

FREQUENTLY ASKED QUESTIONS

CG ZEST WELLNESS MEMBER FAQ



Q: Are you having an issue enrolling?

A: Please check these items:

- Be sure to check that your Date-of-Birth is entered correctly.
- Be sure to use your name exactly as is on your health card.
- If after checking all the items above and ensure they are correct, you're still having an issue enrolling please contact Virgin Pulse's Member Services team for assistance at: 888-671-9395. They are available Monday to Friday, 8:00am-9:00pm EST.

Q: Not insured with CG? Or insured but as a dependent on another plan outside your company?

A: Please contact your group administrator regarding your eligibility status.

Q: Why can't I see the Chat feature on the Zest Wellness Platform?

A: The Chat feature will appear once you have entered in your username and password to log in. Can't remember username or password - Just type in a guess and the chat feature will appear!

Q: I just started with my company, why can't I register?

A: All new employees who are insured with us must wait 30 days from your health enrollment to register.

Q: I forgot my password, what should I do?

A: Click 'Forgot Password' on the login page to receive an email with the reset password code. If you have already clicked 'Forgot Password' and still have not received the email, try the following options:

- Wait a minute or two to receive the email. In most cases, it is received instantly but can take up to 24 hours to receive.
- Check your Junk or Spam Folders in your inbox.
- If you still don't receive the email, please contact Virgin Pulse Member Services directly at: 888-671-9395. They are available Monday - Friday, 8:00am-9:00pm EST. Virgin Pulse cannot reset your password via an email or chat request, you must call in for validation.

Q: Looking for more details on the Zest Wellness Program?

A: [CLICK HERE](#)

Q: Having an issue registering for the Zest Wellness Biometric Screening?

A: This is a separate platform to your Zest Wellness account. Please register as a new user if using for the first time. If you have used the Zest Wellness biometric screening appointment page before, please use the user name and password you created. For issues with cgzestscreening.com please click on the help tab.

Q: Having an issue with your Max Buzz Device?

A: [CLICK HERE](#) and select the option that best meets your needs.

Q: General Zest Wellness queries (e.g. points/syncing/app features)

A: For any questions regarding your Virgin Pulse account, please contact the Virgin Pulse team:

Telephone: Mon-Fri, 8:00am-9:00am ET, 888-671-9395 | Chat: Mon-Fri, 2:00am-9:00pm EST

Email: Support@virginpulse.com