

Live AmaZing

FEEL BETTER, FEEL CONNECTED



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Right Place

Fall Health
Prep Checklist

A NOTE FROM OUR CEO

Dear Zing Health Members,

Summer is here! Longer days and warmer weather make it a great time to focus on your health and enjoy the season.



In this issue, you'll find tips to help you stay cool, hydrated, and active during the summer months. You'll also get expert advice from Dr. Fessenden on how heat can affect heart and kidney health. Plus, learn more about benefits and resources available to support you, including SilverSneakers®, Papa, and the new Zing Health Mobile App.

Whether you're planning a summer trip, spending time outdoors, or relaxing at home, we hope this edition of the *Live AmaZing* member newsletter helps you stay healthy, safe, and connected all summer long.

Warm regards,

Andrew Clifton
Chief Executive Officer



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CONNECT WITH US



Member Services
866-946-4458 (TTY: 711)

Transportation
866-946-4458

OTC, Prepaid Card, and Food
888-628-2770 (TTY: 711)



Create an account on our Member Portal

- 1. Visit MyZingHealth.com.
- 2. Click on **Access Member Portal**.
- 3. Click on **Create New Account**.
- 4. Enter your Zing Member ID, date of birth, and zip code to begin creating your account.





Ask the Doctor: Heat Stress and Chronic Conditions

With Dr. Michael Fessenden, Chief Medical Officer

? Member Question:

"I feel more tired when it's hot outside. How does summer heat affect my heart and kidney health now that I'm over 65?"

👨‍⚕️ Dr. Fessenden:

Feeling more tired in hot weather is common, especially for older adults. As we age, the body has a harder time adjusting to heat. For people over 65, heat can put extra stress on the heart and kidneys. In hot weather, the heart works harder to cool the body. This can raise your heart rate and increase strain on your heart and blood vessels.

Sweating can also lead to dehydration. When this happens, blood flow to the kidneys can drop. This can make it harder for the kidneys to work well.

Some medications for heart disease, blood pressure, or kidney conditions can also affect how the body responds to heat. For example, diuretics can cause the body to lose more fluids.

💡 Tips for Staying Safe in Hot Weather

- Drink water often, even if you are not thirsty
- Stay indoors during the hottest part of the day
- Wear light, loose clothing
- Rest in air-conditioned spaces when possible
- Watch for signs like dizziness, nausea, headache, cramps, or unusual tiredness

Staying Connected to Your Care

Stay in touch with your care team during the summer. Regular check-ins can help you manage your health and medications. As a Zing Health member, you may have access to services like transportation help, care coordination, and telehealth visits. You can also use the **Zing Health Member App** to stay connected.

If you have questions, contact your doctor or Member Services. We are here to help.

Beat the Heat: Hydrating Through Food

Staying hydrated is important in hot weather. This is especially true for older adults and people with conditions like heart disease, high blood pressure, or kidney concerns.

Drinking water is not the only way to stay hydrated. Many foods also contain water and can help your body stay cool and energized. These foods are often affordable and easy to find at your local grocery store.

Hydrating Foods Support Your Health

Water-rich foods help keep you hydrated and support energy during hot weather. They also provide nutrients like fiber, potassium, and vitamins.

Stay Cool Grocery List

Look for these budget-friendly foods next time you shop. Many of these foods are also lower in salt, which can help support healthy blood pressure. If you are eligible for a monthly food benefit, remember to use your Zing Smart Card for purchases.

Fruits	Vegetables	Other
Watermelon	Cucumbers	Low sodium soups or broths
Strawberries	Celery	Plain yogurt
Oranges	Lettuce	Cottage cheese
Grapes	Tomatoes	Oatmeal
Cantaloupe	Zucchini	Frozen fruit for smoothies
Peaches	Bell peppers	

Simple Tips to Stay Hydrated

- Keep cut fruit or vegetables in the refrigerator for easy snacks
- Add cucumber or fruit slices to water for extra flavor
- Choose foods with less salt when possible
- Eat smaller, lighter meals during extremely hot days
- Freeze grapes or watermelon chunks for a refreshing summer treat

Easy Summer Recipe: Cool Cucumber Watermelon Salad

This refreshing recipe is simple, affordable, and packed with hydration.

Ingredients:

- 2 cups of watermelon, cubed
- 1 cucumber, sliced
- 1 tablespoon lime juice
- Fresh mint, if available

Directions:

Combine all ingredients in a bowl and chill before serving. Enjoy as a snack, side dish, or light lunch on warm summer days.



Small choices can make a big difference during the summer months. Staying hydrated through healthy foods can help you feel better and stay energized all season long.

Zing Health is excited to introduce a new partnership with **AristaMD** to help members get faster access to specialty care from the comfort of home.

Through AristaMD, eligible Zing members can connect with board-certified specialists in dermatology, endocrinology, and cardiology. In many cases, members can receive specialty support within a few days instead of waiting weeks or months for an appointment.

AristaMD works together with health plans and primary care providers to help members get specialty care more quickly. The program also helps improve communication between doctors and supports members throughout their care experience.

How it Works

AristaMD makes it easy for members to connect with specialists using a phone, tablet, or computer. Benefits include:

- Faster access to specialty care
- Convenient telehealth visits
- Coordinated care and follow-up support
- Reduced delays in treatment
- Support for chronic and preventive care needs



Questions? To learn more about the program or find out if you may be eligible, contact Member Services at **866-946-4458 (TTY: 711)**.

Summer Fun Zone

Activities to help keep your mind sharp.

Word Scramble

Unscramble the letters to reveal summer-themed words. If you're stumped, look for the answers on [page 11](#)!

1. NURCESSEN _____

2. TAWRE _____

3. NTOAVACI _____

4. YDRHTEA _____

5. TSAHUN _____

6. HDASE _____

7. KLAUW _____

8. CIPNIC _____

9. SLASDNA _____

10. SIRNUES _____

Looking for a refreshing way to stay active this summer? Swimming and water aerobics offer a low-impact way to move that's easy on the joints while supporting strength and stamina¹. Exercising in the pool can be a great option if walking or other activities feel uncomfortable, and it's a fun way to energize your everyday.

Water aerobics and swimming are popular for a reason: exercising in water is low impact and can feel easier on the joints than many land-based workouts¹. Water's buoyancy helps support your body as you move, which can be especially helpful if walking or other activities feel uncomfortable. Plus, aquatic exercise can support physical and mental health¹, making it a strong option for staying active all season long. Ready to get started? Learn more at silversneakers.com/blog/swimming-exercise-2.



If you haven't already, activate your free online account today at SilverSneakers.com/GetStarted.

Find Even More Ways to Move With SilverSneakers®

SilverSneakers is not just a traditional fitness program - it's a way of life. It provides an opportunity to get physically active. Designed specifically for seniors, SilverSneakers is there for you, every step of the way. The best part? It's included in most Zing Health plans at no additional cost*.

With SilverSneakers, You Get Access to:

- A nationwide network of participating locations², with group fitness classes³ at select locations, many including pools
- SilverSneakers LIVE online classes and workshops taught 7 days a week by instructors specially trained in senior fitness
- SilverSneakers On-Demand library with 200+ online workout videos including yoga
- SilverSneakers GO mobile app with digital workout programs
- SilverSneakers Community classes offered in neighborhood locations outside of the gym
- Various articles to help you along your journey

¹ <https://www.health.harvard.edu/healthbeat/advantages-of-water-based-exercise>. ² Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL. ³ Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location. * Benefits vary by plan.

SilverSneakers is a registered trademark of Tivity Health, Inc. The SilverSneakers simplified flair shoe logotype is a trademark of Tivity Health, Inc. © 2026 Tivity Health, Inc. All rights reserved.

Make the Most of Summer with Papa

Longer days and warm weather make summer a good time to stay active and enjoy the outdoors. With Papa, you do not have to do it alone.

Papa Pals are friendly helpers who can support you at home and in the community. They can help with everyday tasks, rides, or simply spending time with you. They help you stay independent, connected, and supported during the summer.



A Helping Hand Right When You Need It

Papa Pals can assist with everyday needs like:

- Transportation to appointments, errands, or community events
- Grocery shopping or prescription pickup
- Light housekeeping
- Meal preparation and healthy meal planning
- Technology support with phones, tablets, or other devices



Enjoy More of What Summer Has To Offer

Papa Pals can also help members enjoy seasonal activities and stay safe during the warmer months by:

- Taking walks or visiting a local park
- Helping with gardening or watering plants
- Spending time outdoors together
- Assisting with preparations for family visits or summer gatherings
- Supporting heat safety during hot weather

Sometimes the best support is simply having someone by your side. Papa Pals are there to listen, help, and provide companionship that can make each day a little brighter. Eligible members may receive up to 60 hours of Papa services each year at no cost*.

Learn More

To learn more or schedule your first visit, call Papa at **888-345-2711** or enroll online at papa.com/member-enrollment.

Vacation Ready: Planning Ahead for a Healthy Summer

Traveling is easier when you plan ahead. Whether you are going on a short trip or a long vacation, a little preparation can help you stay healthy and avoid care disruptions.

Pack Your Medications Before You Go

One of the most important parts of travel planning is making sure you have the medications and health supplies you need for your trip. Before traveling:

- Refill prescriptions early especially if you will be away during your next refill date
- Pack extra medication in case your return is delayed
- Keep medications in your carry-on or personal bag, not checked luggage
- Bring a current list of your prescriptions, over-the-counter medications, vitamins, and supplements

Taking your medications every day as prescribed helps keep chronic conditions under control. Missing doses or running out of medication can increase the risk of serious health problems and unexpected medical visits.

Right Care, Right Place

Getting sick or having a health concern while away from home can feel stressful, but the Emergency Room (ER) is not always the best first step for non-emergency situations. In many cases, you can get the care you need faster through other options.

Before heading to the ER for non-life-threatening concerns consider:



Your doctor's office or after-hours line



The 24/7 nurse advice line (your doctor's office may have one)



Teladoc Health for 24/7 virtual care while traveling or away from home

With **Teladoc Health**, members can connect with board-certified doctors by phone, video, or app. In many cases, they can help treat common non-emergency conditions and may be able to provide prescriptions or refills when appropriate, saving you a trip to urgent care or the ER.

Call **800-835-2362**
or visit **[TeladocHealth.com](https://www.teladoc.com)**
for 24/7 virtual care access.

When the ER Is the Right Choice

Always call 911 or go to the ER immediately for serious or life-threatening symptoms such as:

- Chest pain or trouble breathing
- Signs of a stroke
- Severe bleeding or a serious fall or injury

For everything else, starting with your doctor, nurse advice line, or Teladoc Health can help you get the right care faster and avoid unnecessary ER visits.

A Few Simple Steps Can Make a Big Difference

Before your trip:

- Schedule any needed appointments or follow-up visits
- Review medications with your doctor or pharmacist
- Set medication reminders if your routine will change while traveling
- Save important phone numbers, including your doctor, pharmacy, nurse advice line, and Teladoc Health

Planning ahead helps you avoid gaps in care, reduce stress while traveling, and most importantly, stay out of the ER when it isn't necessary.



Important Contact Information

**Zing Health
Member Services**



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)

Benefits

Part D Rx Drug Questions

833-829-6153

Over-the-Counter (OTC) Items

866-946-4458

Teladoc (TeleHealth benefits)

800-835-2362

24/7 Provider Advice Line

800-835-2362

NationsHearing (Hearing benefits)

877-391-8637

SilverSneakers (Health club membership)

888-423-4632

Liberty Dental (Dental benefits)

866-609-9005

EyeMed (Vision benefits)

866-939-3633

Papa (In-home support)

888-345-2711

MTM (Transportation benefits)

866-946-4458

AristaMD

866-946-4458

GA Foods

866-946-4458



IN CASE OF EMERGENCY DIAL 911

Full Name: _____ PCP Phone: _____

DOB: _____ Specialist Phone: _____

Zing Member ID#: _____ Pharmacy Phone: _____



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[@Myamazinghealth](https://twitter.com/Myamazinghealth)



[MyZingHealth.com](https://www.MyZingHealth.com)

Your Fall Health Prep Checklist

August is **National Immunization Awareness Month**, and it is a good time to prepare for the fall and winter respiratory season.

Taking care of preventive health needs now can help you avoid delays later and stay healthier when illnesses like flu, COVID-19, and respiratory syncytial virus (RSV) become more common in colder months.

For older adults and people with chronic conditions, staying up-to-date on vaccines and preventive care is especially important. It can help reduce the risk of serious illness, hospitalization, and complications.

Why Planning Ahead Matters

Early preparation can help reduce stress. It can also improve access to appointments. It may also give you more peace of mind heading into fall and winter.

A few simple steps now can make a big difference later. Use August as your reminder to check in on your health. This can help you prepare for a healthier fall season.



Fall Health Prep Checklist

-  **Schedule Your Annual Wellness Visit**
Your annual wellness visit is an important opportunity to review your overall health, discuss any concerns, and create a preventive care plan with your provider. Zing Health members can also earn **\$65 in Healthy Rewards*** for completing their annual wellness exam.

-  **Talk With Your Doctor About Recommended Vaccines**
Ask your doctor which vaccines are right for you. This will depend on your age, health conditions, and medical history.

-  **Complete Overdue Preventive Care and Screenings**
Preventive screenings and routine care can help identify health concerns early and keep you on track with your care plan. Zing Health members can earn an additional **\$20 in Healthy Rewards*** per approved screening.

-  **Review and Refill Prescriptions**
Check your medications, refill prescriptions early, and make sure you have what you need before the fall season becomes busier.

-  **Schedule Appointments Before Fall Demand Increases**
Many providers and pharmacies become busier during respiratory virus season. Scheduling vaccine appointments early may help you avoid longer wait times.

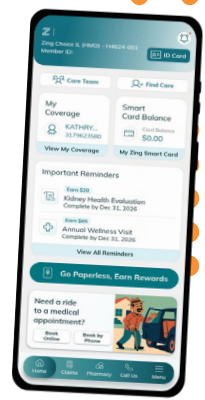
-  **Update Your Personal Health Information**
Make sure your provider has your current contact information, preferred pharmacy, and updated medication list.

¹⁰ * Max rewards earned in the calendar year cannot exceed \$145. If any combination of rewardable activities are completed during the calendar year, only up to the first \$145 will be rewarded.

Introducing the Zing Health Mobile App and New Member Portal!

Your Zing Health Plan Just Got Easier to Manage

Big news! Managing your Zing Health benefits is now easier, faster, and more convenient with the new **Zing Health Mobile App** and **new Member Portal**. Whether you're at home or on the go, the app puts your health plan right in the palm of your hand, giving you quick access to the tools and information you use most.



Getting Started is Easy

Zing Health Mobile App:

Download the app by scanning the QR code:



OR

1. Open the App Store or Google Play on your smartphone.
2. From Google Play search "Zing Health Member App", from the Apple Store search "myZingHealth"
3. Download the app and follow the steps to create your account.

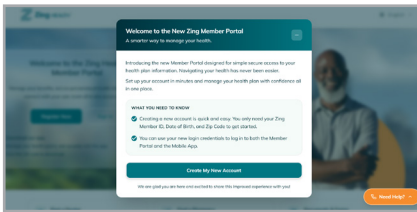


In the app and new portal, you can:

- View your plan coverage details and max out-of-pocket amount
- Access current and past coverage information
- View and print your member ID card
- Learn more about Zing Health Rewards
- Find doctors, pharmacies, and care options nearby
- Track claims and access helpful resources
- Connect with your care team
- Schedule transportation services (if included in your plan)
- Access information in both English and Spanish

You can also visit the member portal for detailed plan information. **Zing Health Member Portal:**

Visit member.myzinghealth.com



That's it! In just a few minutes, you'll have easy access to your Zing Health plan anytime, anywhere.

Need help getting started?

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

Summer Fun Zone

Answer key

- | | |
|--------------|-------------|
| 1. SUNSCREEN | 6. SHADE |
| 2. WATER | 7. WALK |
| 3. VACATION | 8. PICNIC |
| 4. HYDRATE | 9. SANDALS |
| 5. SUNHAT | 10. SUNRISE |





Go Paperless!

Going paperless is one of the easiest ways to simplify your life while protecting the environment. By switching to digital documents, you can:

- ✓ Reduce physical paper clutter
- ✓ Lower your environmental impact by saving paper
- ✓ Access documents anytime, anywhere
- ✓ Save time by eliminating mail sorting
- ✓ Keep information secure and organized digitally

Visit tinyurl.com/79mmvref or scan the QR code to receive emails, forms and member portal communications digitally. It's an easier and greener way to stay informed!



GO GREEN

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