EXCITING NEWS: Enhanced Member Experience

Boon-Chapman's member portal is getting a much anticipate upgrade! We are thrilled to announce our new, enhanced member portal and smartphone app! Attached you will find an informative flyer regarding our new member portal and smartphone app: **zConnect!**

Effective immediately, you are invited to download the app on your smartphone, get yourself register and begin your browsing journey!

While this flyer details many of the new enhancements, one exciting enhancement is that your medical AND prescriptions will now be available in one place. On your home screen, you'll find quick links known as "tiles" for each of the following:

- **Care & Claims History**
- **My Benefits** with your benefit guide/SBC
- **ID Card**
- **Spend Summary** for your accumulators
- **Cost Estimator** for your price shopping tools
- and so much more.

Please note that while medical and prescriptions will be available to members via this app, some prescription benefit managers may be in the final stages of establishing their connection. If you don't see your prescriptions yet, you will very soon! Additionally, this **Cost Estimator** tool available in this app will be replacing the current tool offered through Healthcare Bluebook. Therefore, if you are using Healthcare Bluebook through their smartphone app, this will no longer be linked to your plan and benefits.

Under "**Services & Documents**", you'll find additional tiles for various value-add services where applicable such as links to your RX program, your telemedicine provider, Care Navigation, and member advocates – to name a few.

While the smartphone app is available now for your download and use, the full desktop version of the member portal will be launched between Monday, August 25th and Monday, September 1st. Before your first use of the new system, all members must complete a new registration. **Your old login information will not work on this new member portal.** Additionally, your information must match what is in our system exactly. If you run into any issues getting registered, simply call our Customer Service team and we'll send you an invitation via email or text to complete your registration.

The attached flyer provides instructions for downloading the smartphone app and completing your registration. **Important**: To login, you will be required to enter "B-" and your 6-digit group number (e.g. B-002123) for registration and login.
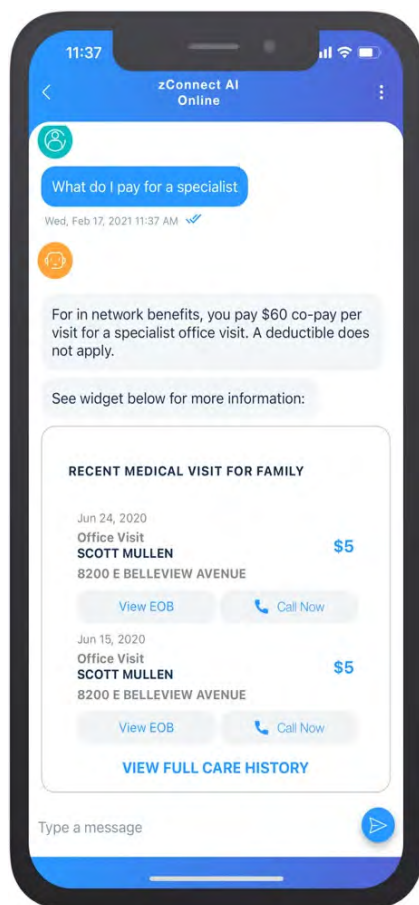
Happy browsing!

boon·chapman

Your Health is in Your Hands

zConnect Health

A mobile app that offers a simple & convenient way to access your health plan **24 hours a day, 365 days a year**!

zConnect Health has everything you need to understand and use your health benefits in one place!

Find a Doctor
It's easy to search for doctors and specialists in your area. The app even gives turn-by-turn directions to get there.

Virtual ID Card
Never misplace your ID card again! With zConnect, your ID card is a click away to view, download or print! Save it to your smartphone for easy access or emailing to your provider any time.

View Claim Status
Want a faster, easier way to view claims? Access claims status and EOBs with one touch!

Track Your Spending
Knowing deductible and expense progress is important. The app shows where you are satisfying your plan year out-of-pocket spending and more! Now including your prescription claims, too!

Estimate Your Costs
See what nearby doctors and facilities charge for a procedure. You can compare the costs and quality of multiple providers, empowering you to make smarter selections.

Download the App

Download on the **App Store**

GET IT ON **Google Play**

By downloading the zConnect app, you may receive communications and updates about the app leading up to the new plan year. After the start of the new plan year, you can opt out of future notifications.

Homepage Widgets

Once logged in to the app, members will see multiple widgets on the the homepage screen. These widgets are customized based on your plan. They also allow you to search for providers, view relevant benefits documents and check the status of your deductible and out-of-pocket (OOP) expenses.

Care History: View individual claims and Explanation of Benefits (EOBs) that you can download.

ID Card: Easily access ID cards to download and save.

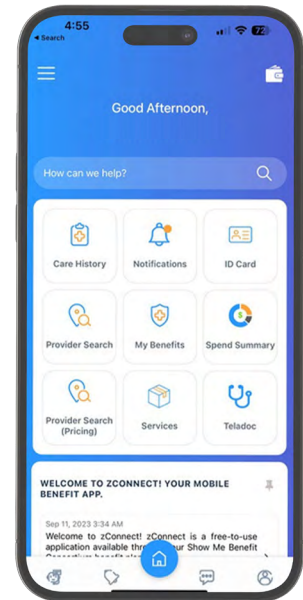**Provider Search:** Launch a provider search to quickly find an in-network doctor.

My Benefits: View the details of your plan benefits, search for specific benefits, and view your benefit documents.

Spend Summary: View the status of your spending with regards to your health benefits, including your prescriptions as well as your deductible and out-of-pocket (OOP) status.

Services: See various services that you have access to via your health plan.

Teladoc (If Applicable): Quickly launch your telehealth provider site to have a telemed visit.

Cost Estimator: Easily find your out-of-pocket estimates for a procedure with specific providers.

*Actual widgets may vary

Creating your profile

After downloading the app, members can register and create their profile to access their personalized information.

a) Enter B- plus your 6-digit group number from your ID card. The number you'll enter will be in this format: B-123456.

b) First-time users, click on the "Register" link to begin the registration process. Returning users, simply enter the username and password you chose during the registration process.

c) After entering the required information, the system will look for a match. If found, you will receive an email with a temporary access code to log into the app and create your own username and password. If there is no match, double check the information entered. If it appears to be accurate, contact Boon-Chapman's Customer Service at 800.252.9653 for assistance.

A

Group Code
Please enter your group code

VERIFY GROUP

B

Username
Enter your username

Password
Enter your password

Remember Me   Forgot Password?
Group Info?

Login

Don't have an account? Register

C

Login Details

User Name *
Enter your username

Password *
Password

Confirm Password *
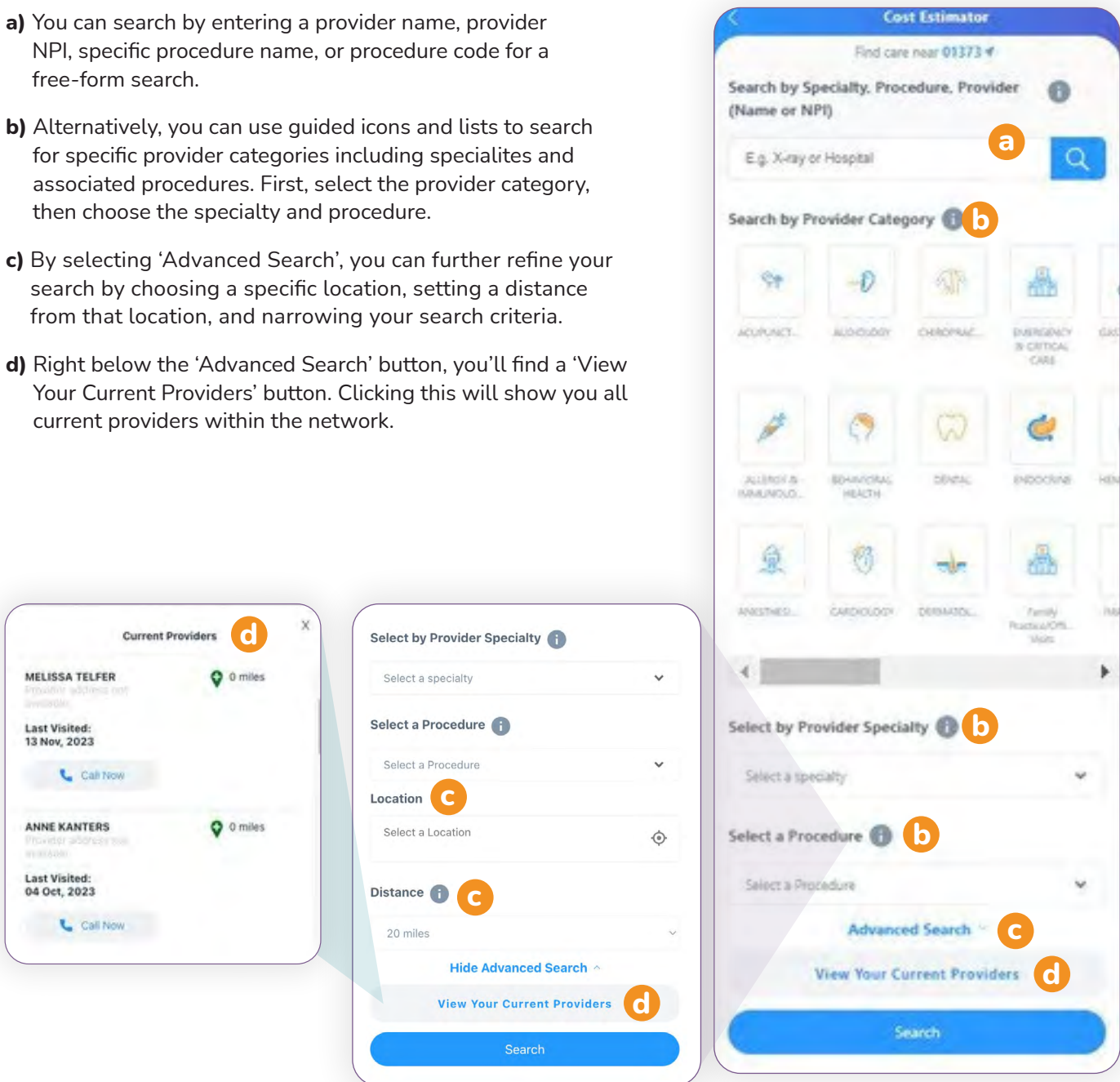Confirm password

Personal Details

First Name *   Last Name *
First Name   Last Name

Cost Estimator

The Cost Estimator tool allows you to search for specific healthcare providers or procedures and get an out-of-pocket estimate for those procedures from the chosen providers.

a) You can search by entering a provider name, provider NPI, specific procedure name, or procedure code for a free-form search.

b) Alternatively, you can use guided icons and lists to search for specific provider categories including specialites and associated procedures. First, select the provider category, then choose the specialty and procedure.

c) By selecting 'Advanced Search', you can further refine your search by choosing a specific location, setting a distance from that location, and narrowing your search criteria.

d) Right below the 'Advanced Search' button, you'll find a 'View Your Current Providers' button. Clicking this will show you all current providers within the network.

Cost Estimator Search Results

On the search results page, you will see all the providers that match the search criteria for this member.

a) You can sort the results by cost, name, and distance. If there is a range of costs, you will be able to view the estimated cost range.

b) You can also print the search results as a PDF report and choose to download the first 20, 50, or 100 results. The download function is only available in the web version.

c) You can view your plan deductible and out-of-pocket status.

d) Your out-of-pocket cost estimate for the selected service will be displayed for the specific provider and network.

e) Clicking on the little triangle icon near your cost estimate will allow you to easily review disclaimer information and understand key terminology related to your out-of-pocket cost estimates.