

Zing Health Mobile App

Member Navigation Guide

Easy access to:

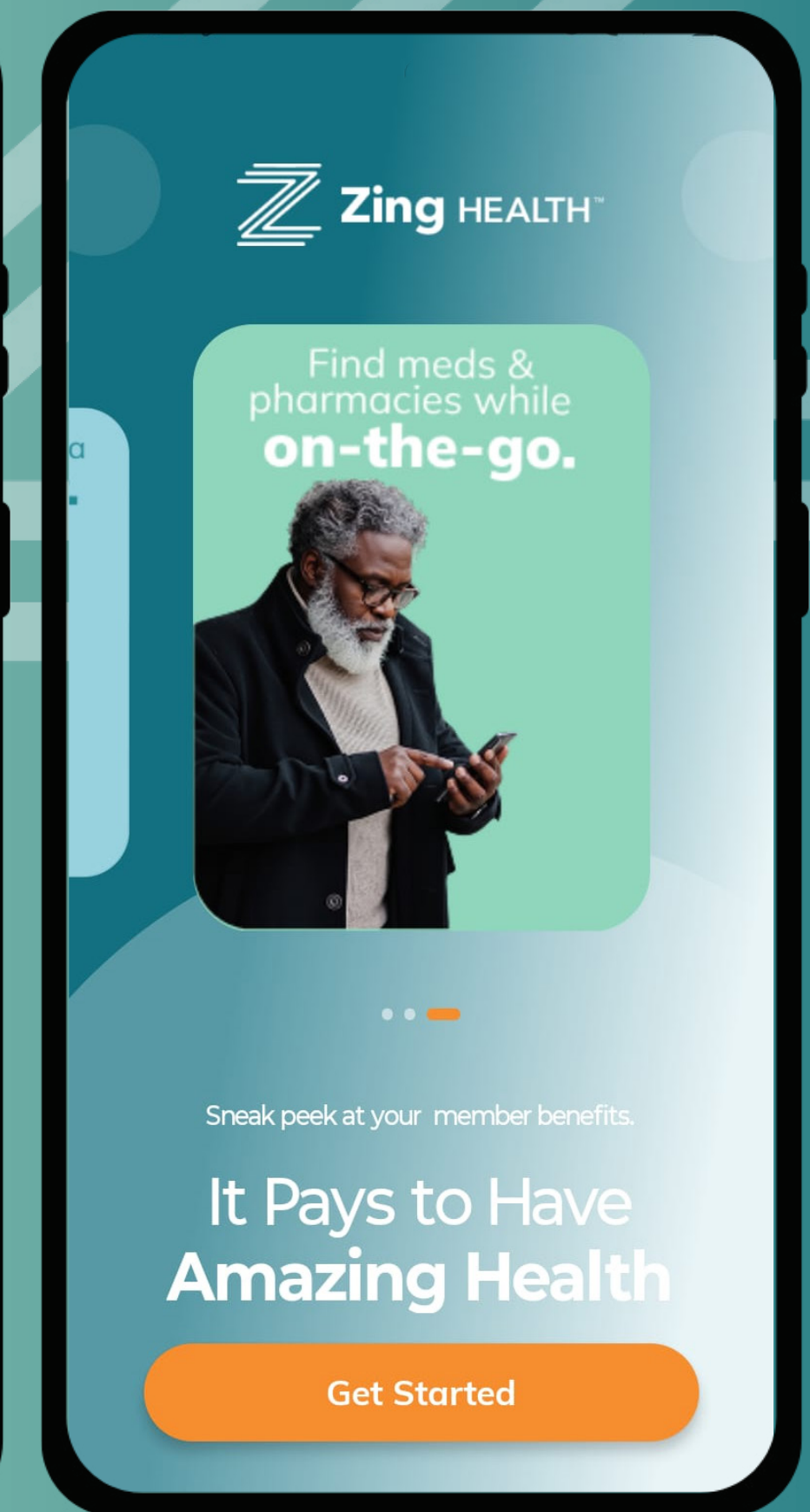
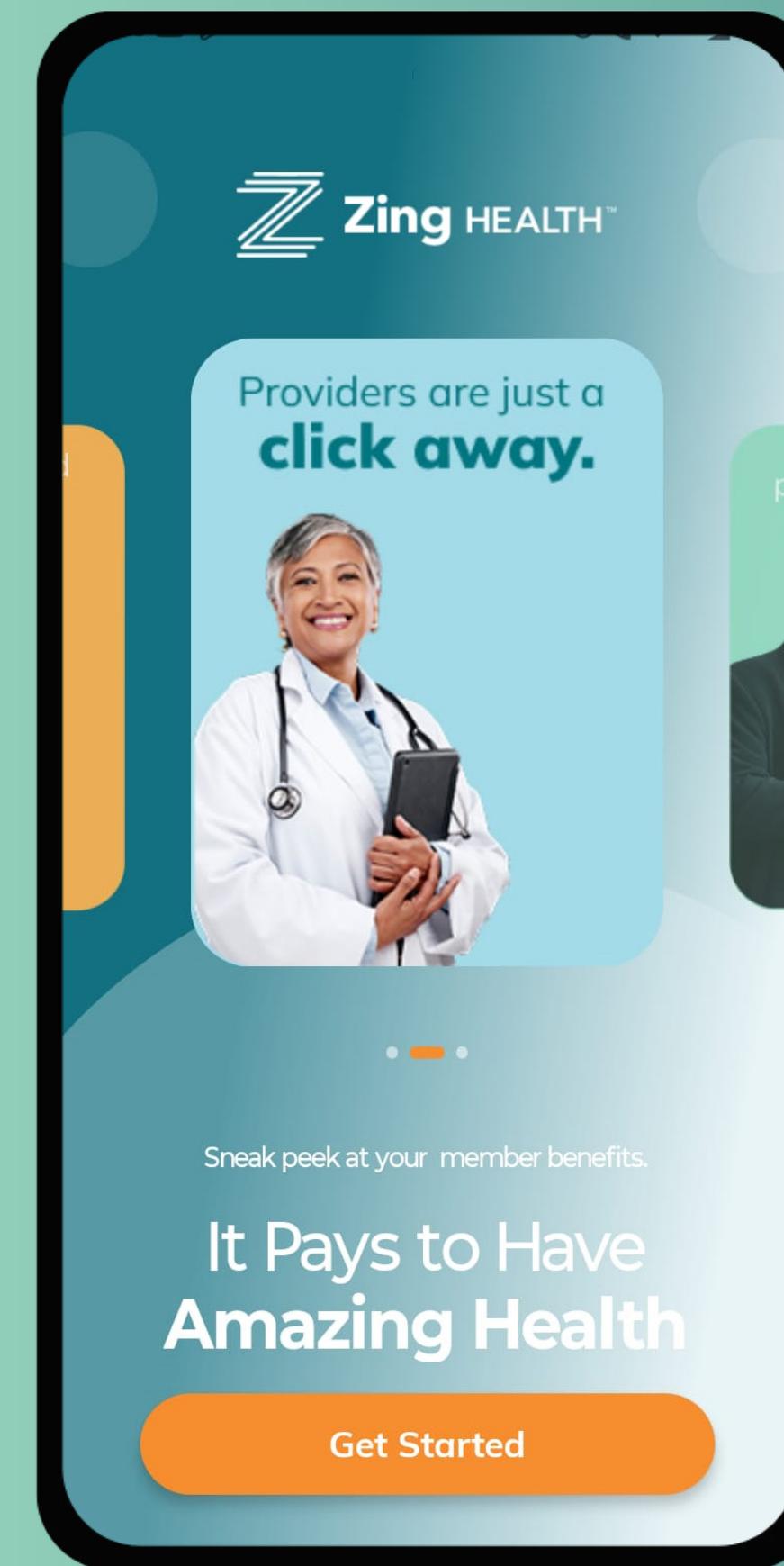
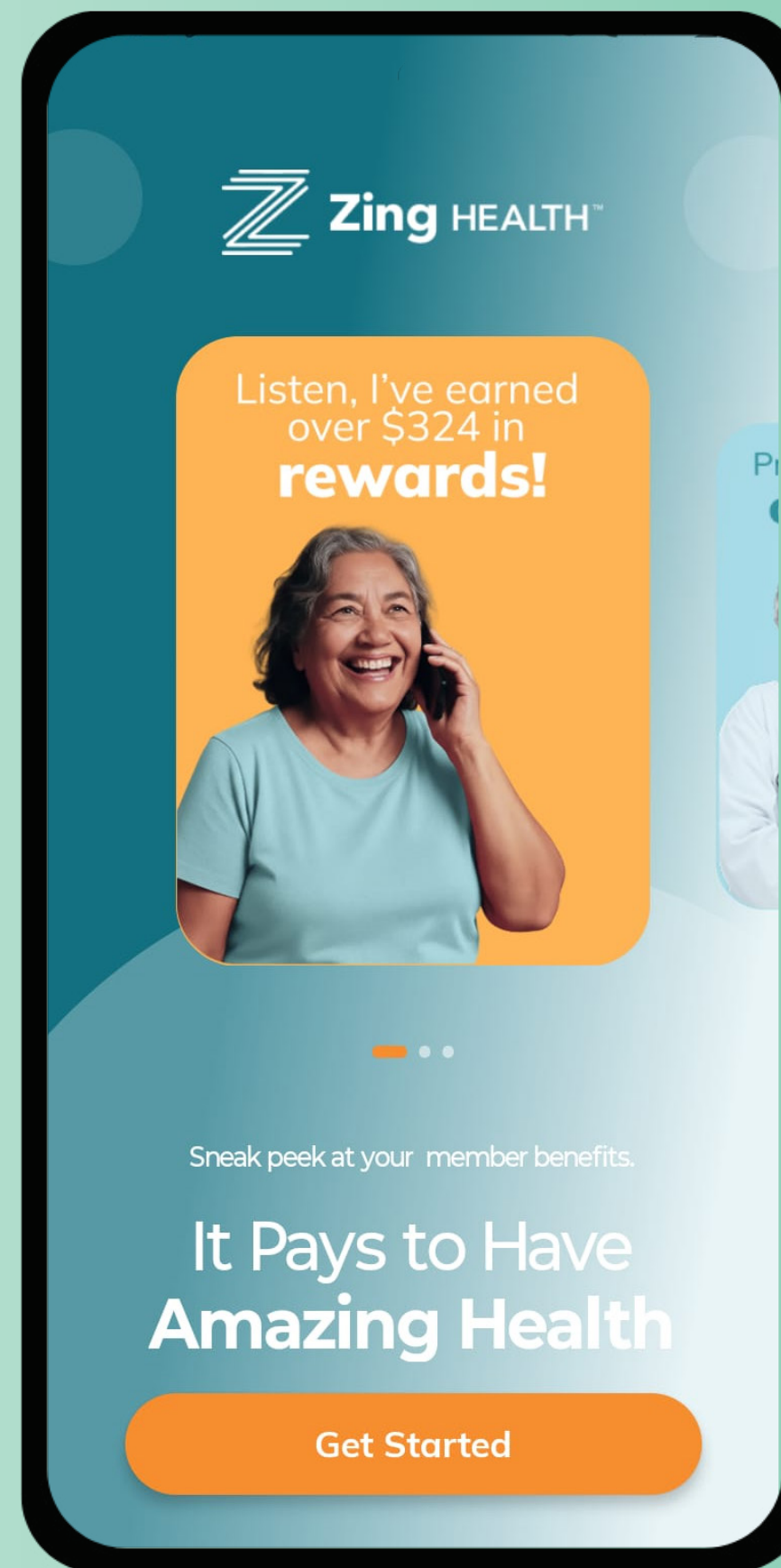
- ✓ Care
- ✓ Digital ID cards
- ✓ Rewards and Smart Card tracking
- ✓ Claims, pharmacy, and transportation tools



Download the Zing Health App

Download and Open the Zing Health App

1. Download the **Zing Health** app:
 - **iPhone users:** Go to the App Store and search for *My Zing Health*.
 - **Android users:** Go to Google Play and search for *Zing Health Member App*.
2. Once you have downloaded the app, tap **Open**.
3. Review the introductory pages highlighting:
 - Rewards
 - Member benefits
 - Find care and pharmacy access
4. Tap **Get Started**.



Take the App Tour

App Tour (optional)

As the app opens, you will see a **guided app tour** explaining key features:

- Dashboard and rewards
- Appointment reminders
- Transportation services
- Digital ID card
- Care Team access

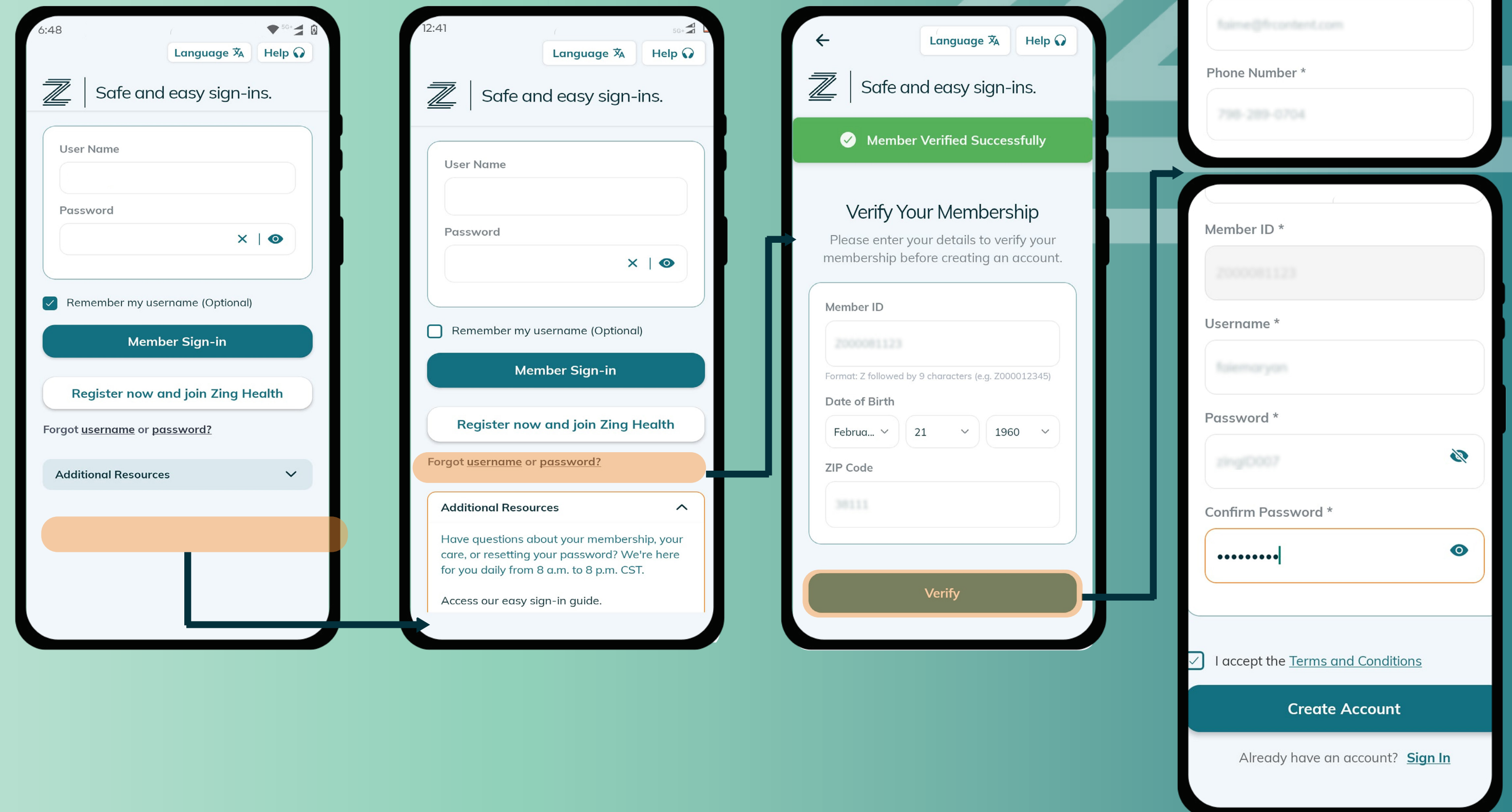


Tap **Skip** at any time to go directly to sign-in.

Easy Member Registration

Sign-in/Registration New Members - Register Now

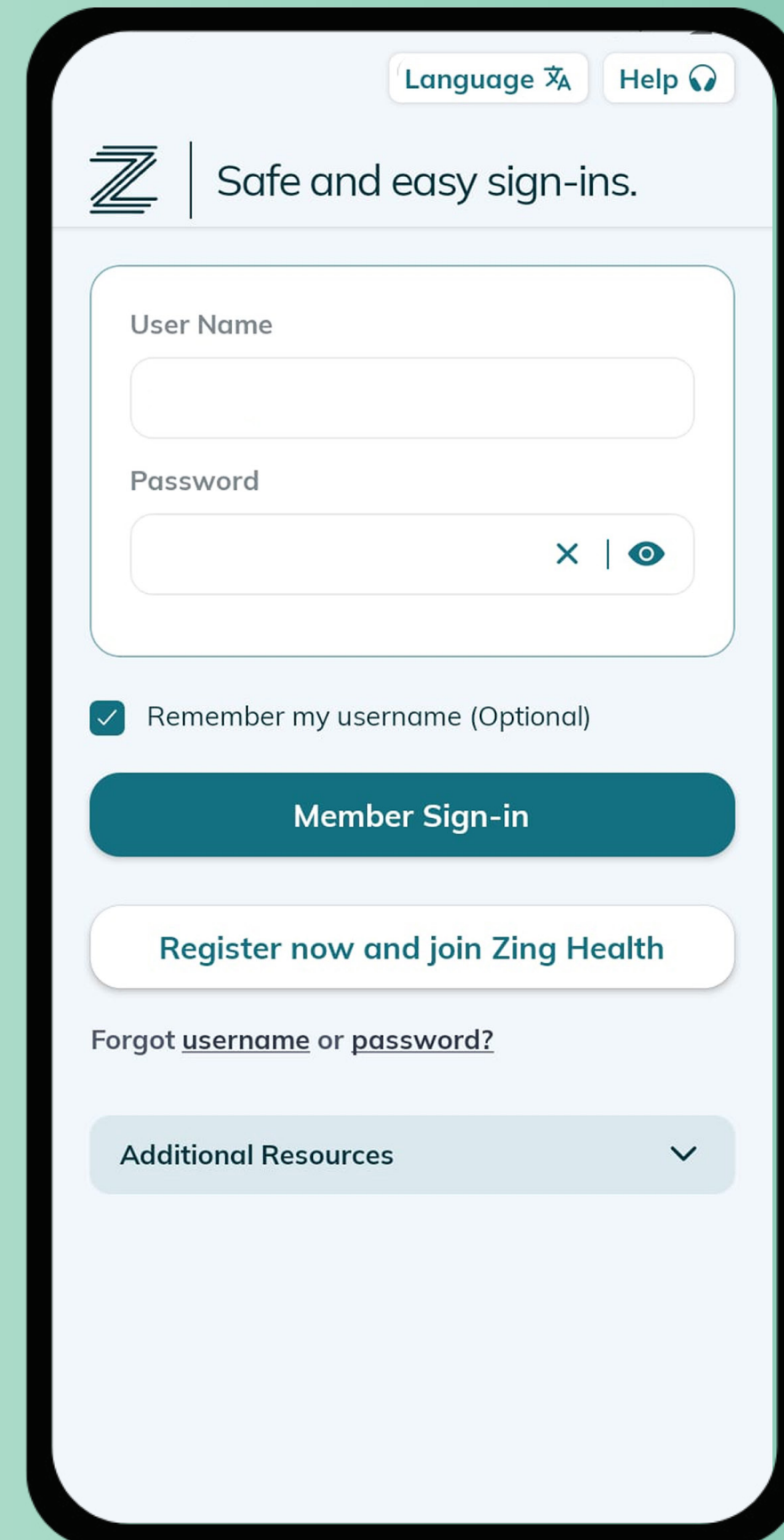
1. Tap **Register Now** and join Zing Health.
2. On the **Verify Your Membership** screen, enter:
 - **Member ID** (starts with "Z" + 9 characters)
 - **Date of Birth**
 - **Zip Code**
3. Tap **Verify**.
4. Create your username and password to complete registration.



Login Screen

Sign-in

1. On the **Safe and easy sign-ins** screen enter your:
 - Username
 - Password
2. *Optional*: Check **Remember my username**.
3. Tap **Member Sign-in**.



Language 🌐 Help 🗨

Z | Safe and easy sign-ins.

User Name
[Text Input Field]

Password
[Text Input Field] × | 👁

Remember my username (Optional)

Member Sign-in

Register now and join Zing Health

[Forgot username or password?](#)

Additional Resources ▾



If at any time you forget your username or password, simply tap **Forgot Username** or **Password** to retrieve them.



Forgot Username

Forgot Username

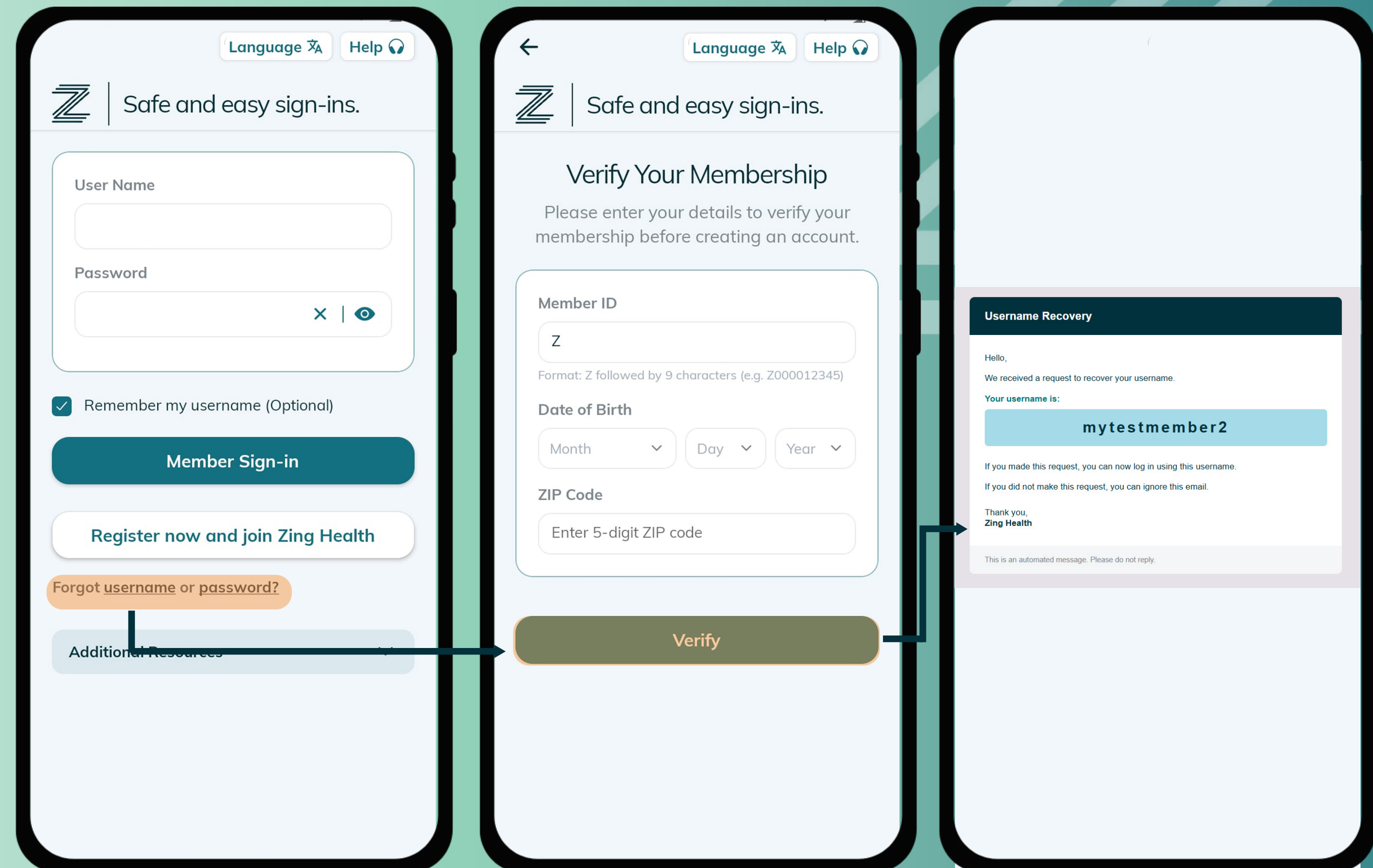
1. On the **Safe and easy sign-ins** screen where you see **Forgot username or password?**, tap on the word **username**.

2. Enter your:

- Member ID
- Date of Birth
- Password

3. Select **Verify**.

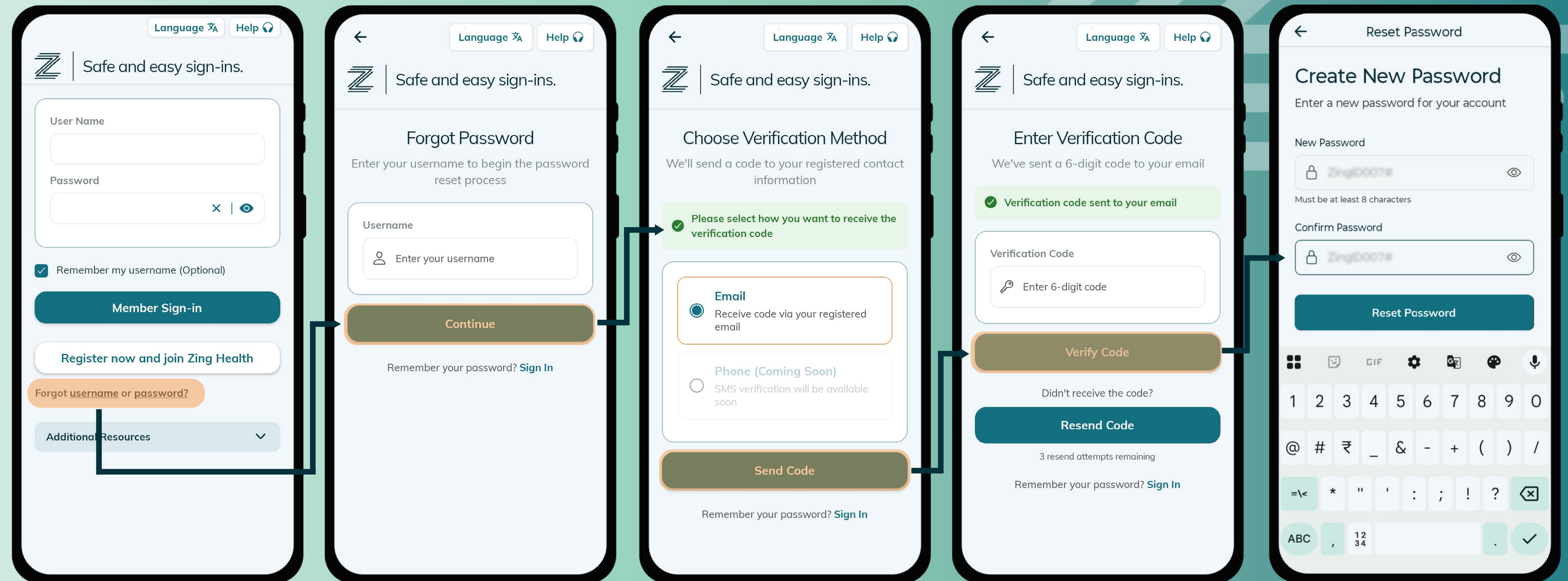
You will receive an email shortly after with your username.



Reset Password

Forgot Password

1. On the **Safe and easy sign-ins** screen where you see **Forgot username or password?**, tap on the word **password**.
2. Enter username and tap **Continue**.
3. Select how you would like your verification code sent to you.
4. Enter the verification code.
5. Create your new password.



App Dashboard

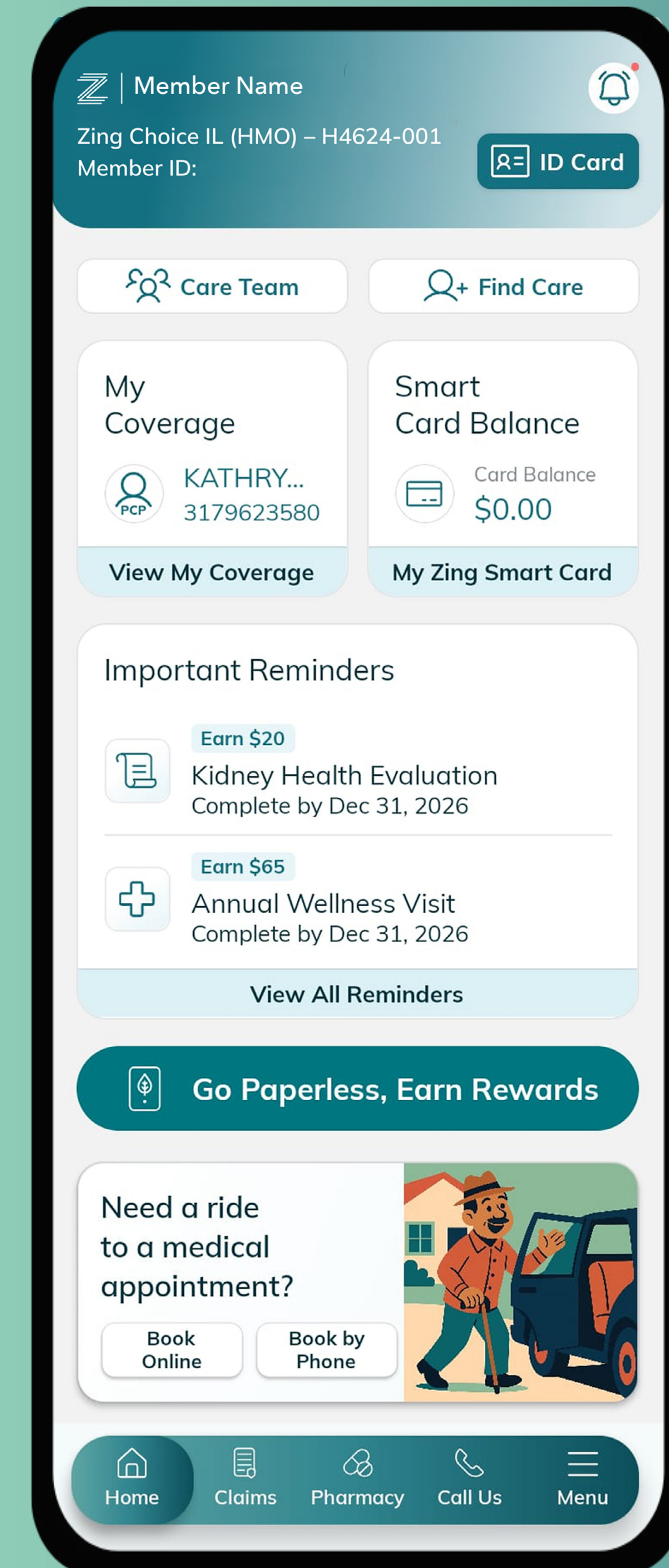
Home Dashboard Overview - Your Main Hub for Everything Zing

After signing in, you will land on the **Home Dashboard**, which shows:

- Plan name and Member ID
- Digital ID Card
- Care Team
- Find Care
- Smart Card Balance
- Primary Care Provider (PCP)
- Important Reminders & Rewards
- Transportation booking

At the bottom of your screen, you will also see a **menu bar**, which shows:

- Home
- Claims
- Pharmacy
- Call Us
- Menu



App Dashboard

View Your Digital ID Card

From the Home Dashboard:

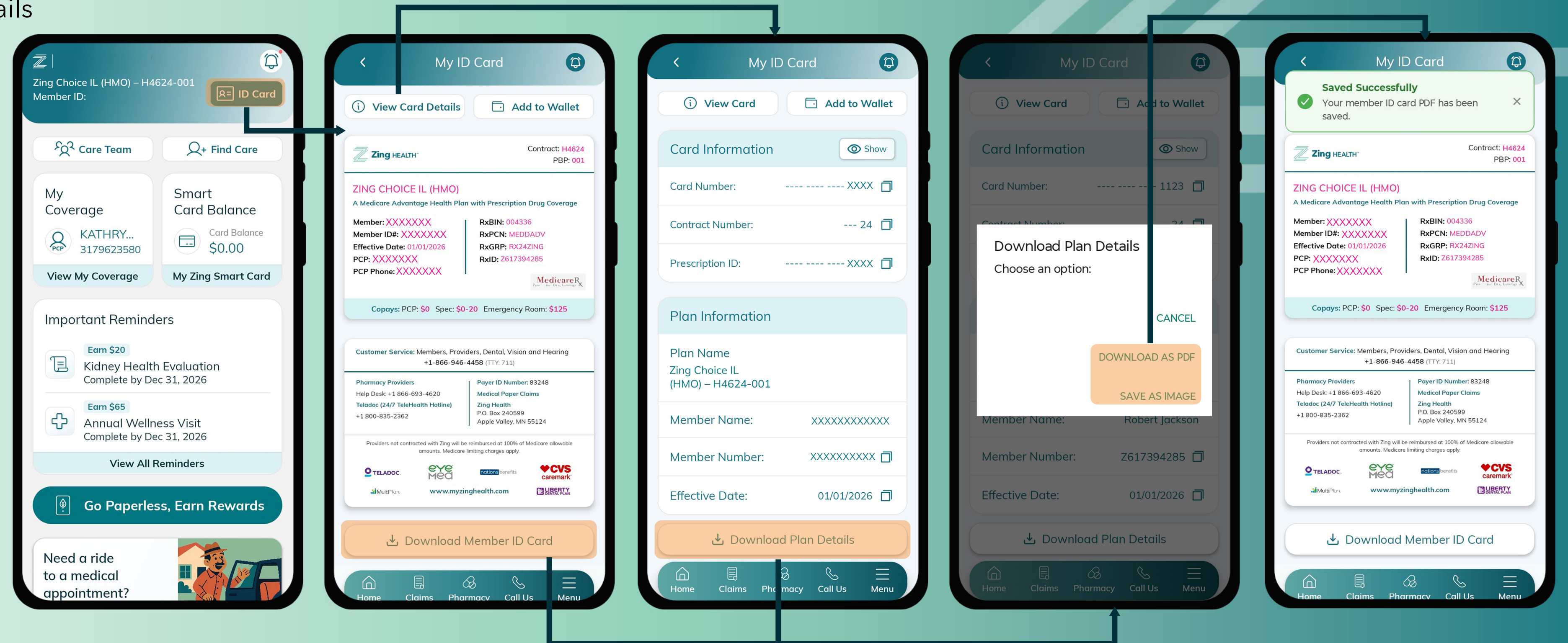
1. Tap ID Card.

2. View:

- Medical and prescription details
- Copays and coverage
- PCP information

3. Options include:

- View Card Details
- Add to Wallet
- Download Member ID Card
- View Cards Offline



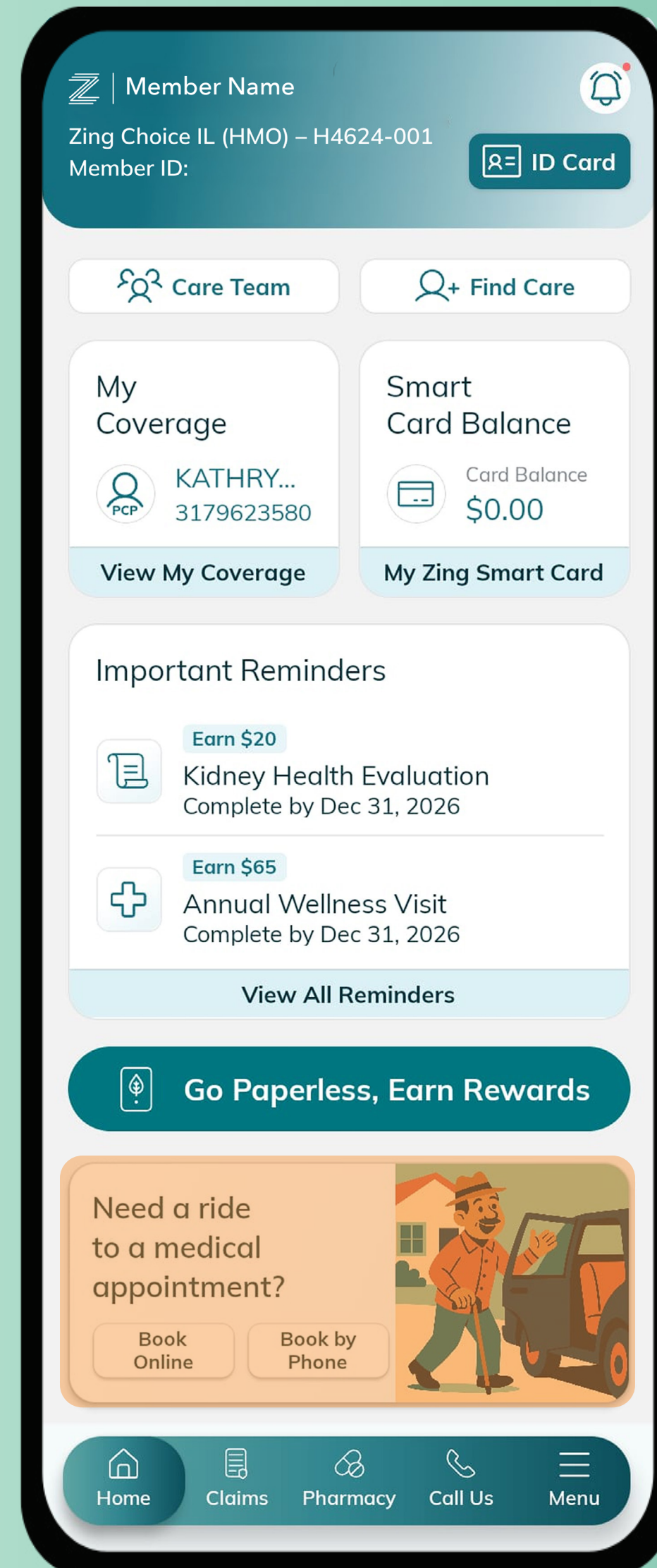
Your ID card is always available - no need to carry paper copies.

App Dashboard

Book Transportation

From the **Home Dashboard**:

1. Locate **Need a ride to a medical appointment?**
2. Choose:
 - **Book Online**
 - **Book by Phone**
3. Follow the on-screen steps to schedule transportation.

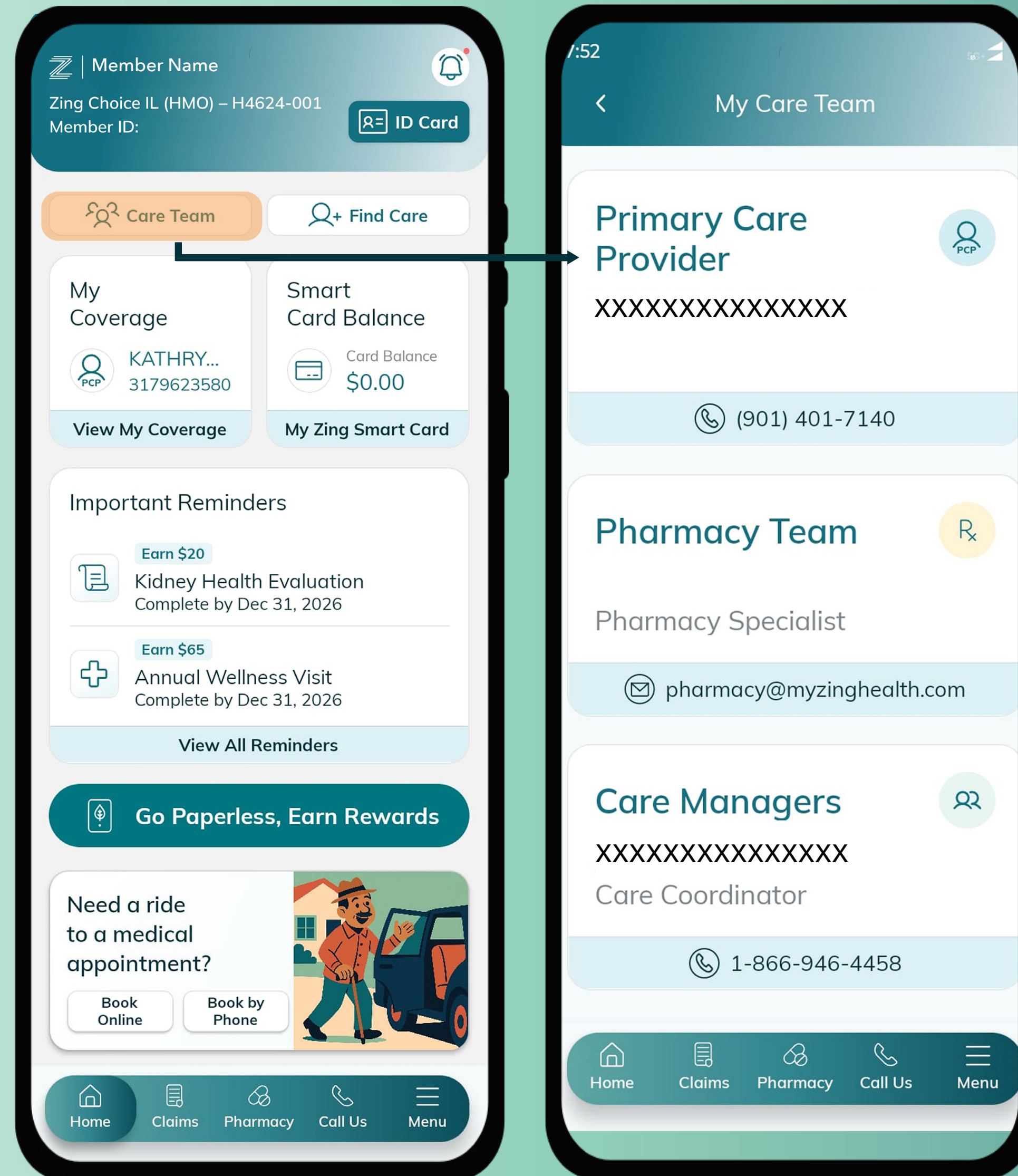


App Dashboard

Care Team

From the **Home Dashboard**:

1. Tap **Care Team**.
2. View and contact:
 - Primary Care Provider (PCP)
 - Pharmacy specialists
 - Care managers



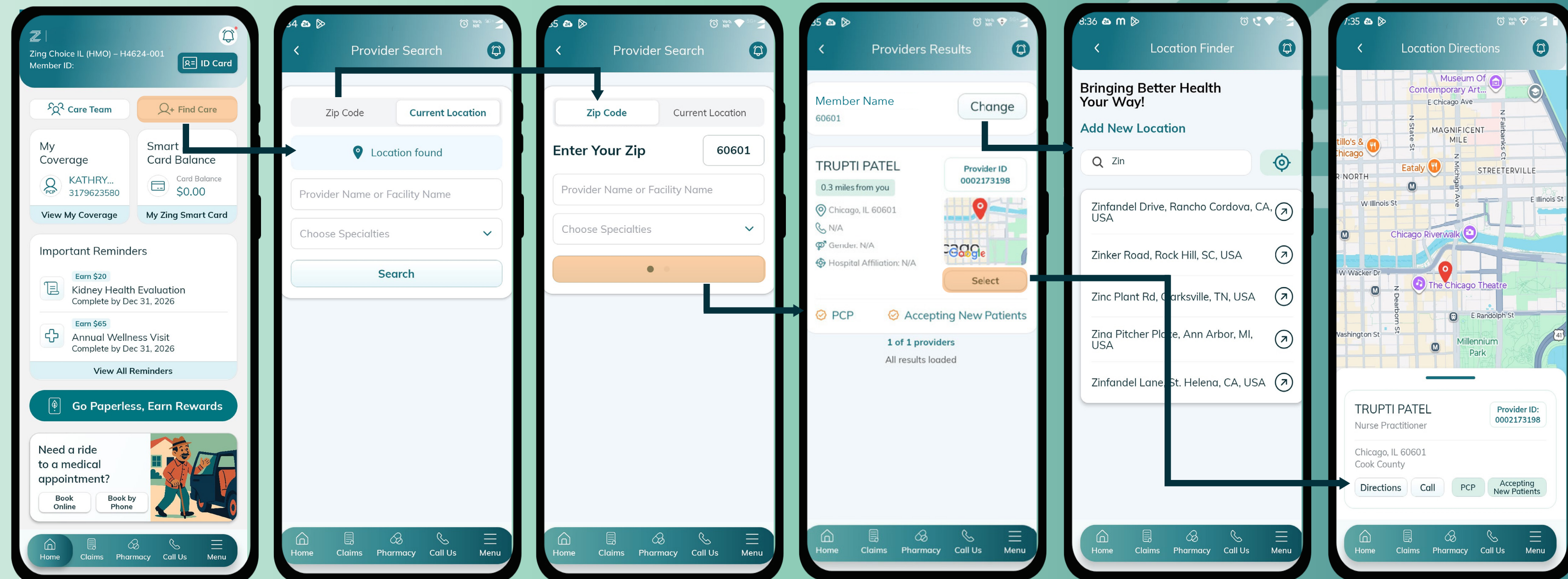
One-tap calling makes support easy.

App Dashboard

Find Care

From the **Home Dashboard**:

1. Tap **Find Care**.
2. Search by:
 - Location or zip code
 - Provider or facility name
 - Specialty
3. View provider details by:
 - Distance
 - Accepting new patients
 - Directions
 - Call provider

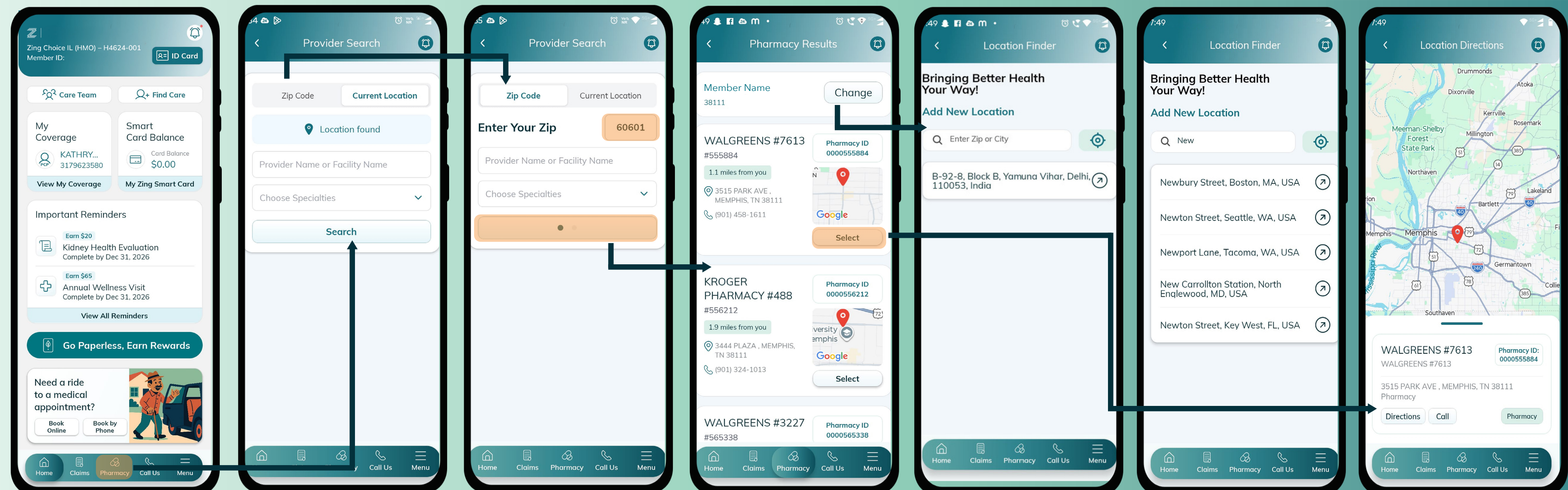


App Dashboard

Pharmacy & Prescriptions

From the **Home Dashboard**:

1. Tap **Pharmacy** on the menu bar.
2. Access:
 - Pharmacy Search
 - Nearby pharmacies
 - Directions and contact numbers
3. View current medications (if available).

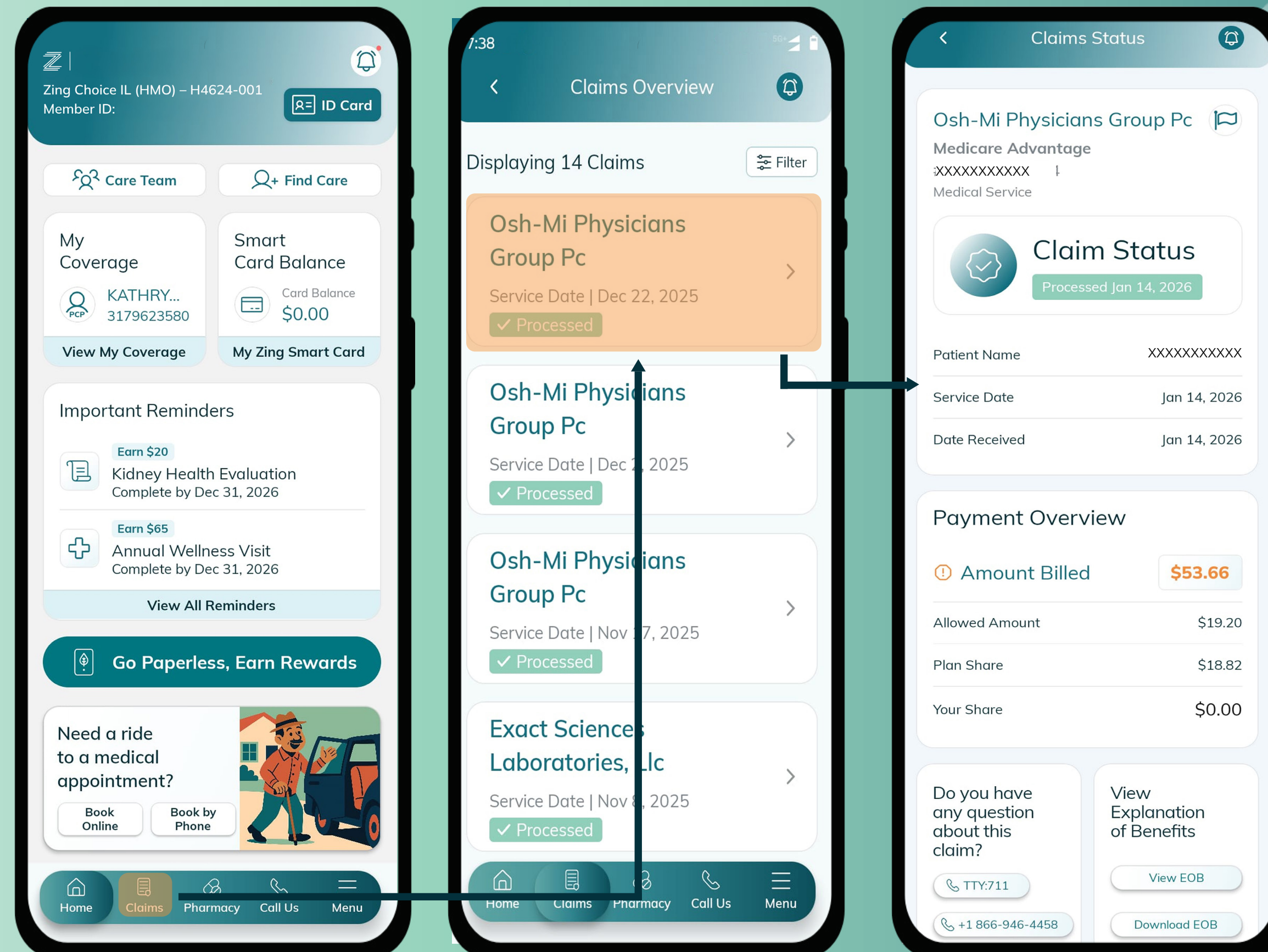


App Dashboard

Member Claims

From the **Home Dashboard**:

1. Tap **Claims** on the menu bar.
2. From the **Claims Overview** screen, you can view:
 - Claims Status (Processed, Pending)
 - Service Date and Provider
 - Payment Overview (Amount Billed, Allowed Amount, Plan Share, Your Share)




Claims history is displayed in chronological order, from newest to oldest.

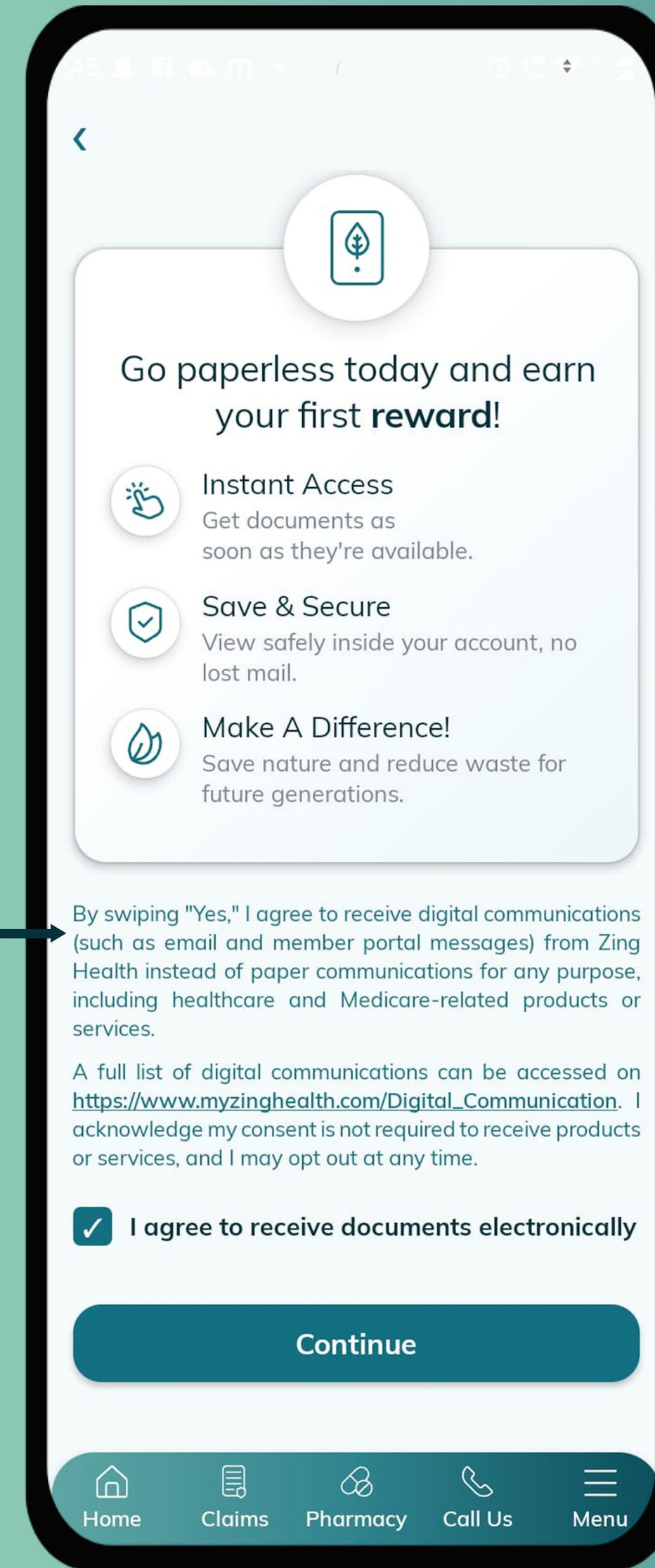
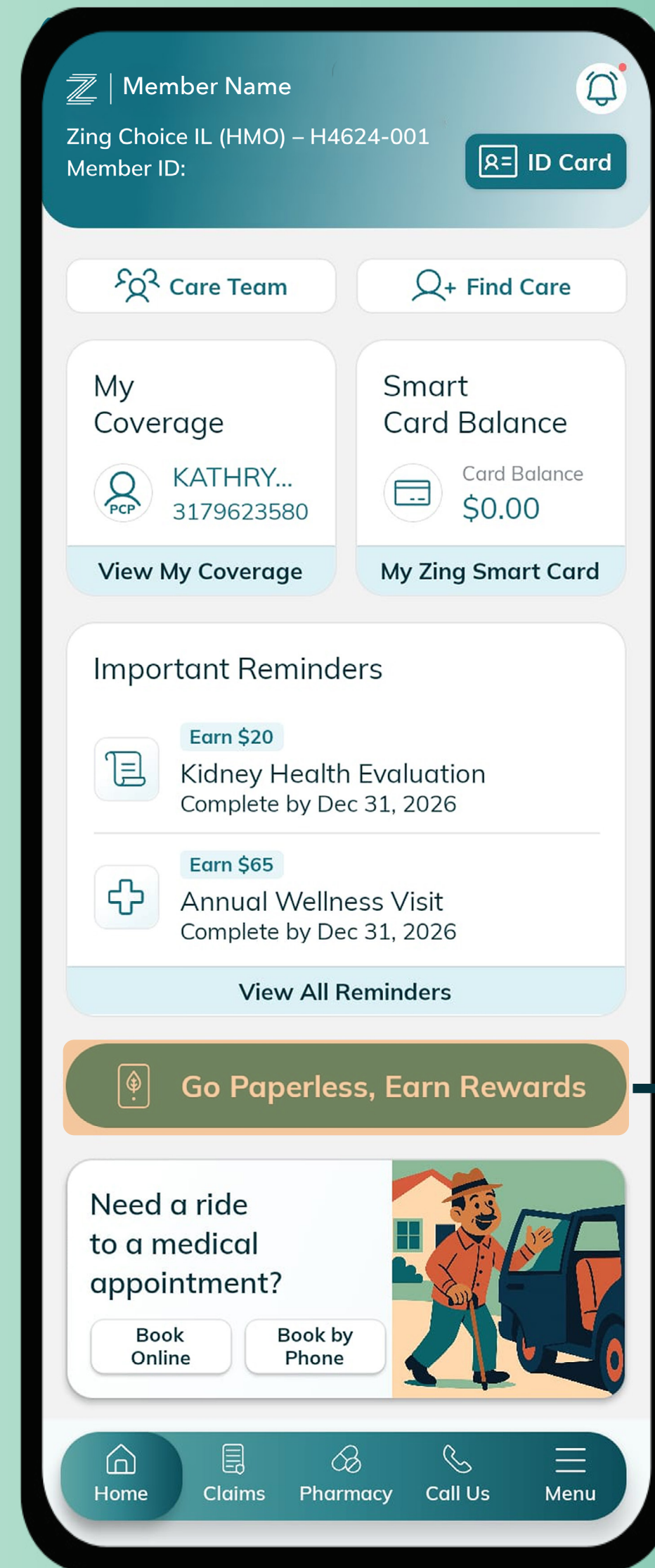
App Dashboard

Go Paperless, Earn Rewards

From the Home Dashboard:

1. Tap **Go Paperless, Earn Rewards**.
2. Review benefits of digital documents.
3. Check the box to agree to receive documents electronically.
4. Tap **Continue**.

 You will receive plan documents electronically and earn rewards!




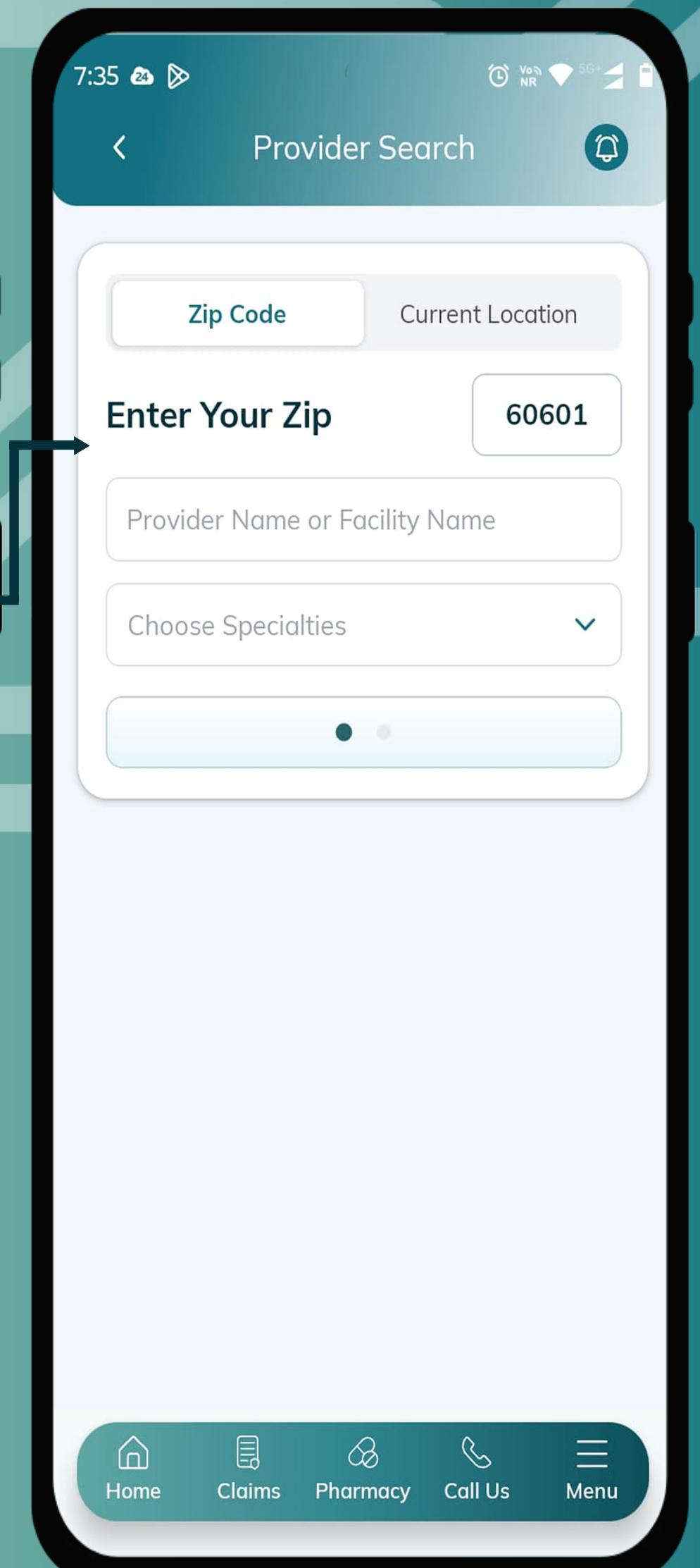
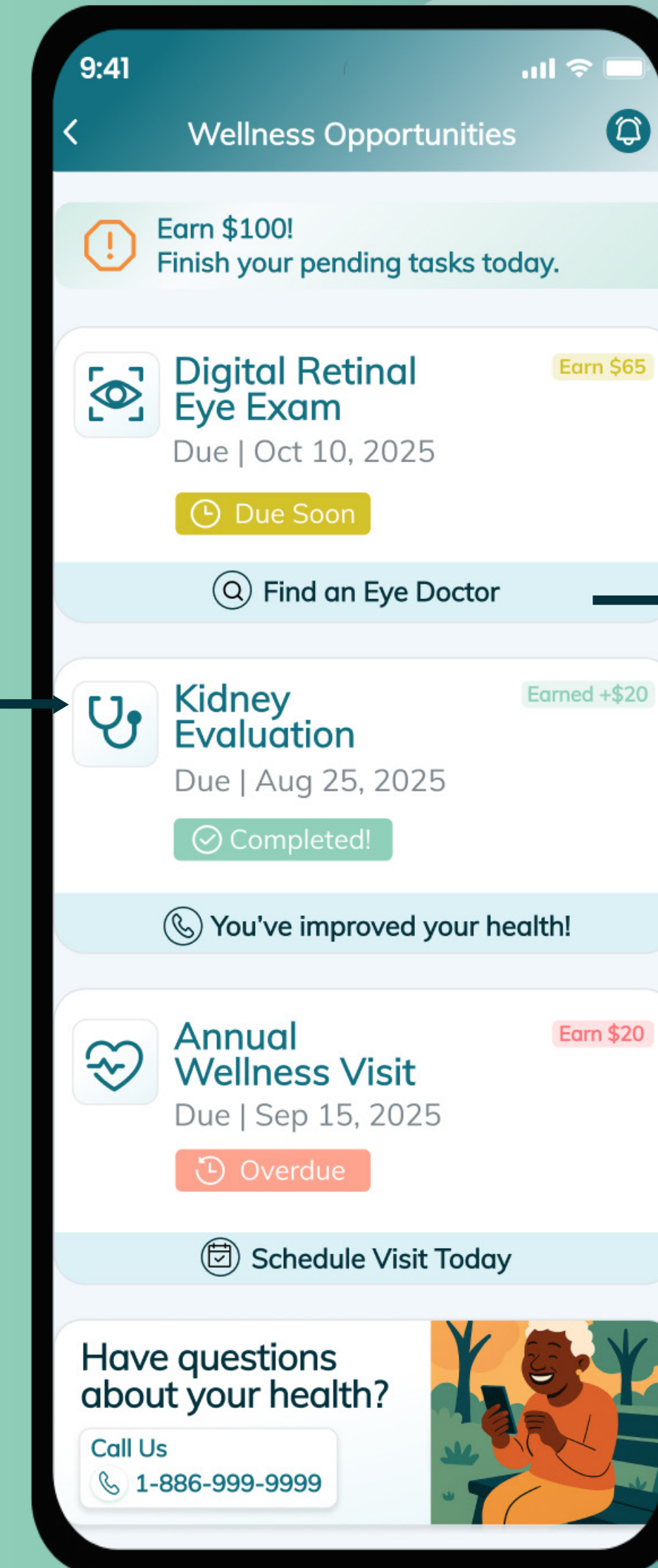
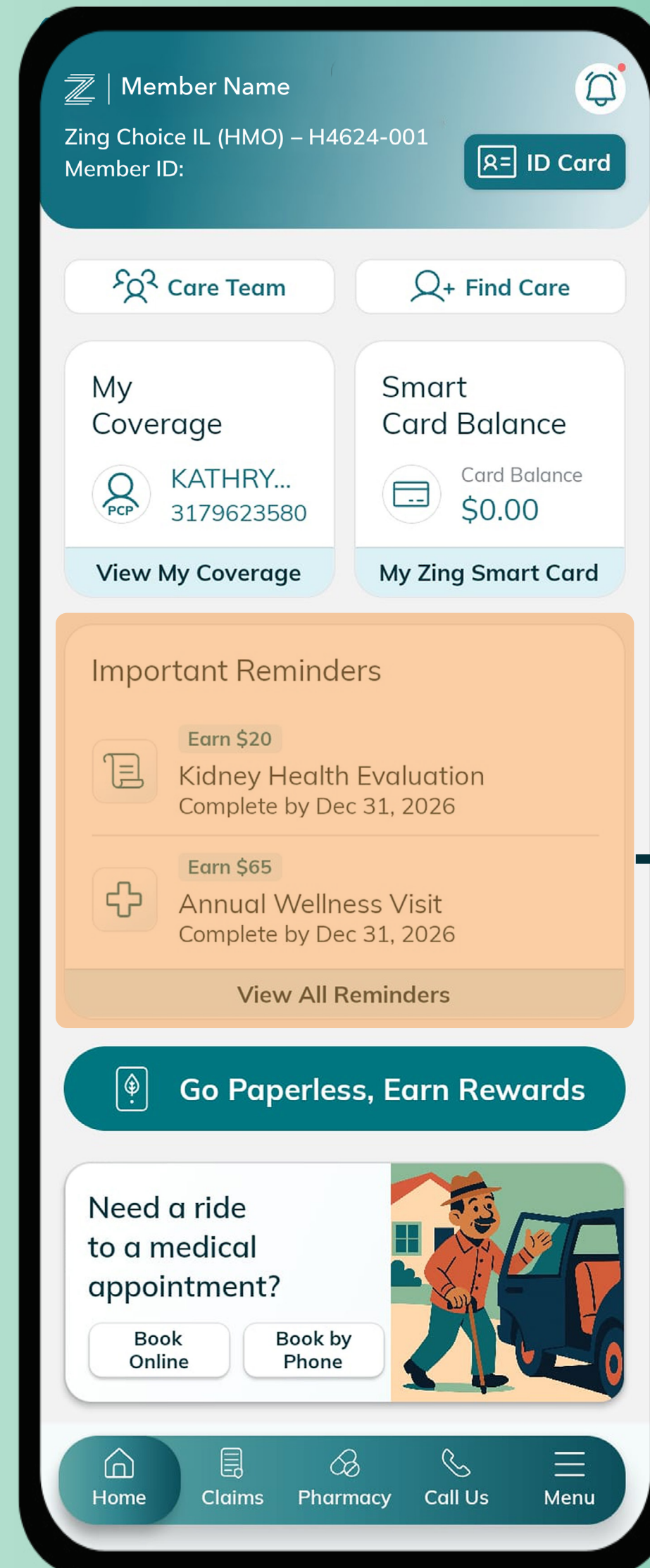
App Dashboard

Important Reminders and Wellness Tasks

From the **Home Dashboard**:

1. Tap **Important Reminders**.
2. **View:**
 - Due or overdue wellness tasks
 - Completed tasks and earned rewards
3. **Select a task to:**
 - Schedule appointments
 - Find providers

 Completing tasks earns you reward dollars!



App Dashboard

Smart Card Balance and Rewards

From the **Home Dashboard**:

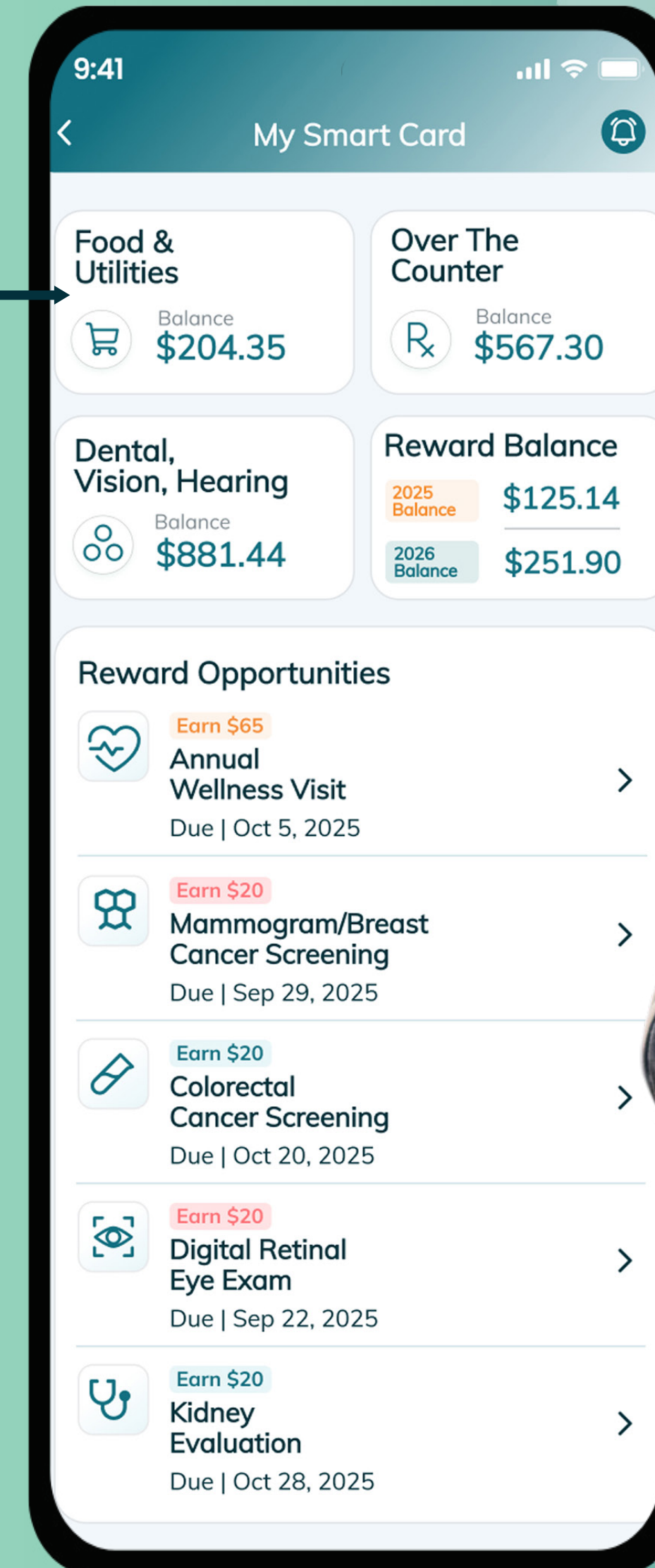
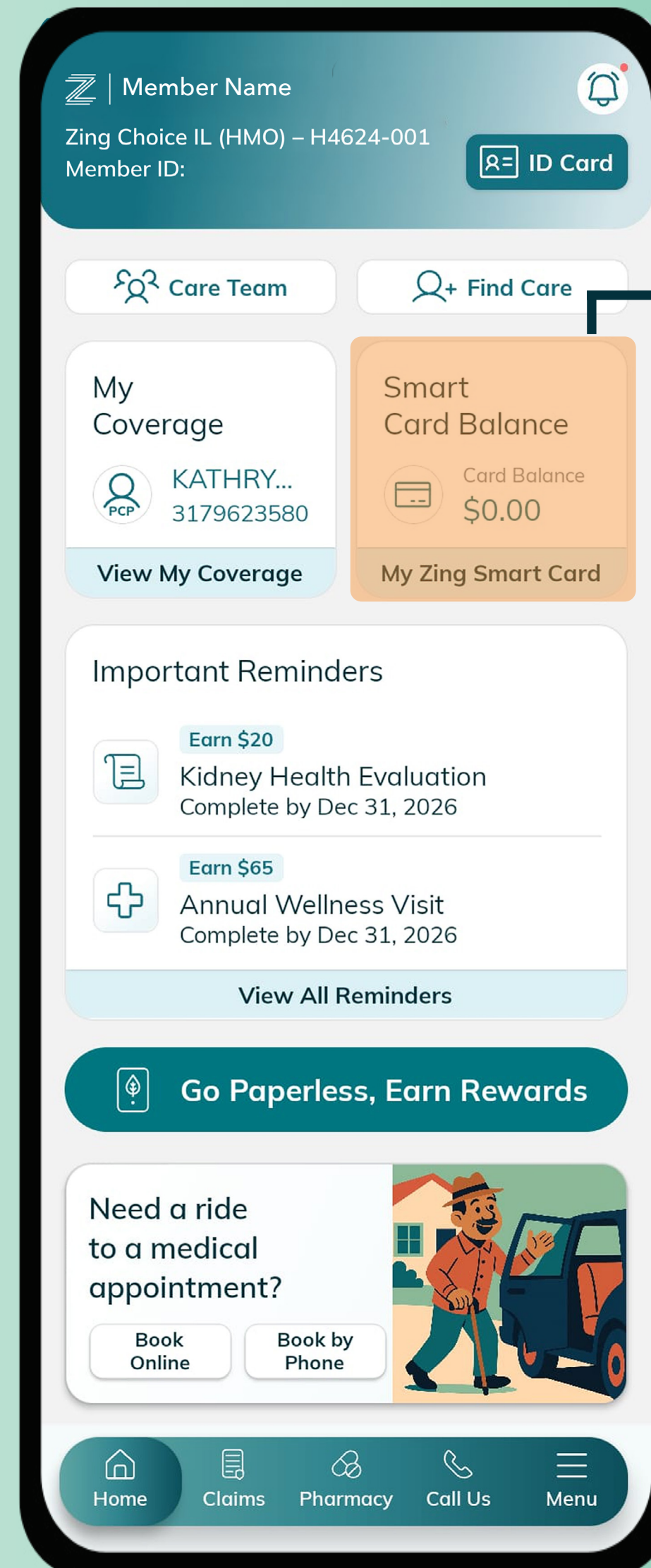
1. Tap **Smart Card Balance** or **My Zing Smart Card**.

2. **View balances** for:

- Food & Utilities
- Over the Counter
- Dental, Vision, Hearing
- Reward Balance (listed by year)

3. Scroll to **Reward Opportunities** to see:

- Pending tasks
- Due dates
- Amounts you can earn

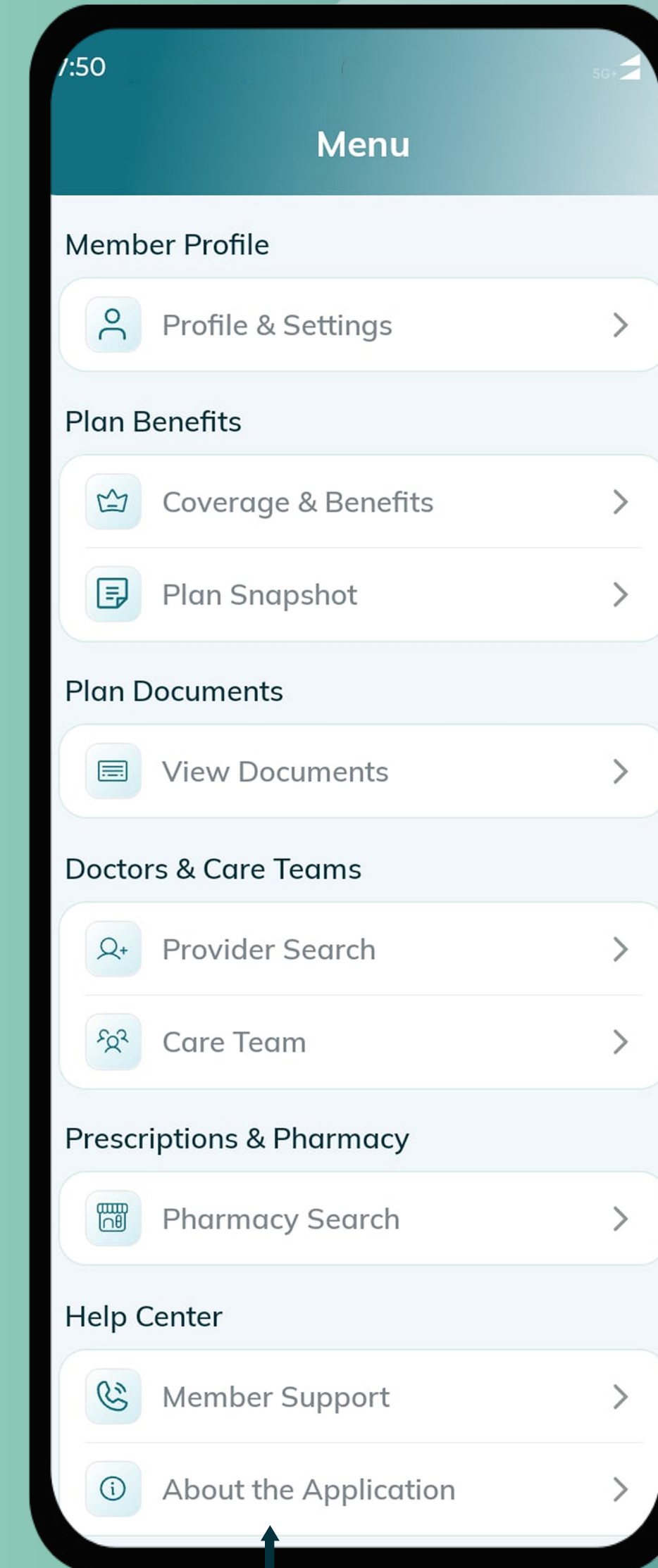
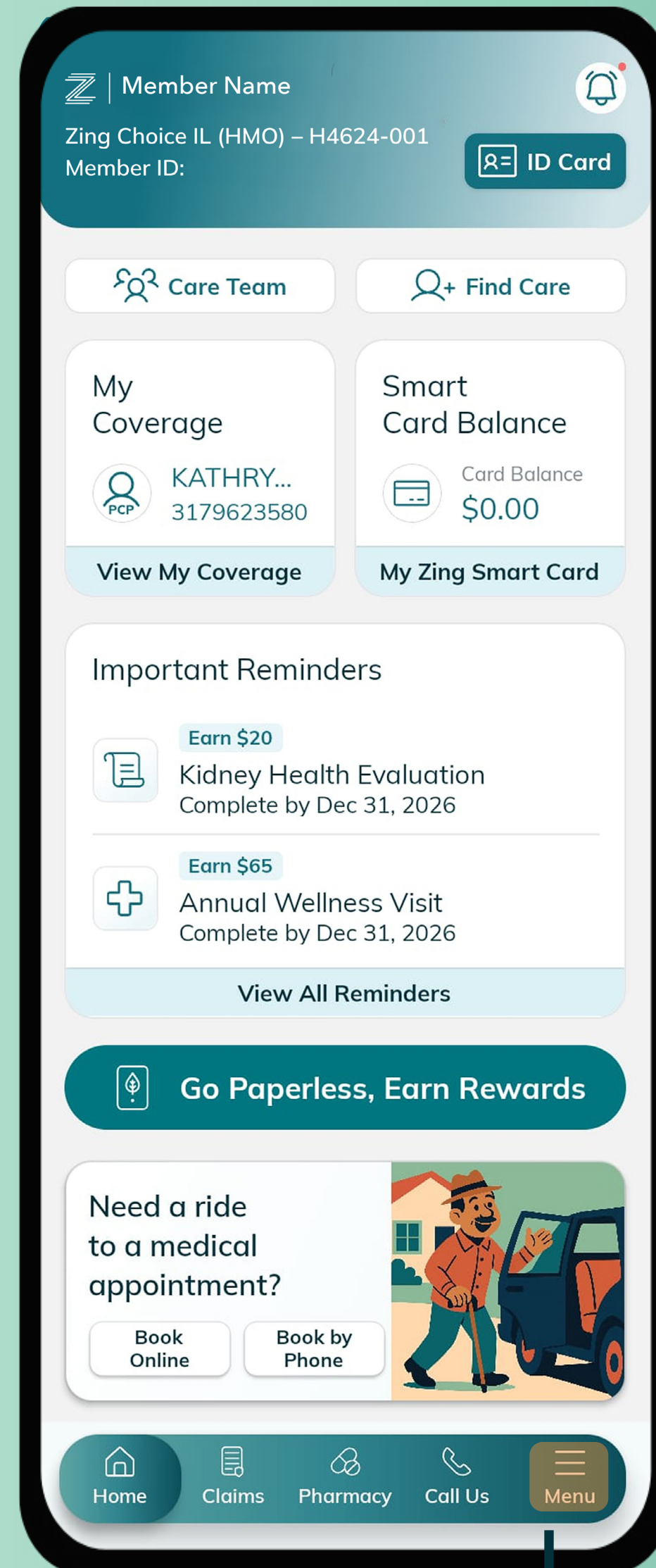


App Dashboard

Menu

From the **Home Dashboard**, tap **Menu** to access:

- Member Profile
- Plan Benefits
- Plan Documents
- Doctors & Care Teams
- Prescriptions & Pharmacy
- Help Center

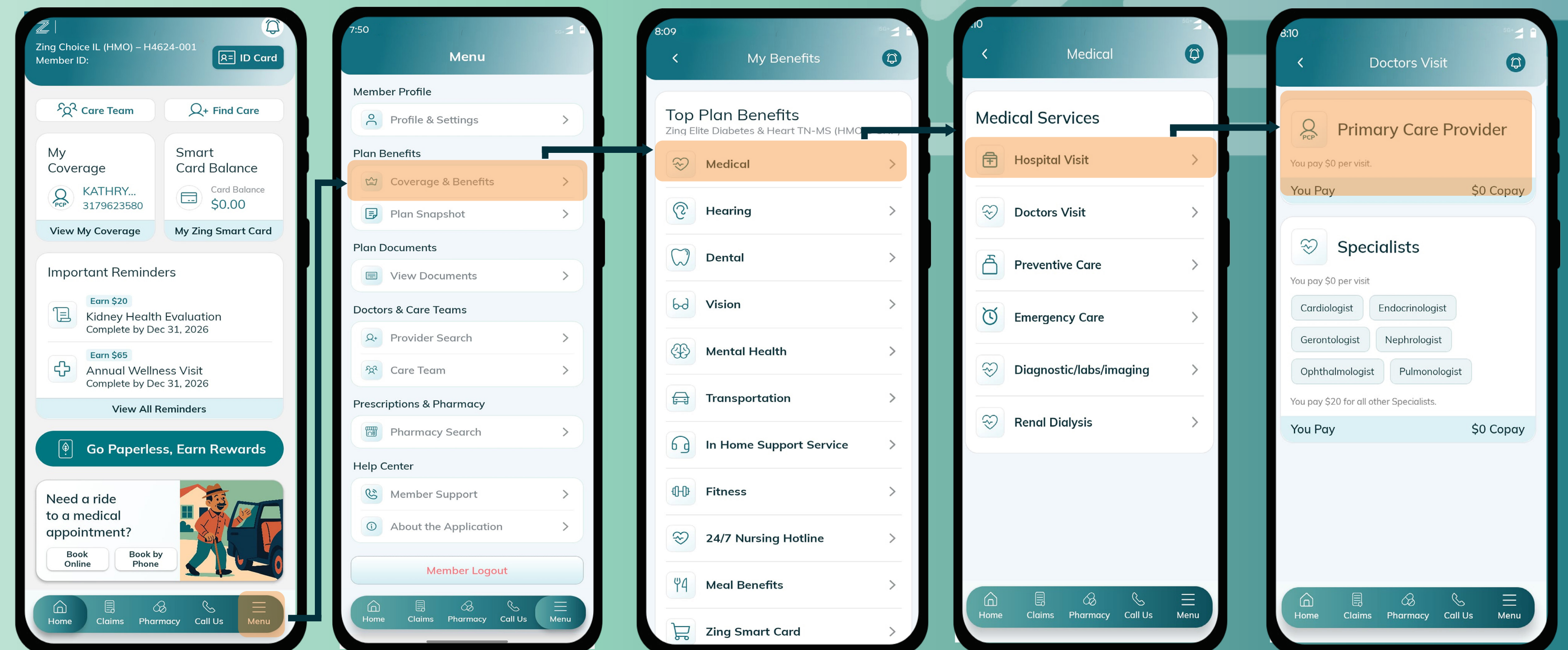


App Dashboard

Menu: Plan Benefits and Coverage

From the **Home Dashboard**:

1. Tap **Menu**.
2. Under **Plan Benefits**, tap **Coverage & Benefits** to access:
 - Contact information
 - Communication preferences
 - Accessibility
 - Text size
 - Senior mode
 - High contrast
 - Sign-in & security
 - Feedback submission



App Dashboard

Menu: Update Profile

From the **Home Dashboard**:

1. Tap **Menu**.
2. Under **Member Profile**, tap **Profile & Settings** to access:
 - Sign-in and Security
 - Account Setting
 - Communication Preferences
 - App Information

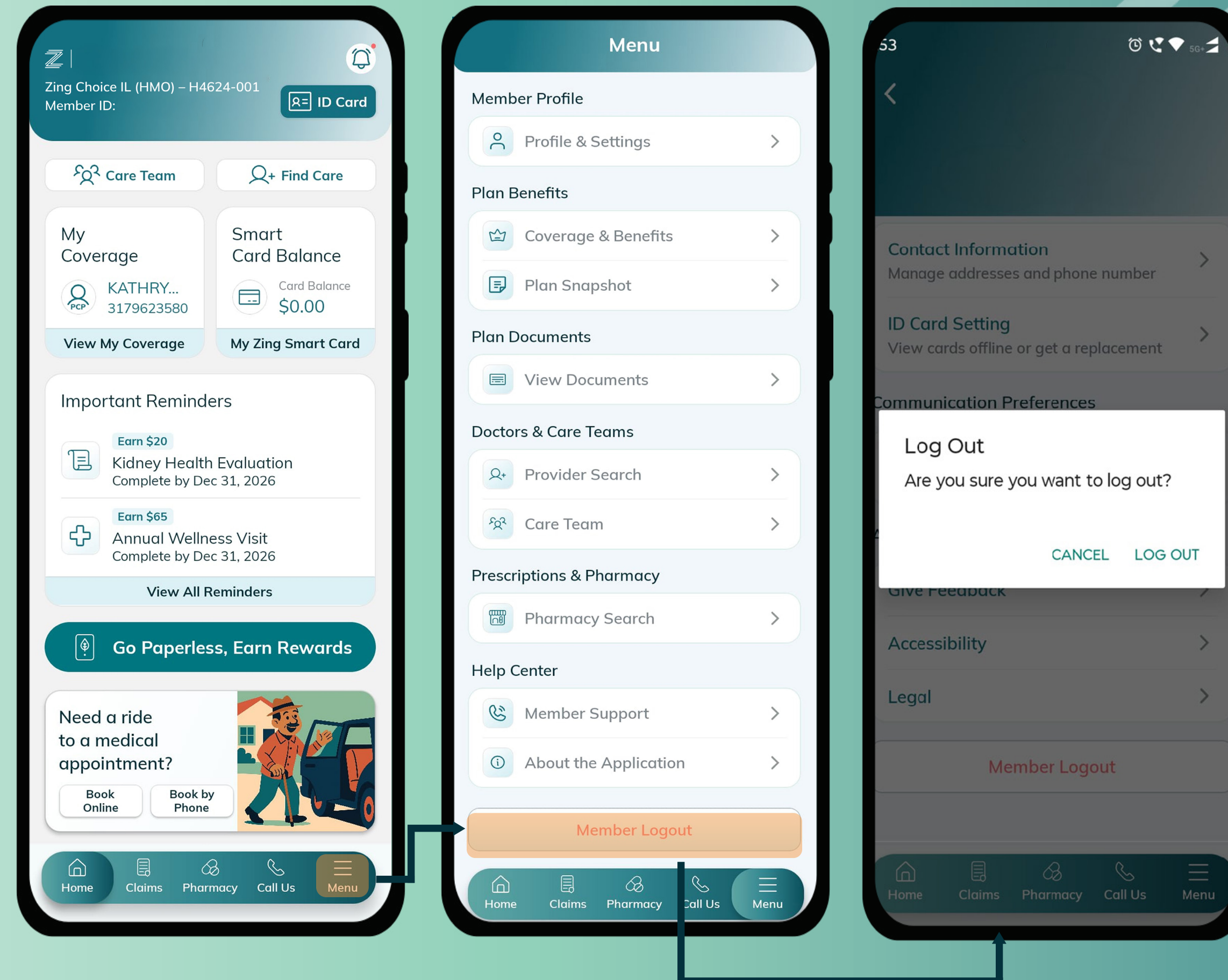


App Dashboard

Menu: Logout

From the **Home Dashboard**:

1. Tap **Menu**.
2. Under **Member Profile**, tap **Profile & Settings**.
3. Tap **Update Profile & User Settings**.
4. Tap **Member Logout**.
5. Select **Log Out** to securely exit the app.





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)

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