Fort Bend County Podcasts

Podcast Episode 46 - ZConnect

September 11, 2025

Disclaimer-Please note, anything that is said in the podcast does not supersede actual plan or program languages, and anyone wishing for specific information in regard to coverage should go directly to the plan documents found under risk management on eConnect.

Gina: Welcome to this week's Benefit Detective Podcast. I'm Gina.

Wendy: And I'm Wendy.

Doorbell

Wendy: We have Stacey Benton with Boon Chapman here with us today. Welcome, Stacey.

Stacey: Thank you. Thank you for having me.

Gina: Stacey, tell us about the new portal that Boon Chapman has.

Stacey: We are so excited about our new member portal. Probably the most the two most exciting things about it are, one, there's an app for your smartphone now. You simply search in your app store for zConnect Health. It's the letter "z" as in zebra and connect. Of course, you can also access the member portal on your desktop computer. Also, previously, you can see, you could only see your medical and dental claims on our member portal. Another enhancement now is that you're gonna be able to see your prescriptions as well all in one place.

Wendy: So, who can access the portal?

Stacey: Every person enrolled in one of the county's self-funded medical or dental plans, including employees, retirees, COBRA participants, as well as your covered spouse's independent children.

Gina: So, Stacy, I have a dependent who is on my plan who is over the age of 18, do they need to give us or the parents permission to view their EOBs online? If so, how do we do that?

Stacey: Yes. Absolutely. Just like our prior member portal was and in compliance with the federal law known as HIPAA, any adult, so age 18 or greater, must register first and then authorize their covered family members to access their protected health information such as coverage, accumulators, ID cards, claims history, or explanation of benefits. It's real easy, though. In the app, when you're on the home screen, in the bottom right corner, you're gonna see an icon with a little person inside of a circle. This is your profile. Click on that icon. In the middle of that page, you'll see a section titled other members, and and the other members is under the section, my coverage and data management. By clicking other members, you're gonna see see all of your covered family members listed.

Stacey: And to the right of each of their names, you simply click on the authorize access button for each one that you want to provide access. It's that simple! But the good news is, if you need to resend that authorization at any point, you simply navigate back to the same location and click revert access, which will terminate their access to your information.

Stacey: Oh, and if your family member isn't already signed up for the app or the member portal, you can go to the you can go to the app, and from the home screen, scroll to the bottom. You're gonna see all of your family members listed there. You can simply click on the invite button next to their name, add their email address, and it's going to send them a special invite with a link so that they can set up their own account, making registration super easy for them.

Wendy: So, I have downloaded the mobile app, and I see it's a one stop shop. Can you tell us more about it?

Stacey: Yes. We are definitely trying to provide you with easy access to to all of your benefit information in one place, not even necessarily just those that are managed by us, Boon Chapman. On your home screen, you have these boxes that we also call tiles for programs such as your Teladoc program, price shopping tools for trying to look anytime you wanna search for the most cost-effective provider, your ID card, summary of benefits, claims history, and accumulator status. Under the services and documents tile, you're gonna find contact information for all of the programs associated with your health plans, like Teladoc, your drug program through Caremark, care navigation programs, and so on. You're also gonna find forms under this section, forms such as your other insurance verification or other coverage form. We're also working with the risk management team to add additional links for contact information about other programs, such as your employee assistance program or your vision or other dental plans.

Stacey: A few other features that you might find helpful. Under the care and claims history, you're gonna find a graph of your spending by month or by plan year by date to date. By scrolling down, just a little bit, you're gonna see all of your claims and prescriptions listed here in this one place. Just click on the one that you're interested in, and it's gonna provide you with a summary of that claim and a button that says view EOB. This will allow you to print or download a copy of your actual explanation of benefits. And, of course, you can also use the filter and sort button to look for any other specific type of claims. You have another tile here, for spend summary. This is where you will see where you stand with your annual deductibles and out of pocket maximums. And, of course, you can also perform a provider search to see which providers are in network in your area as well as use the cost estimator to see which providers are the most cost effective for your desired services. And then there's also just so many other, functions right there at your fingertips.

Gina: How do I sign up for the mobile app?

Stacey: It's so easy. On your smartphone, go to the App Store, search for the zConnect Health. Again, that's the letter z as in zebra, and connect. So, it's zConnect. There it's a little blue icon. Once you download the app, you're gonna begin the registration process by first entering your group ID.

Stacey: Now listen, this is important. Your group ID for Fort Bend County is 002949. However, for this app, you must actually enter a "b", a "b" as in Boon Chapman, and a hyphen, and then the group number. So altogether, you're gonna enter "B-002949". Then you're gonna fill in all the other requested areas, what you want your username to be, your password, your first and last name, date of birth, ZIP code, email address, and phone number. Your information must match exactly as we have it in our systems. In other words, if you if we have you in our system as Stacy Smith hyphen Jones, you must enter Stacy in the first name and Smith hyphen Jones in the last name. If we have you in the system as John Jones Jr, you must enter John in the first name and Jones junior in the last name. And if you have, if we have you in our system as John r Jones with your middle initial, you must enter John r in the first name and Jones in the last name. But look, I know that sounds confusing. Don't worry! If you run into any issues trying to get registered, it says it doesn't recognize you or any other challenges, simply call the Boon Champions, also known as your member advocates. They're gonna they will, reach out to you and send a quick little invite to you via text or email, which will automatically connect you to your information in our system, simplifying the registration process for you.

Gina: Now whether on ZConnect on the mobile app or on the actual computer, is there a way that we can check claims to see where the status is, if it's pending, or anything like that?

Stacey: Yes. Definitely. Under your care and claims history, you're gonna find that's where you're gonna find all of your claims listed, medical, dental, and prescription claims. On the right side of each claim, you're gonna see a very clear label that says in process or paid. Any that say in process, that just means we've recently received it, and it's in process. It has not been released yet. When a claim is received, it's gonna show here. It's gonna tell you which where it stands in the status. We are standardly on a seven to ten business day turnaround time for claims. That doesn't mean all claims are released within that time frame. There are some that take longer depending on the type of review or audit or repricing it has to go through. However, generally, seven to ten business days from the day we receive it, claims are released.

Gina: Since we're on the topic of claims, so if for some reason we do not see a claim on the claim status part there of ZConnect, who can we call to check the status of that to see if a claim was even received?

Stacey: They can call the Boon Champions. The boon champions, also known as the member advocates, are there to serve them in with any of their needs, claims, benefits, eligibility, help with a doctor, help with the doc providers billing them an amount they shouldn't be billing them. It's real easy. You just simply call our toll-free number for the Boone Champion team, and it's 888-660-04673, option 3. Again, that's 888-660-04673, option 3.

Wendy: Thank you, Stacy, for joining us today.

Stacey: Thank you, Wendy, and thanks, Regina, for giving me this opportunity to share this exciting news with your members.

And remember, our Boon Champions, also known as our member advocates, are always here to help you with anything from benefits, claims, this app, and so much more. So don't hesitate to call us.

Gina: Well, that's a wrap for this week's Benefit Detective Podcast. I'm Gina.

Wendy: And I'm Wendy. And listen for our next podcast.

Gina: And remember, the Benefit Detectives are here to help!