

Live AmaZing

FEEL BETTER, FEEL CONNECTED



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Member Services
866-946-4458 (TTY: 711)
- Transportation**
866-946-4458 Opt. 1
- OTC, Prepaid Card, and Food**
888-628-2770 (TTY: 711)
- 

MyZingHealth.com
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Create an account on our Member Portal

 1. Visit MyZingHealth.com
 2. Click on “Member Login”
 3. Click on “Click Here to log in”
 4. Click on “Need to Register as a New User?”



As the leaves begin to turn and a crispness fills the air, we’re excited to bring you our fall newsletter, packed with important updates, helpful tips, and a few fun ways to embrace the season!

We also want to give you a friendly reminder that Annual Enrollment is **October 15 through December 7**. This is a great time to ensure you are in the right Zing Health plan that best suits your healthcare needs for the coming year. We’re here to help you navigate your options and make sure you continue to receive the best possible care.

Yes!
Go paperless.

Visit tinyurl.com/79mmvref

Or scan the QR code



Don't Lose Your Chronic Special Needs Plan (C-SNP)

Here's What to Do

Are you enrolled in a Zing Health plan designed to help with specific health conditions like:



Diabetes



Cardiovascular disease



End-Stage Renal
Disease (ESRD)



Chronic Heart Failure

If you answered YES, it's important to take the next steps to keep your C-SNP coverage!

Zing's Chronic Special Needs Plans offer specialized benefits and support to help people with the chronic conditions listed above manage their health more effectively.

What You Need to Know: To stay enrolled in a C-SNP, your doctor, nurse practitioner or physician assistant **MUST** confirm you have a qualifying chronic condition **within 60 days** of your plan start date. For example:

- If your C-SNP coverage began on September 1, your provider must complete the verification by October 31.
- If your C-SNP coverage began on October 1, your provider must complete the verification by November 30.

If verification is not completed within the 60-day window, CMS guidelines require that you be disenrolled and transitioned to Original Medicare.



IMPORTANT: Your plan will automatically renew on January 1, 2026. If your condition(s) have already been verified for 2025, you will **NOT** need to complete the verification process again for 2026.

Need help? We're here for you! If you're unsure about your verification status, or need help getting in touch with your doctor, please contact Member Services or your Zing Health representative right away.

866-946-4458 (TTY: 711)

8 a.m. - 8 p.m., 7 days a week (October 1 - March 31)

8 a.m. - 8 p.m., Monday - Friday (April 1 - September 30)

What's NEW in the Network!

Zing Health is expanding your access to quality care by growing our network of trusted providers. Whether you are looking for dental services, ongoing primary care, or support for chronic health needs, we've added new partners who are here to help you stay healthy and supported.



More Dental Providers Starting January 1, 2026

We're excited to share that your dental benefits are getting even better! Starting January 1, 2026, you'll have access to more dental offices and providers through our expanded network. We've partnered with Liberty Dental Plan to include the Liberty-exclusive Guardian network, giving you even more choices for in-network care. If you need help finding an in-network provider or dental office, Zing and Liberty are here to help. Just reach out to Zing Member Services at **866-946-4458** or Liberty Dental at **866-609-9005** for support!

AbsoluteCare



Zing Health is proud to partner with AbsoluteCare to bring whole-person, personalized care to members living with chronic or complex health conditions. AbsoluteCare supports every part of your health; medical, emotional, and social, so you get the right care at the right time.



What does AbsoluteCare offer?

Primary care, behavioral health, lab services, urgent care, and medication management, all under one roof. They also provide in-home visits, pharmaceutical services, and social services to help with transportation, food, and housing needs.

How to get started

Members in Illinois and Ohio may choose AbsoluteCare as their Primary Care Provider. Once enrolled, you'll get a care team that works with your goals and meets with you where it's most convenient: at their care center, at home, or virtually.

*Now partnering
with Zing Health in MI*



Village Medical

We have teamed up with Village Medical to offer you convenient, comprehensive primary care in Michigan. Village Medical is focused on making healthcare work for your schedule, whether that means in-person care, at-home visits, or telehealth.

What does Village Medical offer?

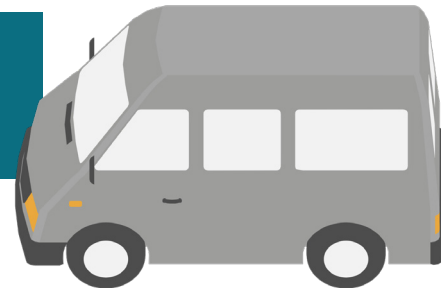
Annual checkups, lab tests, chronic condition support, behavioral health, same-day appointments, and medication refills. Their care teams build strong relationships and work closely with Zing Health to keep your care coordinated and connected.

How to get started

Michigan members can choose a Village Medical location as their Primary Care Provider. Call Zing Member Services to find a location near you and set up your first visit.

**For help getting connected with any of our new network providers, call Member Services at 866-946-4458 (TTY: 711), 8 a.m. - 8 p.m., 7 days a week (October 1 - March 31)
8 a.m. - 8 p.m., Monday - Friday (April 1 - September 30)**

Transportation Benefit Update: Access2Care is Becoming MTM Health



At Zing Health, we're always finding new ways to make your care more convenient. We're excited to share some updates that will make booking your rides simpler and faster than ever before! As you may know, Zing Health works with Access2Care to provide rides to healthcare services. Access2Care is now part of MTM Health, and soon they'll begin using the MTM Health name, logo, and systems. **Don't worry, your ride benefit won't change!**

What's Staying the Same:

- Phone numbers to schedule ride: English: **(888) 949-3563** | Spanish: **(888) 949-1568**
- Friendly customer service, available 24/7
- Transportation rules, like where you can go and trip limits
- Transportation providers
- Any upcoming trips you've already booked will carry over automatically

Starting November 1, 2025, the only change you will notice is the MTM Health logo on forms and documents.

Coming January 1, 2026 - If you are on a plan that includes a transportation benefit, you'll get access to new tools like the MTM Link Member Portal and mobile app. These tools let you book and manage rides anytime, right from your phone or computer - no more waiting on hold!

Note: *Until December 31, 2025, you can continue using the Access2Care mobile app.*

Stay tuned! More details are on the way.

Zing Health and MTM Health are working together to bring you better transportation services, with the same great service you count on.

Introducing New Ways to Access Your ID Card!

At Zing Health, we're committed to giving you more ways to take control of your healthcare. We're excited to announce new ways to access your ID card.



Order a New ID Card Using Our Phone System (IVR): Need a replacement Member ID card? You can now request

a new card through our automated phone system (IVR), no need to wait for an agent! Call our Member Services number. After selecting your language preference, press "1" for Current Member, press "4" for All Other Questions, and lastly, press "1" for a Replacement Member ID Card. Your replacement card will be on its way in just a few simple steps.



Access Your Member ID Anytime, Anywhere: Your Zing Health Member ID card is available 24/7 in the Member

Portal. Simply log in at **myzinghealth.com** to view or download a digital copy of your card whenever you need it.

We're Here to Help: Our goal is to make your healthcare experience seamless and stress-free. If you have questions or need help accessing any of these services, please call Member Services at **866-946-4458 (TTY: 711)**.

October is Breast Cancer Awareness Month

Raise awareness. Honor survivors. Encourage early detection.



BREAST CANCER IN THE U.S.

1 OUT OF EVERY 8 WOMEN

is diagnosed with breast cancer



While breast cancer in men is less common, it is estimated that there will be

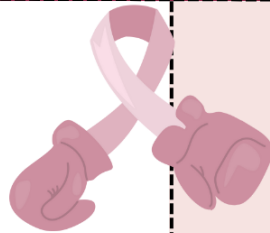


new cases
in 2025

Today, there
are more than

4 MILLION

breast cancer survivors
living in the U.S.



Over 316,000

women are expected to be diagnosed
with invasive breast cancer **in 2025**

Early detection saves lives. The sooner breast cancer is found, the better the chances of successful treatment.

Know the Signs

Talk to your doctor if you notice any of these changes:

- A new lump or thickening in the breast or underarm
- Changes in breast size or shape
- Skin dimpling or puckering
- Nipple turning inward or unusual discharge
- Redness, flakiness, or pain in the breast or nipple area

Why Screening Matters

Routine screening can detect breast cancer early, before symptoms appear. Screenings like mammograms don't prevent cancer, but they can help catch it early, when treatment is most effective. If you notice any changes or have concerns, talk to your doctor. Most changes are not cancer, but it is always best to check.

Need help scheduling a screening or have questions about your benefits?

Call Member Services at **866-946-4458** (TTY: 711).

Learn More: For trusted information and resources, visit nationalbreastcancer.org and cancer.org.

Fall Fun Zone

Activities to help keep your mind sharp.



Fall Word Scramble

Can you unscramble the letters to reveal fall-themed words? If you're stumped, look for the answers on **page 14**!

- | | |
|--------------------|--------------------|
| 1. MERBEETSP _____ | 6. EREST _____ |
| 2. SLAPEP _____ | 7. REOOTCB _____ |
| 3. OWCSEACRR _____ | 8. BEVOMNER _____ |
| 4. UMNATU _____ | 9. LEVSAE _____ |
| 5. EESWRAT _____ | 10. MNSPPKIU _____ |

Fall Recipe

Seasonal recipes to take the guesswork out of healthy eating!

Slow Cooker Butternut Squash Soup

Yields: 6 servings | **Prep time:** 15 minutes
Cook time: 3-4 hours on high, 6-8 hours on low

Ingredients:

- 1 medium butternut squash (about 3 pounds), peeled, seeded, and cubed (you can often buy pre-cut squash!)
- 1 medium yellow onion, chopped
- 4 cups low sodium vegetable broth or chicken broth
- 1 teaspoon ground cinnamon
- 1/2 teaspoon ground nutmeg
- 1/4 teaspoon ground ginger
- Salt and black pepper to taste
- Optional toppings: a dollop of Greek yogurt, a sprinkle of fresh parsley, or a few toasted pumpkin seeds

Directions:

Step 1: Combine all ingredients (butternut squash, apple, onion, broth, cinnamon, nutmeg, ginger, salt, and pepper) in your slow cooker and stir gently to combine.

Step 2: Cover and cook on low for 6-8 hours or on high for 3-4 hours, until the squash is very tender.

Step 3: Carefully transfer the mixture to a blender (you may need to do this in batches) or use an

immersion blender directly in the slow cooker. Blend until smooth and creamy.










Step 4: Taste and adjust seasoning if needed. If it's too thick, add a little more broth until it reaches your desired consistency.

Step 5: Serve warm with your favorite additional toppings. Enjoy!

Zing Health Vendor Apps and Portals

To help you use your benefits and services more easily, we've made a list of helpful apps and websites. These include your Zing Member Portal, apps for your benefit card, CVS Pharmacy, transportation, and more!

Don't wait, download the apps today! Avoid long hold times and get fast, easy access to the information and services you need, when you need it.

VENDOR	FEATURES	GET THE APP	ACCESS ONLINE
 Member Portal	<ul style="list-style-type: none"> Coverage Center: Check your plan details Claim Center: Track claims and view cost-sharing information Resource Center: Explore details about rewards, mail-order pharmacy, and more! 	App not yet available	memberportal.myzinghealth.com
 Benefit Card	<ul style="list-style-type: none"> 24/7 access to card balances Product barcode scanner Request reimbursements Report lost or stolen card 		zing.lh1ondemand.com
	<ul style="list-style-type: none"> Refill your prescriptions Set up auto refill Check your drug costs Locate a CVS pharmacy Explore lower-cost options Select pickup or delivery View your ID card 		caremark.com
	<ul style="list-style-type: none"> Find a dentist Refer a dentist to the Liberty network View your benefit information 		https://client.libertydentalplan.com/ZingHealth
	<ul style="list-style-type: none"> Locate a vision center 		https://eyedoclocator.eyemedvisioncare.com/member/en



Download on the
App Store



GET IT ON
Google Play



VENDOR	FEATURES	GET THE APP	ACCESS ONLINE
 A Global Medical Response Solution	<ul style="list-style-type: none"> Schedule or reschedule rides Cancel rides View your ride history and upcoming rides Save locations Set notifications 		access2care.com
	<ul style="list-style-type: none"> Order bathroom safety products Order personal emergency response devices View hearing aid tests and results Order hearing aids 	App not yet available	Portal for Bathroom Safety: zing.nationsbenefits.com/login Emergency Reponse Information: nationsresponse.com/zing Hearing Information: nationshearing.com/zing
	<ul style="list-style-type: none"> Locate a fitness center near you Order a Home Fitness Kit Access an on-demand workout video library View health and well-being resources 	App not yet available	silverandfit.com
	<ul style="list-style-type: none"> View, book, reschedule, or cancel visits Review visit details Leave notes for your Papa Pal View tasks included in the service 	App not yet available	app.papa.com/member-portal/login
	Telehealth Services: <ul style="list-style-type: none"> Over-the-phone or virtual appointments with doctors and licensed therapists Appointments available immediately, or within a few hours \$0 copay 		members.mdlive.com/myzinghealth/landing_home

Cold and Flu Season is Here. Are You Ready?

As cooler weather rolls in, so does cold and flu season. More time indoors and close contact with others makes it easier for viruses to spread, and cold weather helps germs stick around even longer. The good news? A few simple steps can go a long way in keeping you and your loved ones healthy..

Stay Healthy This Season: 10 Tips to Fight the Flu and Cold



1

GET YOUR FLU SHOT

Your best defense is a flu vaccine—ideally before the season starts (Sept.-Oct.), but it's still worth getting after. Ask your doctor today!

2

WASH YOUR HANDS

Use soap and water for at least 20 seconds, or an alcohol-based sanitizer when you're on the go.



3

HANDS OFF YOUR FACE

Avoid touching your eyes, nose, and mouth to keep germs from getting in.

4

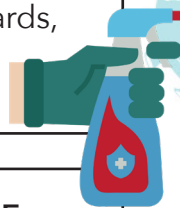
COVER COUGHS, SNEEZES

Use a tissue or the inside of your elbow, then wash your hands right after.

5

DISINFECT SURFACES

Regularly wipe down high-touch spots like doorknobs, keyboards, and phones.



6

SKIP THE CROWDS

Try to steer clear of people who are sick, and if you're feeling unwell, stay home.

7

FOCUS ON SELF-CARE

Eat well, get plenty of rest, stay active, and keep stress in check to keep your immune system strong.



8

STAY HOME WHEN SICK

If you've had a fever or flu-like symptoms, wait at least 24 hours after the fever is gone before going back out.



9

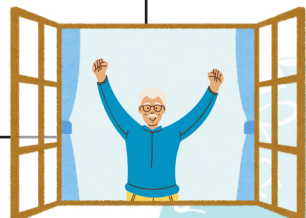
WEAR A MASK

Masks can help reduce the spread of viruses, especially in crowded or indoor spaces. They can protect you from breathing in germs too.

10

GET FRESH AIR

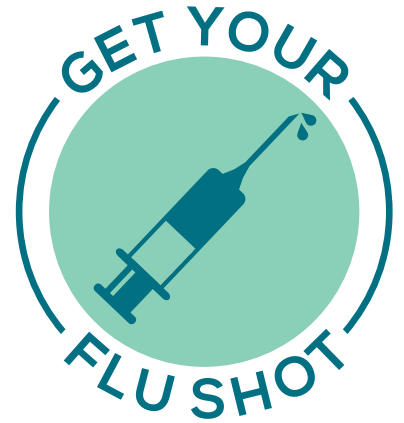
Open windows, even just a crack, use an air purifier, or spend time outdoors whenever possible.



Don't forget... You can use your Over-the-Counter (OTC) benefit to stock up on essentials like masks, tissues, and cold or flu medicine.

Protect Yourself and Your Loved Ones:

Flu season is here. The best way to protect yourself from the flu is by getting your yearly flu shot. It not only protects you from serious illness but also helps keep your family, friends, and community safe. Keep in mind, the flu shot may not prevent you from getting the flu, but it can help make your symptoms much milder if you do get sick.



Why Should You Get Vaccinated?

The flu is not just a bad cold, it can lead to serious complications, especially for older adults and people with certain health conditions. The flu vaccine is:

- Safe and effective
- Covered at no cost to you at your pharmacy or doctor's office
- Recommended for everyone age six months and older

Where Can You Get Your Flu Shot?

Here are three convenient options:

- Most major retail pharmacies, just bring your Zing Health ID card
- Your primary care provider's office
- Local flu clinics in your community

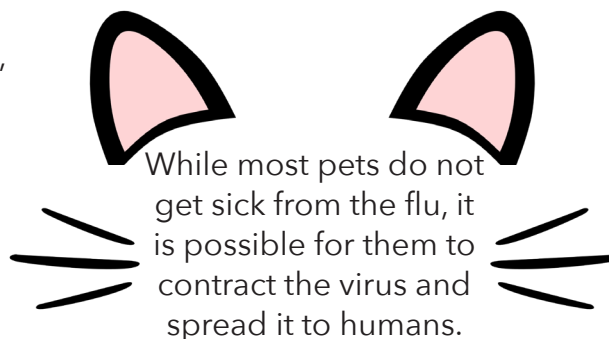
Don't wait! It's best to get vaccinated early, so you are protected all season long. And remember, you need a flu shot every year, because last year's vaccine won't protect you this time around. Encourage your loved ones to get their flu shot too. Together, we can help everyone stay healthy this season.

Roll up your sleeve. It's quick, easy, and your health is worth it!

Interesting Facts About the Flu



The word "influenza" is an Italian word that means "influence." In the Middle Ages, people believed that the flu was caused by the influence of the stars.




The flu is highly contagious and can spread through respiratory droplets from coughing, sneezing, or talking. It can also live on surfaces for up to 48 hours.

Take Charge of Your Health

Going to the doctor can sometimes feel overwhelming, but being prepared can help you get the most out of your visit. Use this checklist as a guide to make sure you and your doctor cover the topics that matter most to your health. You can cut it out and bring it with you to your next appointment. Share it with your provider and check off each item as you go; it is your health, and you deserve to feel confident and informed every step of the way.

Primary Care Physician Checklist

- | | |
|--|--|
| <input type="checkbox"/>  Gets me into the office in a timely manner | <input type="checkbox"/>  Recommends a colorectal cancer screening |
| <input type="checkbox"/>  Asks me about my mental and physical health | <input type="checkbox"/>  Recommends a mammogram (breast cancer screening) |
| <input type="checkbox"/>  Knows about the care I get from specialists | <input type="checkbox"/>  Reviews my medications with me |
| <input type="checkbox"/>  Is respectful and courteous to me | <input type="checkbox"/>  Talks to me about medical test results |
| <input type="checkbox"/>  Discusses my physical activity with me | <input type="checkbox"/>  Makes sure I understand everything |
| <input type="checkbox"/>  Offers the flu vaccine | <input type="checkbox"/>  Recommends a bone density scan |
| <input type="checkbox"/>  Asks about urinary leakage problems | <input type="checkbox"/>  Recommends diabetic care such as: A1c test, kidney test, eye exam |

When to Call Your Primary Doctor

Your primary care doctor is your main partner in staying healthy. It is important to know when to give them a call to get the care you need. Here are some examples of when you should reach out to them:

- Feeling more tired or not moving around like you used to
- Feeling down, confused, or your mood has changed
- Having more urine leaks than usual
- Had a fall, feel dizzy, or are having trouble keeping your balance
- Have new pain or your pain is getting worse
- Noticing new symptoms and aren't sure what to do

Unless it is a true emergency, please call your primary care doctor before going to urgent care or the emergency room. They can make sure you get the help you need.

Make the Most of Your Medication

Try Our Medication Therapy Management Program

Did you know you may qualify for a helpful service at no cost to you that can make managing your medications easier?

It's called **Medication Therapy Management (MTM)**, and it's designed to support people who take several medications for ongoing health conditions.

If you qualify, you will be invited to a one-on-one phone appointment called a **Comprehensive Medication Review (CMR)** with a licensed pharmacist. During your review, you will:

- Go over all your medications, including prescriptions and over-the-counter items
- Spot any duplicate medications, side effects, or possible interactions
- Get tips on how to take your medications more effectively
- Receive a personalized medication plan

How to Get Started: If you're eligible, you will receive a call or letter from our MTM partner, CVS Health. You can also call **844-345-2798** to see if you qualify.

It's easy, it's helpful, and it's here for you. Take advantage of this no-cost service and feel more confident managing your medications.



Tips for Managing Your Medications



A three-month supply (up to 100 days)

Zing lets you fill up to a 100-day supply of your regular medications at your local pharmacy. This can save you money and reduce trips. Just ask your doctor for a 100-day refill.



Fill all of the medications you take regularly on the same day

You can have all your prescriptions filled on the same day each month. Ask your pharmacist to set this up for you.



Use home delivery

Many local pharmacies offer free home delivery or mail order. It's a simple way to get your medications with fewer trips. Just talk to your pharmacist!



Find out which medications and diabetic supplies are covered at myzinghealth.com/pharmacy/covered_drugs

Gentle Movement for Fall: Standing and Low-Impact Exercises



Staying active is important for your overall health, and you can get a great workout right in your own home or neighborhood. These gentle, standing exercises are designed to improve strength, flexibility, and balance without putting too much strain on your joints. Remember to listen to your body and only do what feels comfortable. **Always consult with your doctor before starting any new exercise routine.**

Before you begin: Wear comfortable shoes. Have a sturdy chair, counter, or wall nearby for support if needed. Breathe deeply throughout.

Walking (Indoor or Outdoor)

Walk around your home or neighborhood. Start with 10-15 minutes and gradually increase. Even short, frequent walks help your heart and muscles.



Marching in Place

How to do it: Stand tall, gently lift one knee towards your chest, then lower. Alternate legs, like marching. Use a chair for support if needed.

Benefits: Boosts circulation and strengthens legs.



Heel Raises

How to do it: Hold onto support. Slowly lift your heels, rising onto the balls of your feet. Hold briefly, then lower. (10-15 repetitions.)

Benefits: Strengthens calves and ankles for better walking and balance.



Side Leg Lifts

How to do it: Hold onto support. Slowly lift one leg out to the side, keeping it straight. Lower slowly. (8-12 reps per leg.)

Benefits: Strengthens hip muscles for stability and fall prevention.



Fall Fun Zone

Answer key

1. SEPTEMBER
2. APPLES
3. SCARECROW

4. AUTUMN
5. SWEATER
6. TREES
7. OCTOBER
8. NOVEMBER
9. LEAVES
10. PUMPKINS



Mini (Partial) Squats

How to do it: Stand feet hip-width apart. Slowly lower your body a few inches, as if to sit. Push through heels to stand. (8-12 reps.)

Benefits: Builds leg and glute strength, making standing easier.



Wall Push-Ups

How to do it: Face a wall, arm's length away, hands flat. Lean towards the wall, bending elbows. Push back. (10-15 reps.)

Benefits: Strengthens chest and arms.



Heel to Toe Walk

How to do it: Place the heel of one foot directly in front of the toes of the other. Use a wall for support initially. (Aim for 5-10 steps.)

Benefits: Improves balance and coordination.



Standing Torso Twists

How to do it: Stand feet shoulder-width apart, knees soft. Gently twist your upper body side to side, keeping hips still. (8-12 reps per side.)

Benefits: Improve spinal flexibility.



Beyond these exercises, consider:

Water aerobics or swimming: Excellent low-impact full-body workouts.

Tai Chi: Slow, slowing movements for balance, flexibility, and focus.

Start slowly. Even a few minutes of movement daily can greatly improve your health and independence. Your well-being is worth it!



Did You Know? Fall Health Tips

Fall foods boost your health:

Seasonal produce like pumpkins, sweet potatoes, apples, and squash are packed with vitamins and fiber. Adding them to your meals can support digestion, immunity, and heart health.

Vitamin D levels can drop:

With fewer daylight hours, your body may make less vitamin D, which helps support your immune system. Talk to your doctor about foods or supplements that can help.



Fall allergies are real:

Ragweed pollen and mold from fallen leaves can trigger allergy symptoms like sneezing and itchy eyes. Check local pollen counts and keep windows closed on high-allergen days.

Cooler weather is great for getting active:

Walking outdoors in the fall is a heart-healthy way to enjoy the season. Even short walks can boost mood and energy.



It's a good time for a checkup:

Fall is a great time to schedule annual wellness visits, screenings, and to review medications before the end of the year.



Make the Most of Medicare: Your Zing Health Annual Enrollment Reminder

The Medicare Annual Enrollment Period runs from **October 15 through December 7**. This is your chance to review your Zing Health Medicare Advantage plan and make sure it still fits your needs for 2026.



As a Zing Health member, you already enjoy care designed around you. During this important time, you can explore your plan options, confirm your coverage, or make changes to help ensure you get the most from your benefits next year.

We're here to help.

Our Zing team is ready to walk you through your options.
Call **866-946-4458 (TTY: 711)** for a personalized plan review.

Make sure your coverage supports your health goals in 2026.



HOW TO REACH ZING HEALTH:

866-946-4458 (TTY: 711)

8 a.m. to 8 p.m., 7 days a week (from October 1 - March 31)

8 a.m. to 8 p.m., Monday through Friday (April 1 - September 30)

MyZingHealth.com