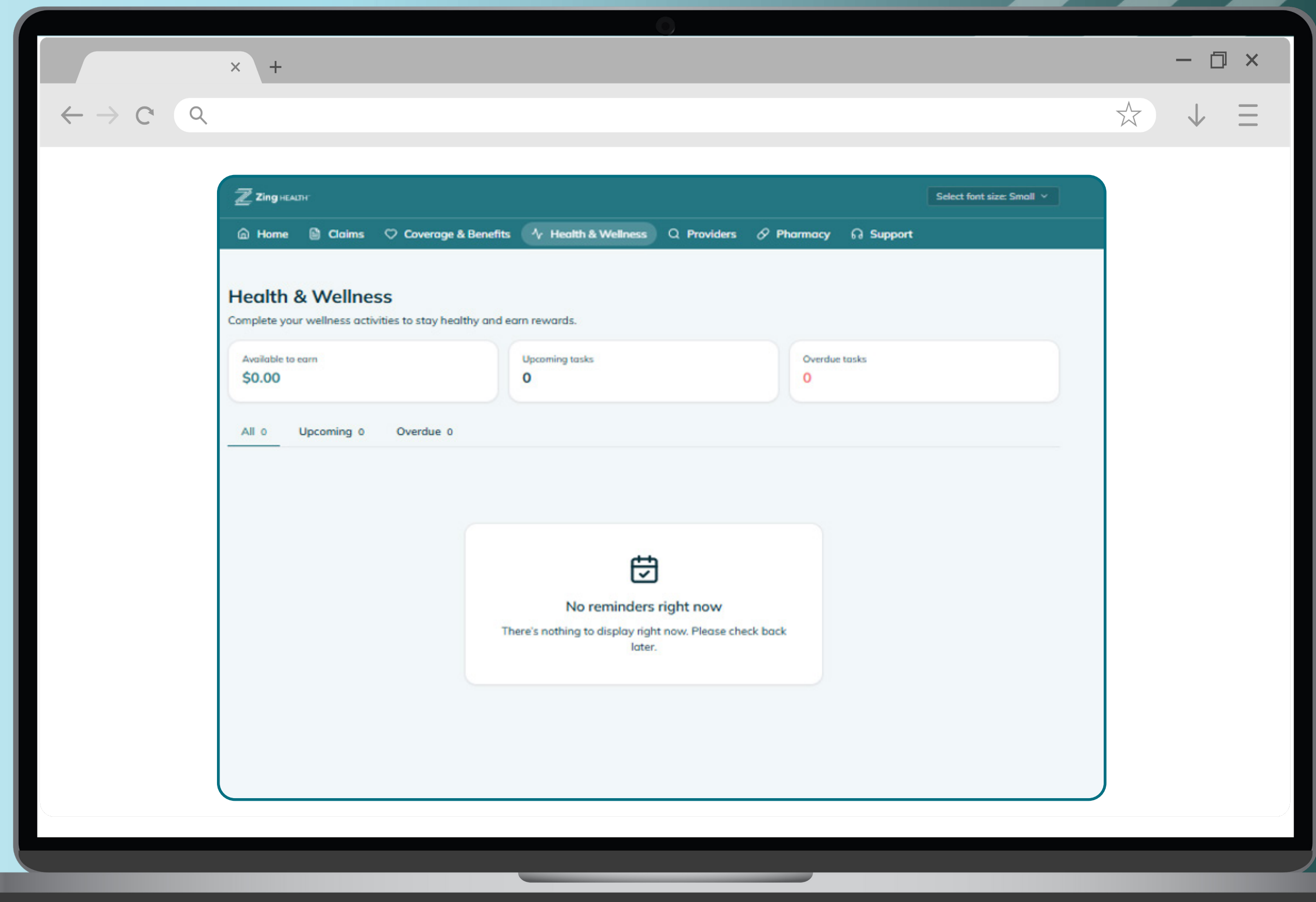
1. From the **Coverage & Benefits** page, select **Hospital Visit**.
2. Review coverage details for:
 - Inpatient Hospital
 - Copay amounts per day and length of stay
 - Outpatient Hospital
 - Copay per visit
 - Ambulatory Surgical Center
 - Copay per visit
3. Review the **You Pay** amounts listed for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



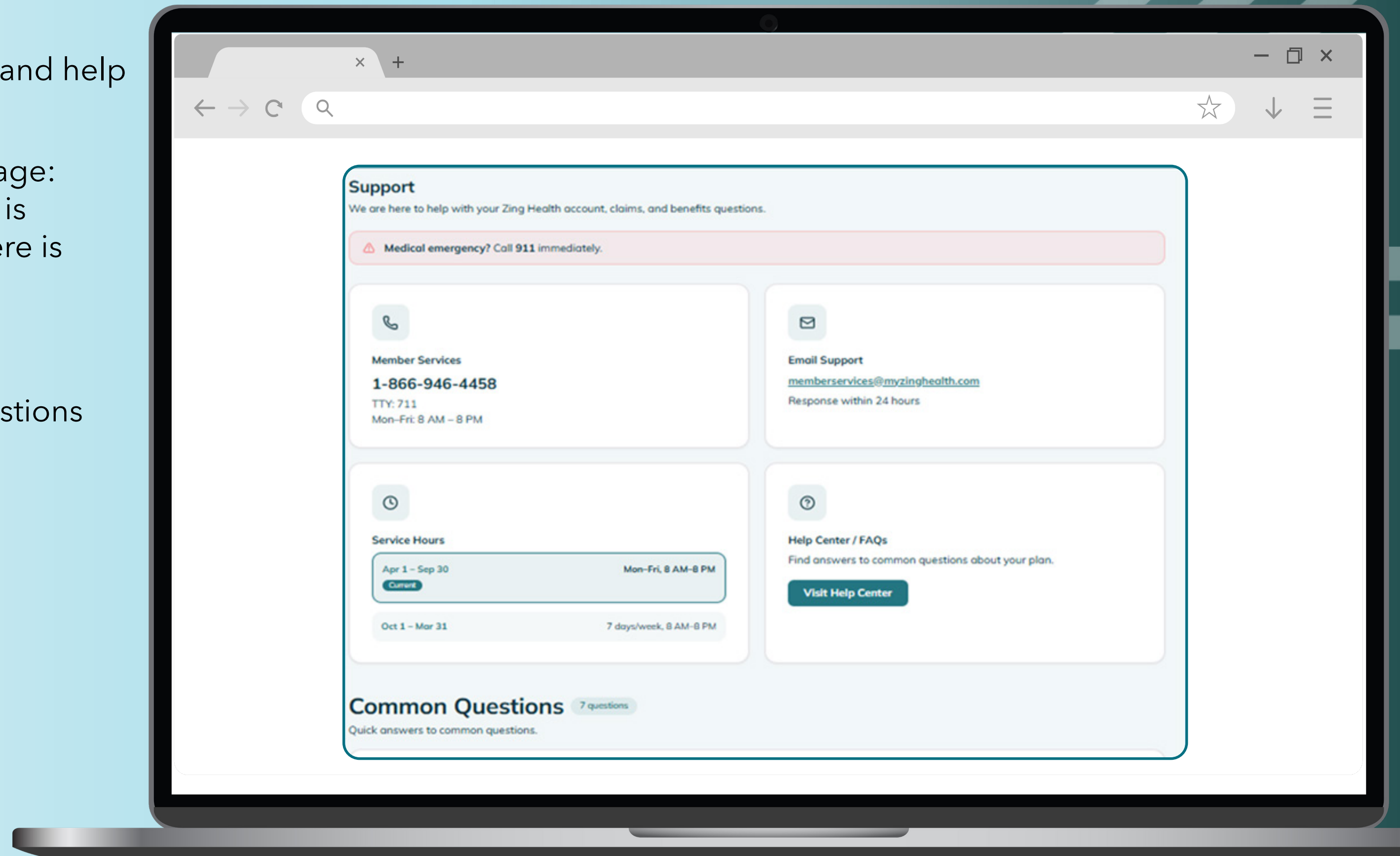
Contact **Member Services** by phone or email:

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)

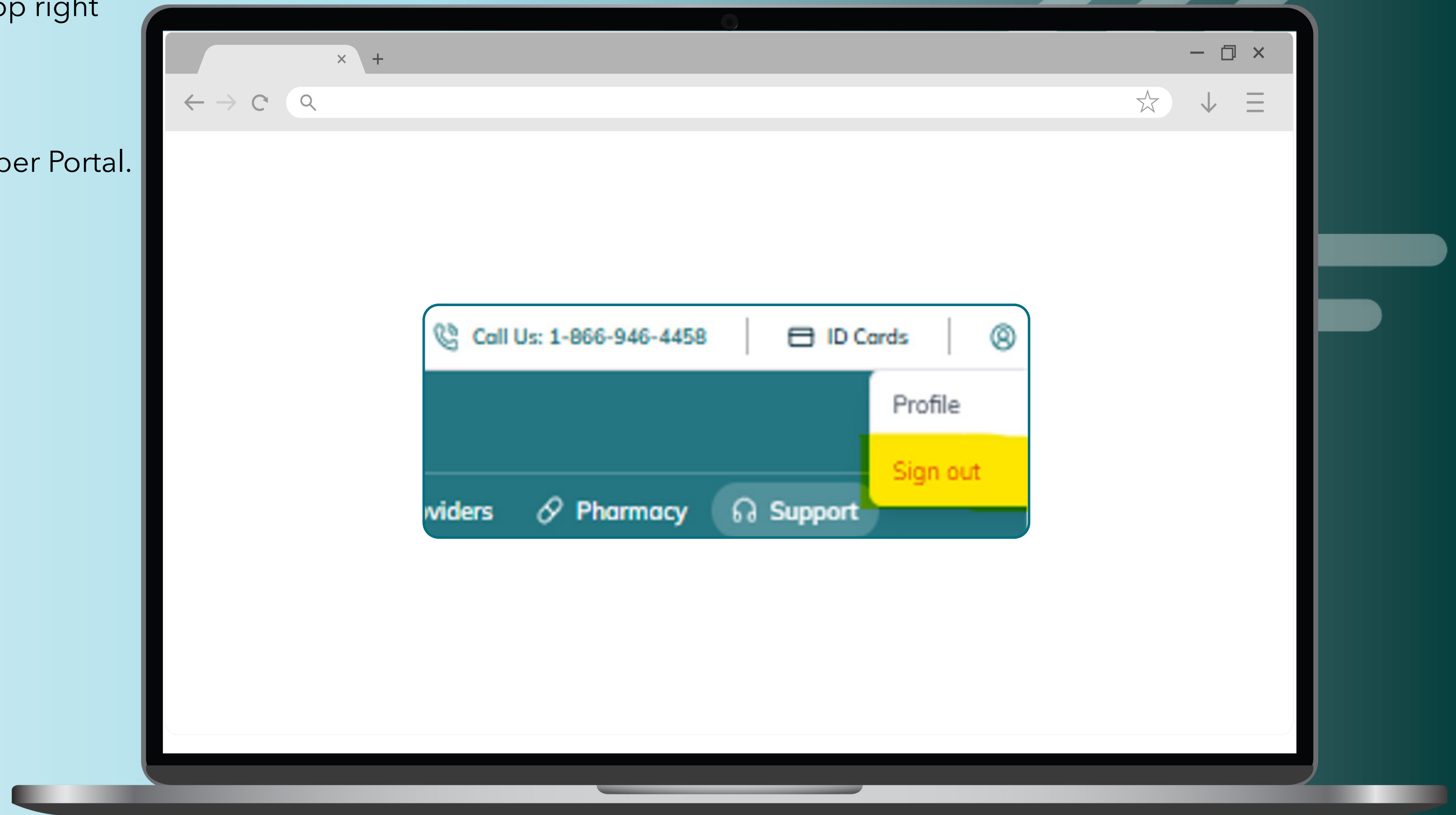
memberservices@myzinghealth.com



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



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