



zakupoint Health

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User Reference Guide: Accessing Claims History for Users 12 Years and Older Update

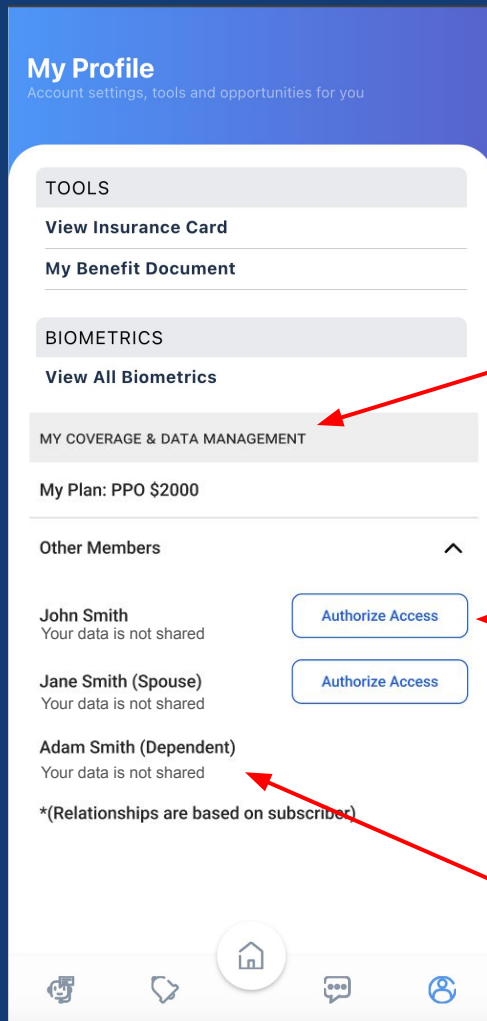
Accessing Claims History for Users 12 Years and Older

Why: Healthcare claims for dependents 12 years and older are private unless access is granted. This change improves member privacy and aligns with data protection standards, especially for behavioral/mental health.

Goal: This guide shows how plan members (18+) can access healthcare data for other members, including minors, on the same plan.

NOTE: Mockups focus on Jess Smith. Other plan members: John Smith (18+), Jane Smith (18+), Adam Smith (under 18).

Viewing as Jess Smith



Under “My Profile”, the user will see “My Coverage & Data Management” that lists:

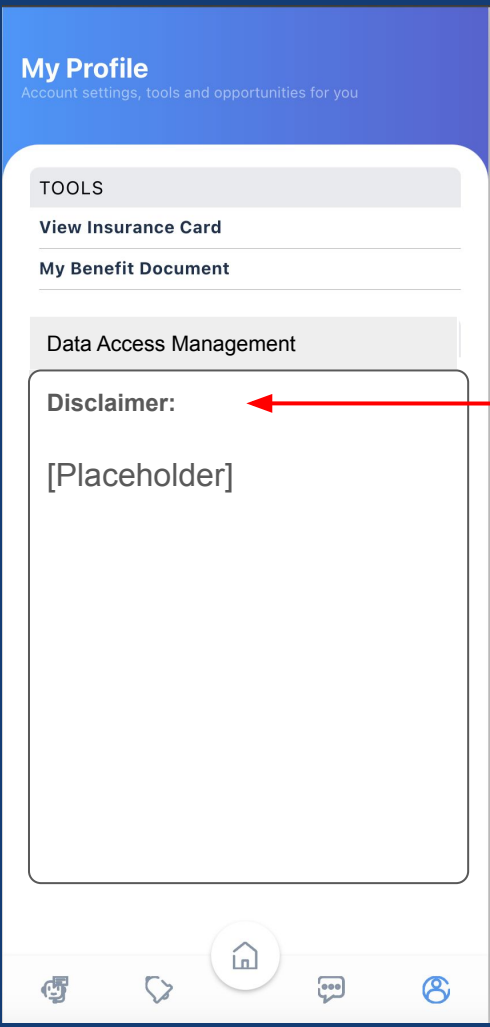
- Plan name (“My Plan”)
- Other Members on the plan (“Other Members”) via a dropdown

If other members on the plan are 18+, there will be the option to authorize access. Doing this will show the claims history of this member to John Smith.

Note: The user can still give access even if the member receiving access is not a zConnect user. If that member ever becomes a zConnect user, they will have access.

Here, Adam Smith is not 18+. Hence there is no option to authorize access to view the data.

Viewing as Jess Smith



Once the user clicks on "Authorize Access", a disclaimer will pop-up and a final "I agree & Continue" button.

See a sample disclaimer on the next slide.

Disclaimer:

By authorizing the sharing of your Protected Health Information (PHI) with family members on your health plan, you acknowledge and agree to the following:

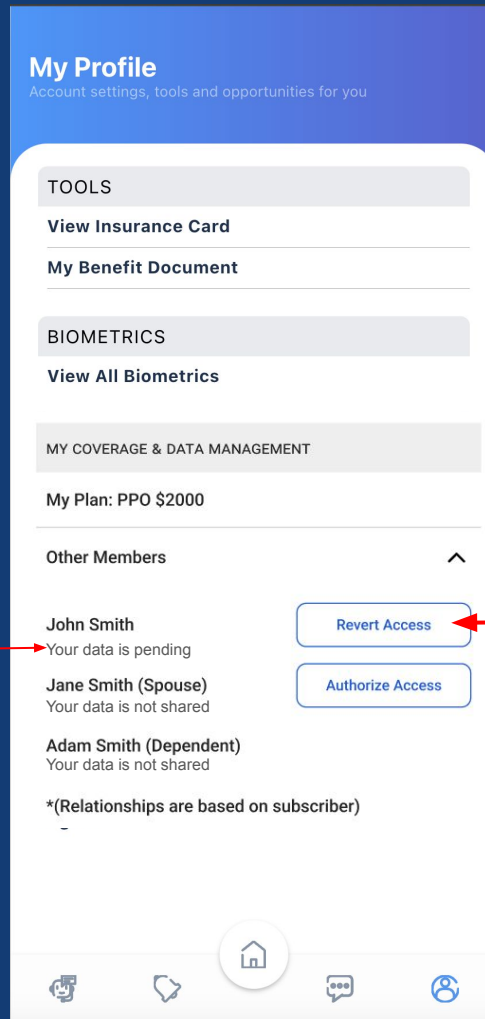
1. **Scope of Shared Information:** The family members you authorize will have access to your health information, including details about your benefits, claims, and other data covered under HIPAA.
2. **Responsibility for Privacy:** Once your Protected Health Information (PHI) is shared, the recipient may not be legally obligated to follow HIPAA privacy regulations. It is their responsibility to safeguard the confidentiality of the information you provide.
3. **Revocation of Access:** You may revoke this authorization at any time through your zConnect account settings, but any data shared before revocation cannot be retracted.
4. **Liability:** zConnect is not liable for any misuse of your PHI by the authorized individuals after sharing.
5. **Voluntary Authorization:** This authorization is voluntary and not required for your continued use of zConnect services.

By proceeding, you confirm your understanding of these terms and consent to sharing your Protected Health Information.

Cancel

Agree & Continue

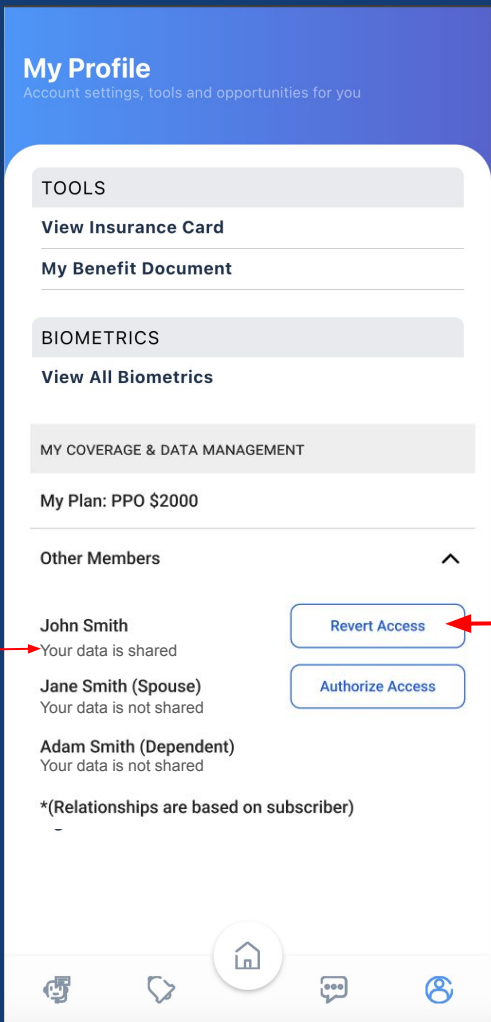
Viewing as Jess Smith



After the sharing user clicks "Authorize Access" but before the receiving user (John Smith) accepts access, the text below the name changes to "Your data is pending".

Once the user clicks "Authorize Access", the button changes to "Revert Access".

Viewing as Jess Smith



After the receiving user (John Smith) accepts access, the text below the name changes to "Your data is shared".

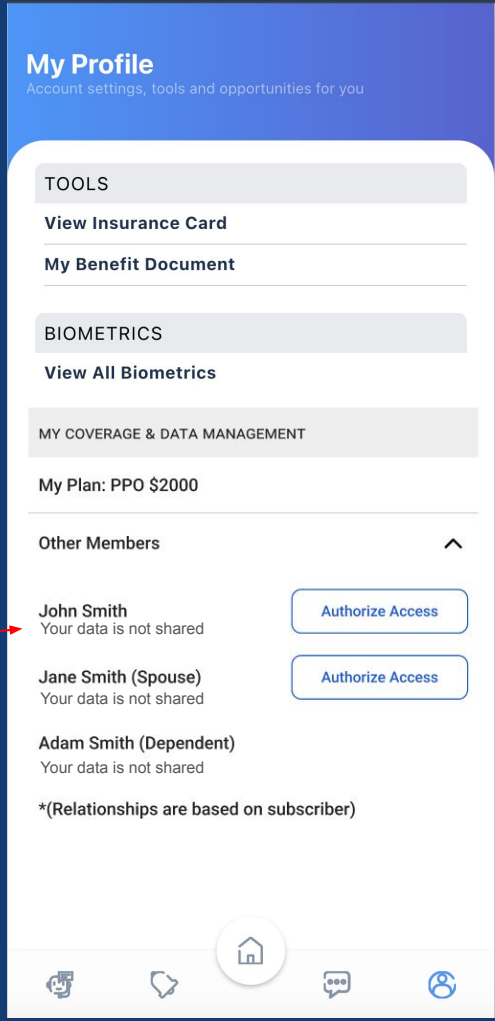
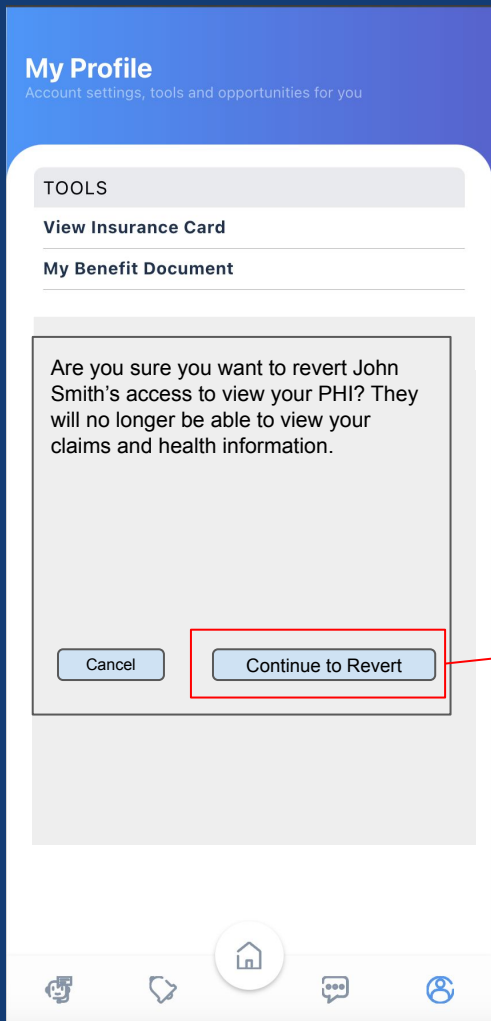
After the receiving user (John Smith) accepts access, this button still says "Revert Access".

Viewing as Jess Smith

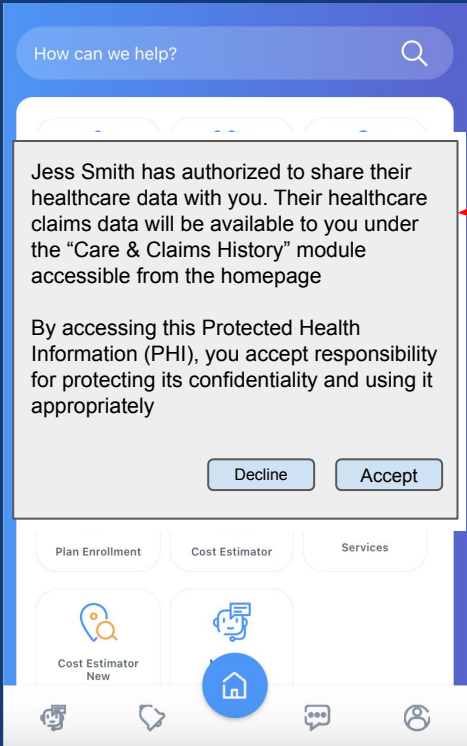
If the sharing user (Jess Smith) clicks “Revert Access”, a confirmation pop-up appears.

“Cancel” closes the pop-up and doesn’t change the access (access stays as authorized, button stays as “Revert”).

“Continue to Revert” closes the pop-up and changes the access (access is reverted, button changes to “Authorize Access”).

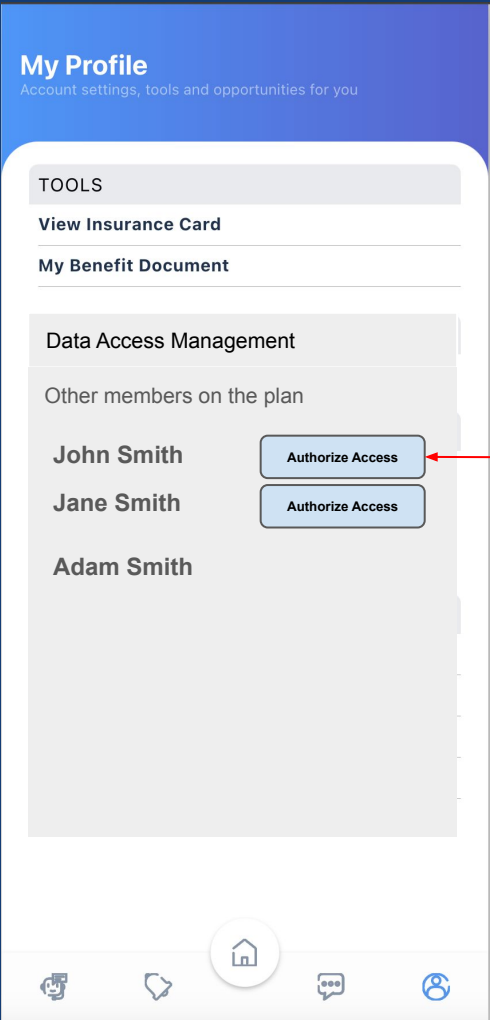


Viewing as John Smith



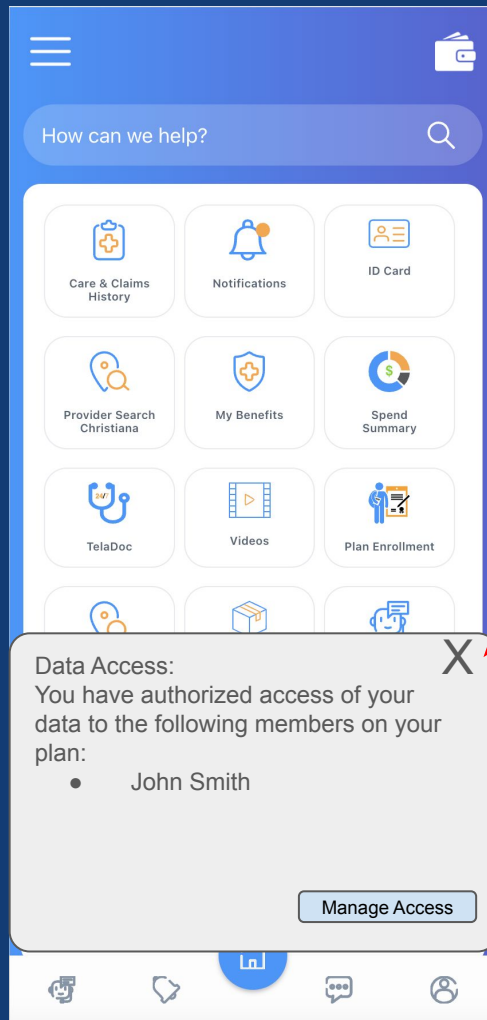
Once the member gets access to the other family members data, a pop-up shows upon first login that access granting has been successful. So in this case, "John Smith" gets this notification upon login.

Viewing as Jess Smith



If John Smith declines the access, the access button on Jess Smith's screen will revert to "Authorize Access".

Viewing as Jess Smith



Once access is accepted, this pop-up appears for the member who authorized access.

Clicking on the “Manage Access” button will take them to the “Data Access Management” section under the ‘My Profile’ page.

Clicking the “X” will close the pop-up.

Viewing as John Smith

Care & Claims History

History Places

Medical Pharmacy

Myself Family

Self **Jess Smith**

TOTAL SPENT IN LAST 12 MONTHS

Monthly

A bar chart titled 'TOTAL SPENT IN LAST 12 MONTHS' showing monthly spending for 'Self'. The y-axis represents dollars from \$0 to \$500 in increments of \$100. The x-axis lists months from Feb to Jan. The bars show spending of approximately \$150 in Feb, \$50 in Mar, \$180 in Apr, \$100 in May, \$80 in Jun, \$80 in Jul, \$450 in Aug, \$170 in Sep, \$120 in Oct, \$50 in Nov, and \$100 in Dec. A legend at the bottom indicates 'Self' with a red dot.

Month	Total Spent
Feb	\$150
Mar	\$50
Apr	\$180
May	\$100
Jun	\$80
Jul	\$80
Aug	\$450
Sep	\$170
Oct	\$120
Nov	\$50
Dec	\$100
Jan	\$100

Self

Jess Smith will appear as an option for John Smith, now, under 'Care & Claims History'.



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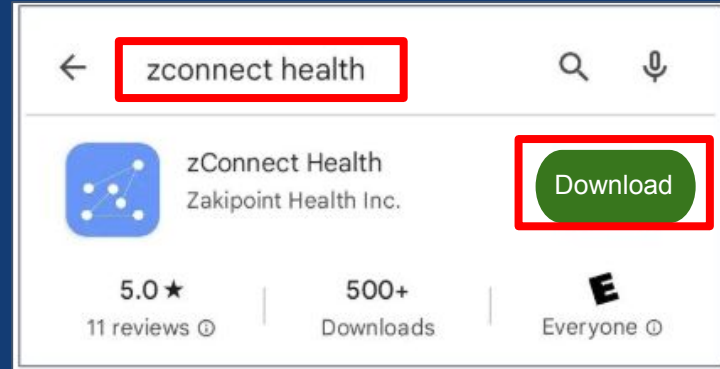
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User Reference Guide: Creating A Profile

Accessing the Application

A new user can access the **zConnect Health** application by downloading the application on their mobile devices.

On the App Store (iPhone User) or Play Store (Android Users), search for 'zConnect Health' and click on 'Download'.



The web version of this application can be accessed via the following link:

<https://zconnect.zakipointhealth.com/group>

Register & Create a Profile

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

a) The member will need to enter their Group Code. This Group Code is employer-specific and is usually provided by the health plan administrator.

b) After entering the Group Code, members will navigate to the login screen. Returning users can enter their credentials to access the app.

c) First time users can click on 'Register' to go through the registration process. After entering the necessary information, the system matches the information provided for identity verification. If there is a match, the member will receive an email with a temporary access code to login to the app and create permanent, unique login credentials.

(a) zConnect Group Code verification screen. It features the zConnect logo at the top, a 'Group Code' label, a text input field with the placeholder 'Please enter your group code', and a blue 'VERIFY GROUP' button at the bottom.

(b) Acme Login screen. It features the Acme logo at the top, 'Username' and 'Password' labels, corresponding text input fields, a 'Remember Me' toggle switch, and a 'Forgot Password?' link. A blue 'Login' button is at the bottom, with a link 'Don't have an account? Register' below it. The footer says 'Powered by zConnect Health'.

(c) Register screen. It features a back arrow and the title 'Register'. It has a 'Group Code' field with 'DEMO' entered. Under 'Login Details', there are 'User Name' and 'Password' fields. Under 'Confirm Password', there is a 'Confirm password' field. Under 'Personal Details', there are 'First Name', 'Last Name', 'DOB', and 'Zip' fields, each with a placeholder. An 'Email' field is at the bottom.

NOTE : A dependent must have a valid email address to create a profile.