

Quick Reference Guide

Important Phone Numbers

Zing Health Customer Assistance
 Monday through Friday 8 a.m. to 5 p.m.
 Phone: **1-866-946-4458 (TTY 711)**
 Fax: **1-844-946-4458**
www.myzinghealth.com

Pharmacy (**Navitus**): **1-866-270-3877**
 Behavioral Health: **1-866-946-4458**
 Eligibility & PCP Changes: **1-866-946-4458**

Prior Authorizations Email: **prior_auth@myzinghealth.com**
 Prior Authorizations Fax: **1-844-946-4458**

Appeals (Prior Auth) Email: **appeals@myzinghealth.com**
 Appeals (Prior Auth) Fax: **1-844-917-4458**

Medical and Behavioral Health Claims

Paper Claim Submissions

ZING HEALTH
 P.O. Box 981718
 El Paso, TX 79998-1718

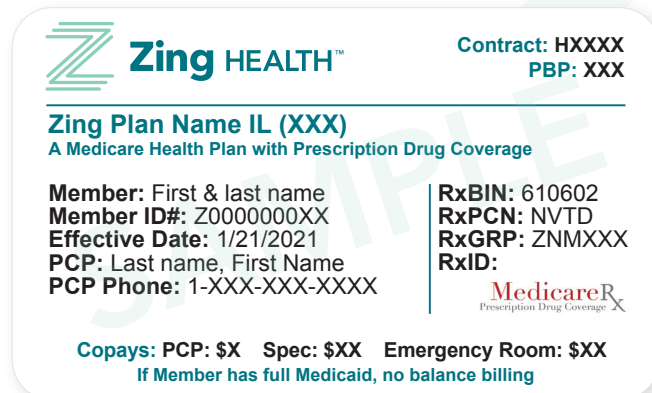
Electronic Claim Submissions

EDI TRADING PARTNER - CHANGE HEALTH
1-844-217-1199
<https://www.changehealthcare.com>

Timely Filing Notice

Timely filing is 365 days from the date of service or the date of discharge unless otherwise specified in the provider agreement.

Sample Medical ID Card



Zing HEALTH™ Contract: HXXXX
PBP: XXX

Zing Plan Name IL (XXX)
A Medicare Health Plan with Prescription Drug Coverage

Member: First & last name
 Member ID#: Z0000000XX
 Effective Date: 1/21/2021
 PCP: Last name, First Name
 PCP Phone: 1-XXX-XXX-XXXX

RxBIN: 610602
 RxPCN: NVTD
 RxGRP: ZNMXXX
 RxID:

Medicare^R
Prescription Drug Coverage

Copays: PCP: \$X Spec: \$XX Emergency Room: \$XX
If Member has full Medicaid, no balance billing



Customer Service:
Members, Providers, Dental,
Vision and Hearing
1-866-946-4458 TTY/TDD: 711

Pharmacy Providers
Help Desk: 1-866-270-3877

24/7 Nurse Hotline
1-855-494-6877

MD Live (TeleHealth)
1-855-494-6877

Payer ID Number: 83248

Medical Paper Claims
Zing Health
PO Box 981718
El Paso, TX 79998-1718

NAVITUS nations hearing DentaQuest[®]

EyeQuest **MultiPlan.**
A DentaQuest product Medicare Advantage

www.myzinghealth.com



Zing Choice HMO (Illinois, Indiana, Michigan)
Zing Open Access HMO-POS (Illinois, Michigan)
Zing Essential Wellness HMO-CSNP (Illinois, Indiana, Michigan)

EDI Trading Partner - Change Healthcare

PAYOR: **ZING HEALTH**

PAYOR ID: **83248**

PHONE: **1-844-217-1199**

Clearinghouse Connectivity:

Zing Health has partnered with Change Healthcare as our preferred EDI clearinghouse. You may connect directly to Change Healthcare, or in some cases your existing clearinghouse, billing service, or trading partner may have existing reciprocal agreements with Change Healthcare.

We encourage you to contact your claims vendor and determine if they have connectivity to Change Healthcare.

To contract directly with Change Healthcare as your EDI clearinghouse, please complete the Sales Inquiry form online (<https://www.changehealthcare.com/contact/sales>) or contact them directly at **1-844-217-1199**.

Submitting Corrected Claims

PAPER CORRECTED CLAIMS

ATTN: Claims

Zing Health

P.O. Box 981718

El Paso, TX 79998-1718

Timeframe: 60 days from the date of denial explanation of payment (EOP)

CLAIM PAYMENT DISPUTES

ATTN: Claim Payment Dispute

Zing Health

303 West Madison Street, Suite 800

Chicago, IL 60606

FAX: 1-866-946-4458

Timeframe: 60 days from the date of denial explanation of payment (EOP)

Vendor Phone Numbers

American Specialty Health, Inc. (ASH)

Silver & Fit: **1-877-427-4788**

PT/OT/ST/CHIRO: **1-800-678-7133**

24 Hour Nurseline: **1-855-494-6877**

DentaQuest: **1-855-209-3155**

EyeQuest: **1-855-209-3155**

MDLive Telehealth: **1-800-657-6169**

Nations Hearing: **1-877-391-8637**

Nations Benefit OTC: **1-877-273-3381**

Prior Authorization

A list of tests, procedures, and services requiring prior authorization is available on our website at www.myzinghealth.com/provider-forms-and-documents.
