

Live AmaZing

FEEL BETTER, FEEL CONNECTED



Zing Health Wins Senior Choice Gold Award



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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 www.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?"



Live AmaZING is going GREEN! We're making it easier and greener to stay informed. See [page 16](#) for details.

Managing a Chronic Condition?

Zing Health can help!

Spring is here, and it's the perfect time to focus on your health and well-being. As we welcome the new season, we're excited to share important information about your health plan. Let's take a closer look at how we can help you manage your health better this year!

Have you been diagnosed with any of these chronic health conditions?



Diabetes



Cardiovascular disease



End-Stage Renal
Disease (ESRD)



Chronic Heart Failure

If you are living with, or have recently been diagnosed with one of these conditions, a Chronic Special Needs Plan (C-SNP) could be the right option for you!

What is a C-SNP?

C-SNPs are specialized Medicare Advantage plans designed for people living with a chronic condition such as diabetes, heart disease, or kidney disease (ESRD requiring dialysis). These plans offer benefits that can help you manage your condition, including:



A personalized care plan



Lower drug costs



Extra benefits to support your health needs

Important: If you choose to enroll in a C-SNP, your healthcare provider must verify your condition within 60 days of your effective date. If this is not done, you will be disenrolled and moved to Original Medicare.

For more information on changing plans or to check your eligibility, call Zing Health Member Services and ask to speak with a licensed agent.

866-946-4458 (TTY: 711)

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

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

⚠ Special Benefits for C-SNP Members: *Action Needed!*

If you are already enrolled in a C-SNP, you're eligible for special benefits, such as a combined monthly allowance for over-the-counter items, healthy foods, and some utilities.

Here's what you need to know:

- You'll start receiving this allowance within the first 90 days of the effective date of your enrollment.
- To continue receiving these benefits in 2025, you must complete an annual Health Risk Assessment (HRA). This helps us understand your health needs and ensure you get the care you deserve.

What happens if I don't complete the HRA?

If the HRA is not completed, you will lose access to the special benefits. To avoid this, make sure to complete the HRA within 90 days of your effective date.

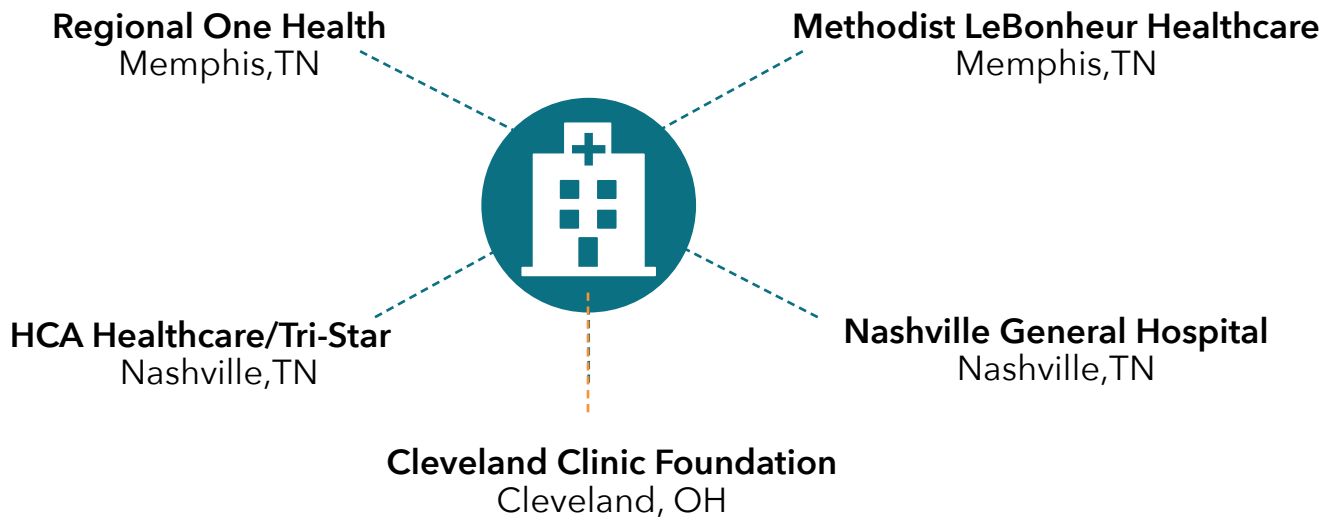
To complete the HRA, call the Health Risk Assessment line:
866-865-8020 (TTY: 711),
Monday-Friday, 8 a.m. - 8 p.m.

If you have already completed your HRA, no further action is needed. If you are unsure whether you have completed it, please contact Member Services at **866-946-4458 (TTY: 711)** for assistance.



New Health Systems in our Network

We're pleased to announce that the following health systems joined our network in January 2025:



These additions will help us continue to provide high-quality care to our members within our footprint.

Meet Our New Provider Partners

Village Medical: Integrated Primary Care

Village Medical is here to provide you with personalized care. Whether at the clinic, your home, or through virtual visits, Village Medical:



- Offers focused clinical care tailored to your needs
- Helps with medication management
- Connects you with community resources

By focusing on your individual health needs, Village Medical helps you live a healthier life.

Karoo Health: Your Cardiovascular Care Partner

Karoo Health is a company that helps change the way people take care of their heart health. They offer care outside of what you receive at your doctor's office, in support of your doctor's plan for you. Their team includes expert health coaches, called Karoo Koaches, dietitians, and other specialists that provide you with personal care and easy-to-use technology to make working with them easier.



Have You Been Recently Discharged from the Hospital or a Nursing Home?



After a stay in the hospital or a nursing home, it's important that you have everything you need to stay safe and comfortable at home. That's why Zing Health partners with **WellSky** to provide extra support during your recovery. WellSky is a trusted provider of healthcare coordination services, specializing in post-acute care. Their team helps make sure you're set up for success once you're back home by providing ongoing support and checking in with you.

What happens after your discharge?

Within 2-3 days of your discharge, WellSky will call you on behalf of Zing Health to:

- Review your discharge instructions to ensure you understand your next steps.
- Confirm your next scheduled appointment with your doctor and assist with transportation if needed.
- Address any concerns or questions you may have related to your hospital or nursing home stay or your recovery.

What else can you expect?

About 2 weeks after you return home, your Zing Care Manager will call you to check in. Your Care Manager will be available to assist with any care coordination needs, such as:

- Medication issues, ensuring you're taking your medications correctly and helping with any problems.
- Education on managing your chronic condition(s).
- Helping you understand when to call your Primary Care Provider (PCP) or when to visit the Emergency Room or an Urgent Care Clinic.

Keep these numbers handy if you need assistance after you've returned home:

 **Over-the-counter benefits allowance:** 866-946-4458, option 3

 **GA Foods:** 866-575-2772

 **Access2Care transportation:** 866-946-4458

Zing Health and WellSky are committed to providing you with the support and resources you need during your recovery. We're here for you every step of the way to ensure a smooth and safe transition back to your home.

Taking Care of Your Health: A Simple Guide

Taking care of your health after a hospital stay is one of the most important things you can do for yourself. Here are some simple steps to help you stay healthy, manage your medications, and ensure you get the care you need.



Medication Management

Remember to take your meds on time

If you find yourself forgetting to take your medications, here are a few tips to help you stay on track:



Set a daily reminder on your phone to remind you when it's time to take your medications.



Use a pillbox to organize your medications for the week. Place it somewhere you'll see it every day, like next to where you sit in the morning.



Ask your pharmacy if they offer pre-packaged medicine packs that combine all your medications in one easy-to-use package.

Side effects

If you experience side effects from your medications, call your doctor right away. It's important to talk about any new symptoms you might be feeling. Your doctor can help determine if the medication needs to be adjusted or if another solution is needed.

Don't wait until you're out of medication

Always pick up your medications before you run out. If your provider changes your dosage, make sure to get the updated prescription. Zing offers many ways to make managing your medication easier, including:



A three-month supply (up to 100 days)

Get 90 and even 100-day refills of the medications you take regularly at your local pharmacy to help save you money and trips to the pharmacy. Just ask your pharmacist to fill your prescription for 90-100 days.



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

Get all of your medications filled on the same day each month. Just ask your local pharmacist to set this up.



Use home delivery

Getting medications through mail order or home delivery means making fewer trips to the pharmacy. Many local pharmacies also provide home delivery at no additional cost.



Medication coverage

Learn how to get your medications and diabetic supplies covered by visiting our website at MyZingHealth.com/pharmacy/find_formulary.



Primary Care Provider

Always ensure you have a Primary Care Provider (PCP) you can easily reach and stay in touch with when you need assistance. Your PCP is there to help manage your healthcare and offer advice on:

- Scheduling an in-person appointment or a telehealth visit
- Deciding whether to go to urgent care or the ER based on your symptoms

Reach out to your specialist when necessary

If you have a chronic condition such as heart failure, diabetes, or asthma, it's important to keep in touch with the specialist who manages that condition. For example:

- If you're experiencing swelling due to heart failure, contact your cardiologist.
- If you're having wheezing or breathing problems from asthma, talk to your pulmonologist.

Having trouble reaching your PCP?

If you can't get in touch with your primary care provider, don't worry! You can always reach out to Zing Health for help. Our care team is here to assist with any questions or concerns you may have.



Health Insurance and Care Management

Use your Zing Care Manager for support

Your Zing Care Manager is an important resource. They can help you understand your health plan, answer questions about your benefits, and support you when needed. They will also explain your plan's coverage and make sure you're getting the care you need.

Develop a management plan

It's important to work with your healthcare team to create an action plan for managing your health conditions. This plan helps you stay on track with your treatment and can even help prevent unnecessary hospital stays. Your plan should include:

- Daily steps for managing your condition.
- Scheduled check-ups with your healthcare providers.

Don't miss your specialist appointments










Be sure to go to all your scheduled appointments with your specialists. These appointments are important for keeping your health in check and preventing problems with your condition. If you have trouble making or going to your appointments, your Zing Care Manager can help you find solutions, like transportation or other support.








By staying on top of your medications, keeping in touch with your doctors, and using the help from Zing Health, you'll be better able to take care of your health and live a better life.

Remember, you can call us at **866-946-4458 (TTY:711)** if you need help!

Apps and Portals to Make Your Life Easier - and Healthier!

To make it easier for you to access your benefits and services, we've put together a list of useful apps and online portals. From your member portal and benefit card access, to CVS pharmacy and transportation services, these tools are designed to help you get what 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 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

VENDOR	FEATURES	GET THE APP	ACCESS ONLINE
	<ul style="list-style-type: none"> • Schedule or reschedule rides • Cancel rides • View your ride history and upcoming rides • Save locations • Set notifications • Get ride status updates 		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	zing.nationsbenefits.com/login
	<ul style="list-style-type: none"> • Locate a fitness center near you 	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
	<p>Telehealth Services:</p> <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



Take Control of Your Health with At-Home Testing!

Zing Health continues to support our members in taking charge of their health by offering convenient, no-cost at-home test kits in partnership with **LetsGetChecked**. These easy-to-use tests are available to eligible members and allow you to manage your health from the comfort and privacy of your home.



What tests are available?

As part of this program, eligible members can receive at-home test kits for:

- Colorectal cancer screening
- Diabetes management (including A1C and kidney disease tests)

How it works

The process is simple and convenient:

1. Receive your test kit in the mail.
2. Complete the test in the privacy of your home—it's quick and easy!
3. Return your sample using the prepaid shipping envelope provided.
4. Results will be sent directly to you and your doctor.

Earn rewards while taking care of your health!

Complete your at-home test as soon as possible to earn rewards in Zing Health's Healthy Rewards Program*. Not only will you be helping maintain your health, but you'll also earn valuable rewards along the way.

***Please note:** The maximum rewards you can earn in a calendar year is \$85.

Take control of your health today with these convenient, no-cost at-home tests. Zing Health is here to support you in your wellness journey every step of the way!

Care When You're Away

Your Zing Health benefits travel with you!



Whether you're visiting family, going on vacation, or just getting away for a break, your Zing Health benefits go with you wherever you are! Here's how you can stay connected to care, no matter where life takes you.



24/7 Virtual Care with MDLive

You don't have to sit in a waiting room anymore! With MDLive, you can talk to a doctor anytime, anywhere, through phone or video calls. It's perfect for non-emergency conditions like:

- Cold and flu symptoms
- Allergies
- Minor infections
- Skin conditions



Pharmacy Access Nationwide

Your Zing Health prescription benefits work at thousands of pharmacies across the country, including:

- Major pharmacy chains
- Many local pharmacies
- Emergency prescription services

You'll pay the same copays for prescriptions as you would at home! Use the pharmacy locator tool on our website to find a pharmacy near you:

[Myzinghealth.com/pharmacy/find_pharmacy](https://myzinghealth.com/pharmacy/find_pharmacy).



Emergency Care When Needed

In case of a real emergency, you are covered at any emergency room across the country, with:

- No network restrictions
- No prior authorization needed
- The same emergency copay as at home

Remember: For non-emergency needs, try MDLive first. It's quick, available 24/7, and can save you time and money.

If you have any questions, call Member Services at **866-946-4458 (TTY: 711)**.

Stay covered no matter where you go with Zing Health!

Stay Steady This Summer: Your Guide to Safe Steps

Did you know that falls are the leading cause of injury for adults 65 and older? According to the Centers for Disease Control (CDC), one in four older adults falls every year. These falls lead to over 3 million visits to the ER and more than 32,000 deaths. But the good news is, there are steps you can take to help prevent falls!

Outside



Give yourself extra time to get where you are going. Rushing can increase your fall risk.



If going out, dress for the weather, even if you will not be out long.



Always carry a cell phone or personal emergency device.



Wear non-slip footwear, or use cleats.



Point your toes outward and take smaller steps (walk like a duck or penguin).



If you do fall, do not try to get up right away. Call for help and assess for injuries.

In the Home



Dry wet floors.



Remove any throw rugs.



Install and use bars and handrails in high fall areas like the bathroom.



Use a walker or cane for stability.



Do not stand up if you are feeling dizzy or lightheaded.



Have a clear path and remove any tripping hazards.

Taking small steps to stay safe can make a big difference in preventing falls. Stay steady and enjoy your summer with confidence!

Need Assistance: We're Here to Help

Zing has representatives to assist you. Here are a few ways we can help:



Transportation: Schedule, reschedule, or cancel a ride to your doctor or pharmacy.



Pharmacy Issues: Discuss medication problems or copay questions.



OTC/Food/Utility Services: Confirm your balance or check if items are approved for purchase.

QUESTIONS?
Call us today!

866-946-4458 (TTY: 711)
8 a.m. - 8 p.m. Monday - Friday
(April 1 - September 30)
8 a.m. - 8 p.m. 7 days a week
(from October 1 - March 31)

Spring Fun Zone

*Activities to help
keep your mind sharp.*

It's trivia time! Can you answer these questions about spring? If you're stumped, look for the answers on [page 15!](#)

Q1: What is the first day of spring called?

- A) Solstice
- B) Vernal Equinox
- C) Harvest Moon
- D) May Day

Q2: Which flower is traditionally associated with the arrival of spring?

- A) Rose
- B) Daisy
- C) Tulip
- D) Sunflower

Q3: In which month does spring equinox usually occur?

- A) February
- B) March
- C) April
- D) May

Q4: What is the term for a sudden, short burst of snow that sometimes happens in the spring?

- A) Snowstorm
- B) Spring flurry
- C) April blizzard
- D) Frost

Q5: Which bird is often a symbol of spring in many cultures?

- A) Owl
- B) Robin
- C) Eagle
- D) Crow

Q6: What type of tree is known for its beautiful blossoms that appear in spring, often pink or white?

- A) Maple
- B) Oak
- C) Cherry
- D) Pine

Q7: Which of these events is celebrated during the spring season?

- A) Winter Solstice
- B) Easter
- C) Halloween
- D) New Year's Day

Q8: In the Southern Hemisphere, when is the start of spring?

- A) June
- B) September
- C) December
- D) March



NationsBenefits®: Supplemental Benefits Overview

As a valued Zing Health member, you have access to the following supplemental benefits through NationsBenefits®. Your benefit allowance can be used to order the items you need while saving you time and money.

What's included in the program?



Bathroom Safety Devices

NationsBenefits® will administer the Bathroom Safety Devices benefit for eligible members of Zing Health. Members enrolled in plans that offer the benefit will be entitled to receive two devices per benefit year at no out-of-pocket cost.

Members will be able to order online or by phone through NationsBenefits®; orders will be shipped in two days. Some of the eligible products include safety bars, shower mats, bath safety benches, handheld shower head, etc.



Personal Emergency Response Systems (PERS)

NationsBenefits® will administer the PERS benefit for eligible members of Zing Health. Members enrolled in plans that offer the benefit will be entitled to receive one device per benefit year at no out-of-pocket cost.

Members can order by phone through NationsBenefits®; orders will be shipped in two days. Some of the eligible products include an On the Go Mobile Solution, a Wearable Watch and an At-Home Device.

Get Started

Visit **Zing.NationsBenefits.com** or call **877-391-8637 (TTY: 711)** or order by mail through NationsBenefits®. Member Experience Advisors are available 8 a.m. - 8 p.m. local time. Language support services are available free of charge.



Spring Recipe

Seasonal recipes to take the guesswork out of healthy eating!

LUNCH OR DINNER

Spring Vegetable and Bean Salad with Grilled Chicken

Ingredients:

- 1 can (15 oz) of beans (chickpeas, kidney beans, or black beans), drained and rinsed
- 1 bag (12 oz) frozen peas
- 1 cucumber, diced
- 1/2 cup red onion, diced (optional)
- 1 can (14.5 oz) diced tomatoes (drained)
- 1 chicken breast (about 4-6 oz)
- 1/4 cup olive oil
- 2 tbsp lemon juice
- 1 tbsp dried oregano
- 1 tbsp fresh parsley or cilantro (optional)
- Salt and pepper to taste
- 1 tsp garlic powder or fresh garlic (optional)

Directions:

Step 1: Prepare the chicken: Season the chicken breast with salt, pepper, and a bit of olive oil. Grill or pan-cook the chicken for about 6-7 minutes per side, or until fully cooked. Once done, let it rest for a few minutes before slicing it into thin strips.

Step 2: Prepare the peas: Cook the frozen peas according to the package instructions (usually about 3-4 minutes in boiling water). Drain and set aside to cool.

Step 3: Prepare the vegetables: While the peas are cooling, dice the cucumber, red onion, and drain the tomatoes.

Step 4: Combine the ingredients: In a large bowl, combine the beans, cooled peas, diced cucumber, red onion, tomatoes, and sliced grilled chicken.

Step 5: Make the dressing: In a small bowl, whisk together the olive oil, lemon juice, oregano, garlic powder (or fresh garlic), salt, and pepper.

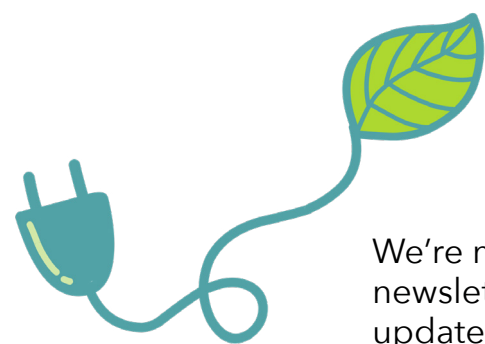
Step 6: Toss the salad: Pour the dressing over the salad ingredients and toss gently to combine.

Step 7: Garnish and serve: If desired, garnish with fresh parsley or cilantro. Serve the salad chilled or at room temperature.

Spring Fun Zone

Answer key

Q1: B; **Q2:** C; **Q3:** B; **Q4:** B; **Q5:** B; **Q6:** C; **Q7:** B; **Q8:** B



We're Going Green. Help Us Save and Give More Back to You!

We're making it easier and greener to stay informed. The *Live AmaZing* newsletter is now online, giving you instant access to health tips, plan updates, and Zing Health news.

If we have your email, you'll receive a direct link in your inbox. No email? You'll still receive a printed copy by mail, but we'd love you to join us in going green. Thanks for supporting the change!

Want to get the newsletter online? [Click here to go green.](#)

Zing Health Wins Senior Choice Gold Award for Medicare Advantage Plans

We are excited to announce that Zing Health has been honored with the prestigious **Senior Choice Gold Award**, presented by HealthMetrix Research for our 2025 Medicare Advantage plans in Detroit and Indianapolis!

This award recognizes the exceptional value, cost-effectiveness, and performance of our Select Care and Elite Select HMO plans, both featuring a \$0 premium and a 3.5-star rating.

In addition, we're proud to announce that our Elite Select HMO in Cook County, IL has been recognized for **Best Part D Value for 90-day Mail Order**, further highlighting the exceptional benefits we offer to our members.

We appreciate your trust in Zing Health and look forward to continuing to serve you!



HOW TO REACH ZING HEALTH:

866-946-4458 (TTY: 711)

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

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MyZingHealth.com