

Live AmaZing

FEEL BETTER, FEEL CONNECTED



In This Issue:

Screening for
Better Health

Your Benefits:
Anytime, Anywhere

Looking Ahead:
Know What's
Changing



A NOTE FROM OUR CEO

As we head into fall, I'm excited to share this issue of Live AmaZing with you. This time of year is a good time to check in on your health, make the most of your Zing Health benefits and prepare for the year ahead.

Inside, you'll find helpful reminders and resources, from staying on top of preventive care and your medications to making the most of benefits like Papa Pals, SilverSneakers and your OTC benefit. We're also looking ahead to 2027, with important information about your Annual Notice of Changes (ANOC), pharmacy benefits, and Low-Income Subsidy (LIS) or Extra Help.

Most importantly, take a little time for yourself this season. Schedule a checkup, get your flu shot or take care of a health appointment you've been putting off. Small steps can go a long way toward keeping you healthy and feeling your best.

Thank you for being part of the Zing Health family. We're proud to be here to support you every step of the way.

Wishing you a healthy and happy fall,
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)

Appointment Scheduling

866-853-7555



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.



MyZingHealth.com



Facebook.com/MyZingHealth

Your Benefits: Anytime, Anywhere

Stay connected to your Zing Health plan through the member portal or member app. Both give you convenient access to important information and tools to help you manage your benefits.

Access Your Member Portal

The Zing Health Member Portal gives you easy online access to your plan information from your computer, tablet, or smartphone.

Visit member.myzinghealth.com and follow the prompts to create your account or sign in and start managing your benefits online.

Download the Zing Health Member App

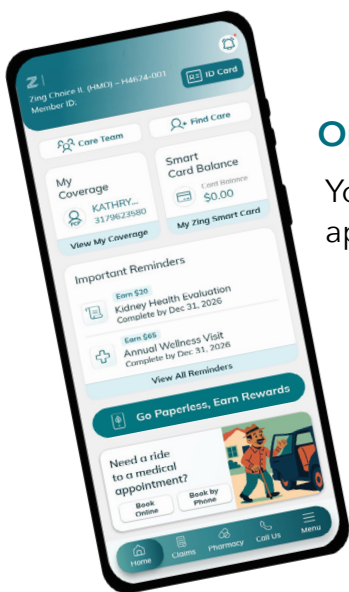
Prefer to manage your benefits from your smartphone? Download the member app for convenience access on the go.

Scan the QR code



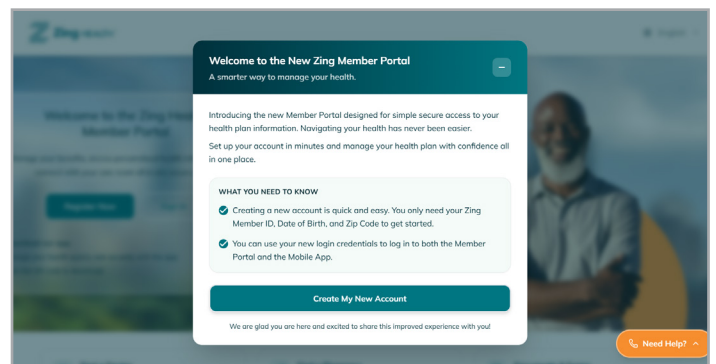
OR

1. Open the App Store or Google Play on your smartphone.
2. In the Google Play store, search "Zing Health Member App". In the Apple Store search "myZingHealth"
3. Download the app and open it from your phone's home screen.
4. Follow the steps to create your account.



With the member portal and app, 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



One Account, Two Ways to Connect

Your username and password are the same for the member portal and member app, so you can use the same login information for both.

Need help getting started?

If you need help creating your account, signing in, or using the portal or app, call Member Services at **866-946-4458 (TTY: 711)**.

Small Steps, Big Impact

As the days get shorter and colder, it's tempting to put off the appointment, skip the flu shot, or let a follow-up visit slide. But small steps now can make a real difference in how you feel this winter. With Papa, you don't have to take those steps alone.

Papa Pals are friendly, reliable companions who help you follow through on the things that keep you healthy, and who are there for the everyday moments, too. Whether it's getting to a flu shot or just having company on a quiet afternoon, your Papa Pal is there for you.



Support for Your Health

Papa Pals can help you stay on top of your health by:

- Providing transportation to and from flu shots, screenings, or check-ups
- Picking up prescriptions and helping you stay on schedule
- Helping you get to the grocery store and plan healthy meal options
- Joining in on a new exercise routine or activity



Support for Everyday Life

Your Papa Pal is also there for moments that make the season easier:

- Tidying up before guests arrive and other light house help
- Transitioning your closet for the colder months ahead
- Sitting down for a warm meal and good conversation
- Decorating or baking for the holidays

Staying healthy is easier when you have someone by your side. Papa Pals aren't just helpers; they're people who care, and who help you follow through on the things that matter for your health. Members receive up to 60 hours of help each year at no cost, making it easier to stay on top of your health and feel supported at home.

To learn more or schedule your first visit, call Papa at **888-345-2711 (TTY: 711)**, or enroll online at app.papa.com/member-enrollment.

Stay Connected With Zing Health



Want more health and wellness tips between newsletters?

Follow Zing on social media!

We share helpful information, healthy living tips, benefit reminders, and more to help you make the most of your health and your Zing benefits.



on Facebook [@myzinghealth](https://www.facebook.com/myzinghealth)



on X [@myamazinghealth](https://twitter.com/myamazinghealth)



on Instagram [@myamazinghealth](https://www.instagram.com/myamazinghealth)

Follow along. Stay informed. Stay amaZING!



Screening for Better Health

October is National Breast Cancer Awareness Month, making it a good time to check in on your breast health. Breast cancer does not always cause noticeable symptoms, which is why recommended screenings are so important. Mammograms can help find breast cancer early, sometimes before you can feel a lump or notice a change. While a lump can be a sign of breast cancer, other changes can happen, too. Many breast changes are not cancer, but any new or unusual change is worth discussing with your doctor.

KNOW WHAT TO LOOK FOR

Changes in Skin:

Dimpling, puckering, redness, or skin that looks or feels different

Changes in Size or Shape:

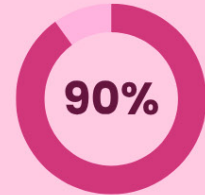
New swelling or a change in the size or shape of one breast

Nipple Changes:

A nipple that turns inward, or unusual discharge, crusting, or scaling

New Lump or Swelling:

In the breast, underarm, or near the collarbone



Over 90% survival rate if detected at an early stage



WHEN SHOULD YOU GET A MAMMOGRAM?

Talk with your doctor about the breast cancer screening schedule that's right for you based on your age, health history, and risk factors. If you're due for a mammogram, don't put it off. Regular screening can help find breast cancer early, when it may be easier to treat.



NEED HELP SCHEDULING?

Making an appointment is easy. You can contact a participating imaging center directly or call the Zing Health Appointment Scheduling Line at **866-853-7555 (TTY: 711)**. We can help you find a participating provider and schedule an appointment.



You may also have transportation benefits for plan-approved medical appointments. Check your Evidence of Coverage for details about your plan's transportation benefit.

EARN \$20 IN HEALTHY REWARDS

Completing your annual mammogram can also earn you **\$20** in Healthy Rewards, loaded directly onto your Zing Smart Card. You can use your reward for eligible healthy groceries, utility bills, or over the counter essentials.

MYTH

Only women can get breast cancer.

FACT

Breast cancer can affect men as well as women. Men should talk with their doctor if they notice a new lump or swelling in the breast or underarm, a change in the nipple, nipple discharge or changes to the skin around the breast.

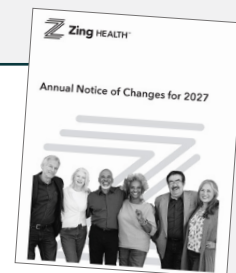


Looking Ahead: Know What's Changing

The new plan year is just around the corner. Annual Enrollment Period (AEP) is October 15 through December 7, giving you an opportunity to review your coverage and make changes for 2027. Take a few minutes to review your plan materials and make sure you understand what's changing.

1 Review Your Annual Notice of Changes (ANOC)

Your Annual Notice of Changes (ANOC) explains important updates to your plan and benefits for 2027. You should have received your ANOC by September 30. If you have not received your ANOC please call our Member Services team.



Be sure to read your ANOC carefully. There may be changes to your benefits, costs, or coverage for the coming year. If you have not received your ANOC or have questions about any of the changes, call Member Services at the number on the back of your member ID card.

2 Check Your Pharmacy Benefits

Your prescription drug benefits and pharmacy coverage can change from year to year. Review your 2027 plan materials, including your formulary and pharmacy information, to see if your medication costs or pharmacy network are changing.

Have questions about your medications or prescription drug coverage? Call the Zing Health Pharmacy Team at **833-829-6153**.

Fall Fun Zone

*Activities to help keep
your mind sharp.*

Can you find all of the listed words in the puzzle on the next page?

If you're stumped, look on [page 10](#) for the answers!

AUTUMN
CHESTNUTS
CORN
FALL
HARVEST
LEAVES
NOVEMBER

PUMPKIN
RAINCOAT
SCARECROW
SEASON
RAKE
REAP
PINECONE

3

Protect Your Extra Help (LIS) Benefits

If you receive Extra Help, also called Low-Income Subsidy (LIS), it helps lower what you pay for Medicare Part D prescription drugs, including your premium, deductible, and prescription copays. For many members, Extra Help can save hundreds of dollars each year.

Your Extra Help eligibility is reviewed each year. For 2027, Social Security may review your income and other information to determine whether you continue to qualify. Your Extra Help could stay the same, change, or end.

What Should You Do?



Watch your mail. Social Security or Medicare may send you a notice about your Extra Help status.



Read the notice carefully. It will explain whether your Extra Help is continuing, changing or ending and whether you need to take action.



Respond by the deadline. If you're asked to provide information, respond by the date listed in your notice to help avoid losing your Extra Help.



Don't assume you no longer qualify. If your Extra Help is ending, you may still be eligible based on your current income and resources. You can apply again at any time.

Have additional questions? Reach out to Zing Member Services.

866-946-4458 (TTY: 711)

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

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

Don't leave money on the table. Take a few minutes to review your Extra Help notice to avoid paying higher costs for your premiums and drugs. Know what to expect for 2027.

Need to apply or reapply?

Extra Help is free to apply for.



Online: ssa.gov/extrahelp



By phone: Call Social Security at 800-772-1213 (TTY 800-325-0778), Monday-Friday



In person: Visit your local Social Security office

O	X	C	F	L	B	T	C	D	I	L	J	J	P	H
D	P	S	Z	Z	S	B	C	U	D	V	W	B	U	D
U	G	C	U	E	I	P	H	T	Y	B	F	B	T	L
W	V	A	V	U	D	U	E	X	B	Q	V	M	L	Q
A	M	R	Z	D	F	M	S	A	J	K	O	A	S	I
C	A	E	K	J	K	P	T	E	Q	C	F	A	N	C
H	D	C	W	L	O	K	N	K	Y	P	J	N	O	N
U	L	R	Z	Y	E	I	U	B	F	I	F	U	V	A
Z	L	O	L	C	O	N	T	I	W	N	F	N	E	A
P	E	W	R	F	Z	T	S	T	I	E	Q	G	M	U
R	A	K	E	J	G	M	S	M	I	C	J	R	B	T
H	V	A	Z	C	H	R	K	M	Z	O	X	R	E	U
M	E	E	U	S	E	A	S	O	N	N	C	E	R	M
U	S	C	O	R	N	F	N	V	C	E	T	A	H	N
Z	R	E	I	R	A	I	N	C	O	A	T	P	S	K



Fall Recipe: Pumpkin Spice Crisp

The Pumpkin Base:

- 1 can (15 oz) 100% pure pumpkin puree
- 1/2 cup milk
- 1 large egg
- 2 tablespoons maple syrup
- 1 teaspoon pumpkin pie spice

The Crispy Topping:

- 1 cup rolled oats
- 1/4 cup chopped pecans or walnuts
- 1 teaspoon cinnamon
- 2 tablespoons coconut oil or melted butter

Directions:

1. **Prep:** Preheat your oven to 350°F and lightly grease an 8x8-inch baking dish.
2. **Make the Base:** In a bowl, whisk together the pumpkin puree, milk, egg, maple syrup, and pumpkin pie spice until completely smooth. Pour it into the bottom of your baking dish.
3. **Mix the Topping:** In a separate small bowl, stir the oats, chopped nuts, cinnamon, and melted coconut oil (or butter) together until the oats look damp and crumbly.
4. **Layer:** Sprinkle the oat topping evenly over the pumpkin layer.
5. **Bake:** Bake for 30 to 35 minutes until the pumpkin base is set and the oat topping is golden brown and crunchy. Let it cool slightly before scooping!



More Seasonal Recipes with SilverSneakers®

Heading into the fall, did you know that the SilverSneakers® Fitness Program offers you so much more than exercise?

Check out some additional health fall recipes here:

- silversneakers.com/blog/in-the-kitchen-fall-flavors/
- silversneakers.com/blog/healthy-halloween-treats-fun-spins-on-traditional-fall-favorites/

Looking for more healthy recipes?

Keep an eye on the SilverSneakers® LIVE schedule for *In the Kitchen* events, where they showcase simple, satisfying meals designed with you in mind during a live class.



Ask the Doctor: Staying Steady on Your Feet This Fall



With Dr. Michael Fessenden, Chief Medical Officer

? Member Question:

"Fall leaves are beautiful, but I am nervous about slipping on wet sidewalks or uneven ground outside. How can I protect myself and avoid a bad fall this season?"

👨 Dr. Fessenden:

This is a fantastic question. Falling is not an inevitable part of getting older, but fall does bring unique hazards like slippery wet leaves, hidden puddles, and early morning frost. Taking a few proactive steps right now can drastically reduce your risk of a slip and keep you moving confidently.

💡 Quick Tips for Outdoor Safety

- **Check Your Soles:** Inspect your favorite shoes. Pick footwear with deep rubber grooves that grip the ground, and retire any shoes with smooth, worn-out bottoms.
- **Take the Safe Path:** Avoid cutting across grassy lawns or leaf-covered driveways. Stick to cleared, well-lit sidewalks, even if it takes a few extra steps.
- **Master the "Penguin Walk":** When walking across a surface that looks slick or damp, bend your knees slightly, point your feet out a bit, and take short, flat-footed steps.

Care from the Comfort of Home

You don't always need to leave home to get the care you need. Your plan gives you access to virtual care through Teladoc, including 24/7 virtual urgent care, visits with board-certified doctors, behavioral health services and a 24/7 provider advice line for primary and urgent care needs. Call Teladoc at **800-835-2362**.

You can also connect virtually with specialists through AristaMD, with access to specialty care such as endocrinology, cardiology, nephrology and more. Call AristaMD at **866-853-7555**.

And when weather or other circumstances make getting to the pharmacy difficult, mail order and home delivery can help you get your medications without a trip to the pharmacy. Many local pharmacies also offer home delivery at no additional cost.

Build Your Balance for Free: Use your free fitness benefit to join the SilverSneakers® Stability Exercises Education for Seniors class. This thoughtful, 12-week fall prevention program is built specifically for older adults to enhance daily stability. To get started, simply visit [SilverSneakers.com](https://www.silversneakers.com) to log in or create your free account, then search for the program under their online class schedules!

Need an Appointment to See your PCP or Other Provider? Let us do the Work for You!

Making a doctor's appointment doesn't have to be complicated. The Zing Health Appointment Scheduling Line can call your provider on your behalf and schedule an appointment for you at a time that's convenient.

Whether you need a routine checkup, follow-up visit, or specialist appointment, give us a call.



Appointment Scheduling Line
866-853-7555 (TTY: 711)

Let us help make getting the care you need a little easier.



Fall Fun Zone

Answer key



The seasons are changing, and fall is a good time to pause and check in with yourself. Take a few minutes to think about what you need to stay healthy, feel your best, and head into the cooler months prepared.

Have you gotten your flu shot?

If not, make a plan to get one. Talk with your doctor or pharmacist about getting your flu shot and protect yourself this season.

Are you staying on track with your medications?

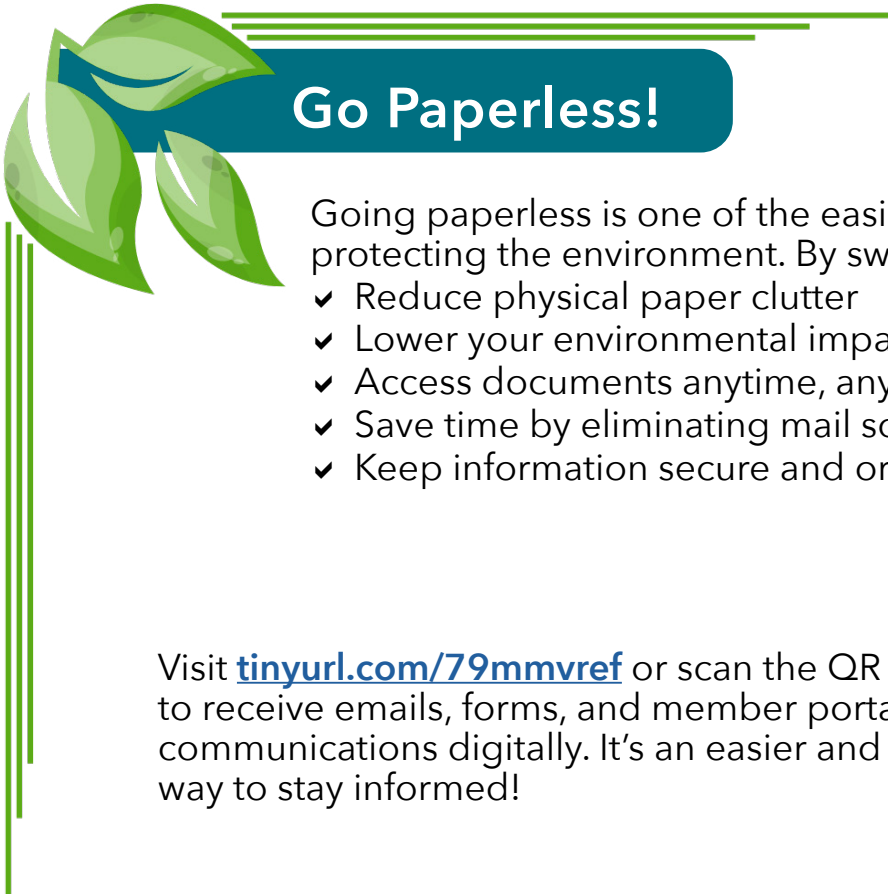
Make sure you have the medications you need and are taking them as prescribed. If you have questions about your medications, need help with a refill or want to talk with someone about your pharmacy benefits, call the Zing Health Pharmacy Team at **833-829-6153**.

Have you checked your OTC benefit?

Take a look at your available over the counter benefit on your Zing Smart Card and see if there are eligible OTC medications or health-related products you need. Zing can help you make the most of your OTC benefit. Call **866-946-4458 (TTY: 711)** for help.

Do you need a little extra support?

Your Papa Pal can help make everyday tasks a little easier, including getting to appointments, picking up prescriptions, grocery shopping and staying active. Call Papa at **888-345-2711** to learn more.



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