

Live Amazing

FEEL BETTER, FEEL CONNECTED



In This Issue: Understanding Your 2026 Benefits

Winter Wellness

Tech Tips

Dear Members,

Happy New Year! I hope 2026 is off to a great start for you and your loved ones.

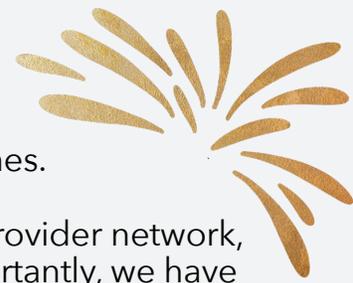
Looking back, I'm proud of what Zing accomplished in 2025. We grew our provider network, and expanded programs to help you stay on track with your care. Most importantly, we have supported you in managing chronic conditions and staying engaged in your health every day.

As we move into 2026, I'm excited about what's ahead. In this edition of our Live AmaZing, you'll find helpful tools and reminders, like scheduling your Annual Wellness Visit, getting your free flu shot, checking out our new provider partners, and using your supplemental benefits. These are all ways to help you stay healthy and supported throughout the year.

By now, you should have received information about your 2026 plan. I encourage you to review these documents to make the most of your coverage. If you have any questions, please don't hesitate to contact Member Services.

Thank you for being part of Zing Health and trusting us with your care.

Dr. Michael Fessenden M.D.
Chief Medical Officer



**Yes!
Go paperless.**

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Or scan
the QR code



CONNECT WITH US



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

Transportation
866-946-4458 Opt. 1

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



**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?"



MyZingHealth.com



Facebook.com/MyZingHealth

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Your Zing Smart Card: All Your Benefits in One Place

Your prepaid debit card now has a new name: the **Zing Smart Card**! It makes using your benefits and monetary rewards easy. Funds are automatically added to your card from:

- Monthly over-the-counter allowance
- Quarterly Special Supplemental Benefits for the Chronically Ill (SSBCI), if you qualify
- Healthy Rewards when you complete your annual wellness visit or preventive screenings

Use your Zing Smart Card for approved items and services like:

- Groceries to keep your meals healthy and balanced
- Utilities to help with essential home bills
- Over-the-counter items for cold, flu, and everyday health needs
- Dental visits and care
- Vision care, including glasses or contacts.



TIP: If you have dental, vision, or hearing benefits with your Zing plan, use your Zing Health ID Card before your Smart Card.

Every plan has different benefits. Check your Evidence of Coverage (EOC) to see specific plan details.

Understanding Your 2026 Benefits

Whether you are new to Zing Health or have renewed your membership, we are excited to help you make the most of your benefits in 2026. Here is what you need to know to access your plan and stay informed about updates.

New Members

You should have received a Welcome Kit in the mail. Inside, you will find details about your plan features, important contact information, information about your supplemental benefits, and much more!

Existing Members

Last Fall, you received an Annual Notice of Change (ANOC). This letter explains what's different about your plan in 2026. Each year, updates may include changes to coverage, copay amounts, and extra benefits. Review your ANOC to ensure you know what's new, so there are no surprises when you use your benefits.



Accessing Plan Documents

You can view and print your plan documents anytime online at:

myzinghealth.com/member/documents.

Accessing Personal Documents

You can access your personal documents, such as Explanation of Benefits (EOB) by logging in to your member portal at:

memberportal.myzinghealth.com/account/zing/splash-page.

Quick Tips for Using your Member Portal

Getting started with your Member Portal is simple. Here's how:

1. Go to the portal: memberportal.myzinghealth.com
2. New to the portal? Click "Need to Register as a New User?"
3. Have this information ready:
 - Name as it appears on your ID card
 - Zing Health ID number
 - Date of birth
 - A valid email address
4. Follow the steps: Create your account, complete two-factor verification, and set your password.
5. Need help? Click "Need More Information" for guidance or call Member Services at **866-946-4458 (TTY: 711)**.

Once you're in the portal, you can access the:

- **Coverage Center:** See your plan details, max out-of-pocket amount, and current or past coverage. You can also view and print your Zing Health ID card.
- **Claims Center:** Track your claims, see what services were covered, what the plan paid, and what you may owe. You can also view annual spending and download monthly Explanation of Benefits (EOB) statements.
- **Resource Center:** Find information on Zing Health Rewards, mail-order pharmacy instructions, and the Appoint a Representative form.



It's your one-stop spot to manage your health from anywhere, anytime!



The Zing Mobile App is Coming This Spring

Soon, taking charge of your health will be even easier. With the new Zing Mobile App, you'll be able to:

- View your benefits, ID cards, and claims
- Book transportation
- Receive important reminders and alerts
- Explore reward opportunities
- Access providers, pharmacies, and care
- Stay connected to your health from anywhere

Stay tuned.
More details coming soon!



Make 2026 Your Healthiest Year Yet

A new year is the perfect time to focus on your health and well-being. Small steps can make a big difference! You can earn up to **\$145 in Healthy Rewards** just for taking care of your health! When you complete eligible check-ups and screenings, rewards are automatically loaded to your Zing Smart Card. It's our way of saying thank you for putting your health first.

Start with Your Annual Wellness Visit (AWV)

Your Annual Wellness Visit is one of the most important ways to stay on top of your health, and it's covered with a \$0 copay. During this visit, your primary care provider will review your medications, talk through any concerns, and help you plan for the year ahead. When you complete your visit, you will earn a **\$65 Healthy Reward**.



Stay Up-to-Date on Preventive Screenings

Preventive screenings help catch health issues early, often before you feel sick, when they are easier to treat. Many of these screenings have a \$0 copay, and when you complete them, you can earn a **\$20 Healthy Reward**. Your doctor may recommend:



Mammogram: Stay proactive with a breast cancer screening every two years.



Colorectal Cancer Screening: Early detection makes treatment easier. Talk with your doctor about the best testing option that's right for you.



Digital Retinal Eye Exam: Protect your vision with this important eye exam for members with diabetes.



Kidney Evaluation: Annual testing helps detect kidney issues in diabetics early and prevent complications.

Protect Yourself with Vaccines

Stay healthy this season by getting your **FREE flu shot** and checking if you need any other vaccines. You can get your flu shot at any in-network pharmacy or your doctor, whenever it's convenient. Vaccines help protect you and those around you from serious illness. If you need help scheduling your flu shot or have questions, call Member Services at **866-946-4458 (TTY: 711)**.



Review and Manage Your Medications



Staying organized with your medications is key to good health. Each year, review your prescriptions with your doctor to be sure they're still right for you.

Zing Health has partnered with **AdhereHealth** to offer free, one-on-one medication support. They can help with things like missed refills, confusing instructions, or trouble getting to appointments. If you receive a call or text from AdhereHealth, it's part of your Zing benefits and costs you nothing. Their care team is here to help. Learn more in the **Network News section on [page 12](#)**.

We can also help make managing medications easier, with support like transportation to the pharmacy, home delivery, 90-day supplies, and same-day refills for many prescriptions just call member services for support.

Keep Moving in Ways that Work for You



Aim for 150 minutes of moderate activity each week, that's only 20 minutes a day! A short walk, stretching, gardening, or light exercises at home all count. Many Zing plans include **SilverSneakers®** at no additional cost, giving you access to local gyms, online classes and workshops, on-demand workout videos, and a mobile app you can use at home. Check your plan details to see if this benefit is included. If you're not sure what type of activity is right for you, your doctor can help you find an exercise plan that fits your needs.



Check out the Apps and Portals Quick Reference Guide to see how each partner can help and where to go to use your benefits.



Take advantage of your benefits, stay proactive, start earning those rewards, and make 2026 your healthiest year yet!

Winter Wellness: Special Benefits to Keep You Healthy This Season

Cold weather can bring extra challenges, but you don't have to manage them alone. Your Zing Health benefits are designed to support your health and well-being throughout the winter months. Here are some simple ways your Zing plan can help.

Stay Connected to Your Care with Transportation

MTM Don't let snow, icy roads, or cold weather keep you from your doctor. If you have an HMO plan, Zing Health provides free rides to plan-approved medical appointments through our partner, **Medical Transportation Management (MTM)**.

You can schedule rides 24/7 via the MTM call center or mobile app, up to 90 days in advance. MTM will connect you with the best transportation provider based on your needs, location, and appointment time. You may even be able to stop at the pharmacy to pick up medications before heading home.

See Your Doctor Without Leaving Home

TELADOC You don't have to leave home to get care. Zing members can use **Teladoc virtual visits** to see a doctor anytime, from your phone, tablet, or computer.

Teladoc doctors are available 24/7. They can help with colds, the flu, minor illnesses, or questions about chronic conditions. They can give advice, prescribe medications, and help you decide if an in-person visit is needed. It's perfect for evenings, weekends, or when getting to a clinic is hard. This can help you avoid unnecessary ER trips and give peace of mind.

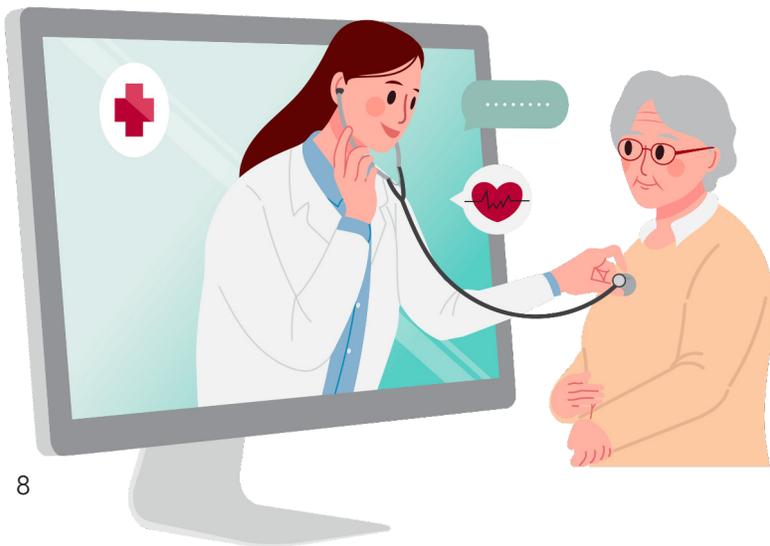
Starting January 1, 2026, Teladoc will offer even more ways to support your health:

- **24/7 Advice Line** - get answers anytime
- **Regular and Urgent Telehealth Visits** - talk to a doctor from home
- **Behavioral Health Program** - support for your mental and emotional well-being

Check the back of your Zing Health ID card for the Teladoc number. Start using this convenient service today.

Stay healthy, stay independent, and get care when you need it!

 See your Evidence of Coverage (EOC) for plan-specific details.



Stock up on Cold and Flu Essentials

During cold and flu season, it's important to have the essentials on hand. Starting in 2026, your Zing plan may include a monthly over-the-counter (OTC) allowance to help you pay for eligible health and wellness items. This allowance is loaded each month onto your Zing Smart Card and can be used at more than 35,000 locations, as well as online, by phone, or through mail order, with free delivery on catalog items, including groceries. Your monthly allowance amount depends on your plan, so check your plan materials or call Member Services to learn what's included and how to use your benefit. Using your OTC allowance each month can help you stay prepared and supported throughout the year.

Stay Warm with Utility Assistance

If heating bills are making it hard to stay warm, help may be available. Members who qualify for Special Supplemental Benefits for the Chronically Ill (SSBCI) can use their monthly allowance to help pay electric and utility bills. This benefit is designed to support members with certain chronic conditions who qualify and need extra help staying safe and comfortable at home. Eligibility is not automatic, and this benefit is not available to all members. To see if you qualify and to learn how it works, please call Zing Member Services. We're here to help you understand your benefits and find the support that's right for you.



Get Medications by Mail

 Don't let a winter storm leave you without your medicine. With Zing Health's mail-order pharmacy through **CVS**, you can get up to a 100-day supply delivered directly to your home. This is perfect for medications you take regularly, like those for blood pressure, diabetes, or cholesterol. Mail order can save you trips to the pharmacy, lower your copays, and help you stay on track with your health, no matter what the season brings.

To get started, ask your doctor for a 3-month prescription, then call Member Services or CVS directly at **833-829-6153**. With this benefit, you can stay healthy and worry less about running out of your medications.

Extra Support at Home with Papa Pals



We know managing your health at home can sometimes feel overwhelming. That's why Zing Health offers **Papa Pals**, a service that brings friendly, professional caregivers right to your door. All the Pals have completed background checks and are here to lend a hand with things like:

- Getting to appointments, tests, or treatments
- Picking up medications
- Light housekeeping
- Grocery shopping and meal prep
- Everyday tasks that make life easier

Beyond the practical help, Papa Pals also provide companionship, making it easier to stay on top of your health and feel supported every day. Members receive up to 30 hours of help each year at no cost. Papa Pals is here to make living with chronic conditions more manageable.

Tech Tips for Staying Connected with Your Zing Health Benefits

Technology can make managing your benefits easier. The fastest way to view your information and documents is online, using an app or member portal. This helps make sure your information is up to date right away. It also helps reduce paper waste. You can choose paperless delivery and receive your newsletter and other documents digitally. Just scan the QR code.



Did you know that over 77% of adults aged 50 and older now use the internet regularly and more than 60% of seniors own a smartphone?* Technology is helping people just like you stay connected to their health, families, and communities, even during winter storms or when traveling.

We know technology can feel tricky, so here's a friendly guide to help you understand the basics.

What's the Difference: App, Website, and Portal?



App

An app is a small program you download on your phone or tablet. Apps are often easier to use on a mobile device and can send alerts or reminders straight to you.

Website

A website is a page you visit online. You can read information, view documents, and print anything you need.

For Zing Health, you can visit our website at myzinghealth.com.

Portal

A portal is your private online space. You log in with a username and password to see personal information like your claims, plan documents, or rewards.

Access your Zing Health Member Portal at memberportal.myzinghealth.com.

*[pewresearch.org/short-reads/2022/01/13/share-of-those-65-and-older-who-are-tech-users-has-grown-in-the-past-decade/](https://www.pewresearch.org/short-reads/2022/01/13/share-of-those-65-and-older-who-are-tech-users-has-grown-in-the-past-decade/)



TIP: You may need a different app depending on your device, Apple (iPhone/iPad) and Android (Samsung, Google, etc.) devices each have their own app stores.



How to Use QR Codes

You might see a square barcode called a QR code in emails, newsletters, or posters. QR codes are a quick way to get to websites or apps without typing a long web address. Here's how to use them:

1. Open the camera on your smartphone.
2. Point it at the QR code.
3. Tap the link that appears.



It's simple, fast, and helps you connect to your benefits in just a few taps.



Why Going Digital is a Good Idea

- » **Access Anytime:** View your benefits, claims, and documents from home – no need to wait for mail.
- » **Stay Up-to-Date:** See real-time updates about your plan, rewards, and appointments.
- » **Paperless Option:** Help the environment and reduce clutter by choosing digital delivery. Did you know that going paperless could save millions of pounds of paper every year?
- » **Quick Access:** Get to your favorite features faster with apps or online portals.

You're Not Alone!

Taking a little time to learn these tech basics can make managing your health easier, faster, and safer, all while keeping you connected to your Zing Health benefits. If you ever feel stuck, our Member Services team is here to guide you step by step. Call **866-946-4458 (TTY: 711)** for help.

Network News: Introducing our New Care Partners Supporting You!

Staying healthy is easier when you have the right support. This year, we've added new partners and expanded services to help you feel your best every step of the way. From managing medications to senior-focused primary care, these partners give you more tools, guidance, and resources for your health journey.



AdhereHealth™
ADHERENCE RESOLVED

AdhereHealth - Medication Support Made Simple

AdhereHealth helps remove common barriers that can get in the way of good health—missed refills, confusing instructions, or trouble getting to appointments. Their friendly clinical team works directly with members to:

- Understand your medications and manage side effects
- Stay on track with refills and appointments
- Connect with your doctor or pharmacy for better care
- Arrange transportation to doctor visits or pick up prescriptions
- Access local programs and helpful resources



Free for Zing Health Members

Calls or texts from AdhereHealth are part of your benefits and are at no cost to you. If you'd like to connect, call **(855) 561-5660** or visit adherehealth.com/who-we-serve/ to learn more.



CenterWell: Senior-Focused Primary Care in Indiana

CenterWell Senior Primary Care™ offers more time, personalized attention, and a team that works together for your well-being. Here's what they provide:

- Personalized care plans tailored to your health needs
- Coordinated care with doctors, nurses, and specialists working together
- Longer doctor visits to fully discuss your health
- Senior-focused services including preventive care and chronic condition support
- Help staying on track with appointments, medications, and follow-ups

With CenterWell, you have a team dedicated to helping you feel your best every day.



Empassion: Extra Support When You Need it

Empassion provides palliative and hospice care for members and their families, helping you feel comfortable, informed, and cared for. They offer:

- In-home support for care and guidance at home
- Symptom relief for pain, fatigue, and other symptoms
- Care coordination to help you understand your condition and work with your care team
- Hospice support when appropriate for a smooth, timely transition

Empassion focuses on improving quality of life, offering compassionate care, and reliable support when it matters most.

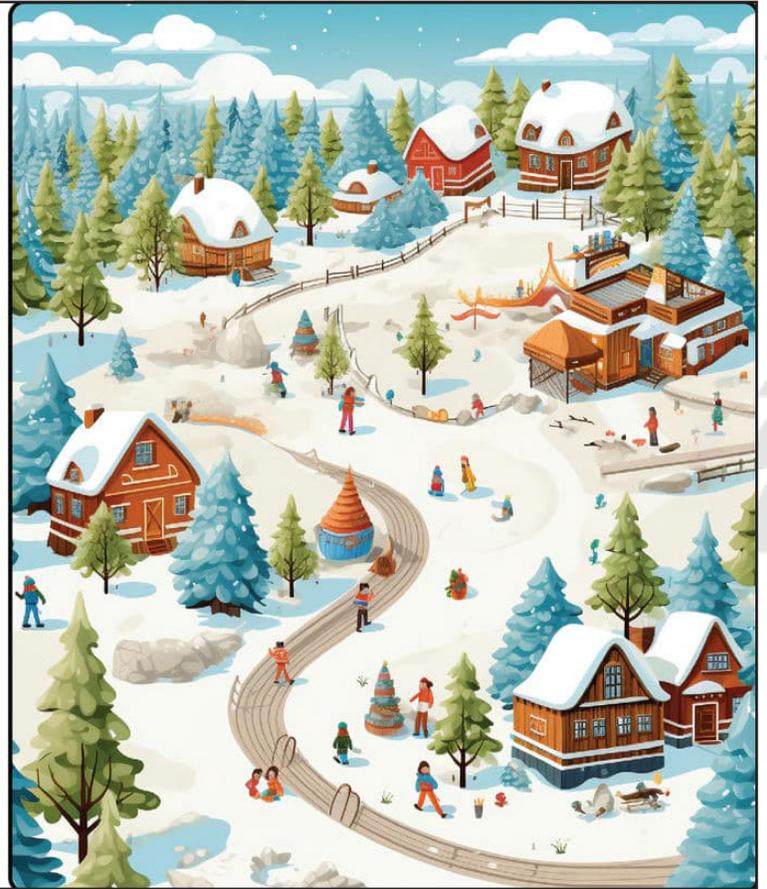


Winter Fun Zone

Activities to help keep your mind sharp.

Spot the Difference

Can you spot **8** differences between the two pictures below? If you're stumped, look for the answers on [page 15!](#)



What's the Word?

Can you guess the four **winter-themed words** from the clues provided below? If you're stumped, look for the answers on [page 15!](#)

Clue 1: You wear this on your hands in cold weather, and your fingers stay together inside.

Word 1: _ _ _ _ T _ _ _

Clue 2: This thin, icy layer appears on windows or grass on very cold mornings.

Word 2: _ R _ _ _ _

Clue 3: A powerful winter storm with heavy snow and strong winds.

Word 3: _ L _ _ _ _ A _ _ _

Clue 4: This forms when melting snow refreezes and hangs like a frozen spike from roofs or trees.

Word 4: _ _ _ | _ _ _ _

New Year, New Healthy Habits: Stay on Track with Your Medications



One of the easiest and most important New Years resolutions you can make is to stay on top of your health. Taking your medications as prescribed is a simple step that can have a big impact on how you feel this year. Did you know that people who stick to their medication schedule are up to 50% more likely to avoid hospital visits*?

Here's how to make your medication routine simple, stress-free, and effective:

Tip 1: Keep a Steady Supply



What to do: Make sure you never run out of your medications.
How to do it: Ask your doctor or pharmacist for a 90-100-day supply.

Tip 2: Coordinate Your Refills

What to do: Refill all your medications on the same day each month.
How to do it: Ask your pharmacist to line up your refill schedule.



Tip 3: Get Your Meds Delivered



What to do: Let your meds come to you.
How to do it: Use mail-order or local pharmacy delivery. Your medications arrive safely, right when you need them.

Tip 4: Stay Organized

What to do: Keep track of what you take, when you take it, and how much you have left.
How to do it: Use a pill organizer, set phone reminders, or ask a loved one to check in. A little planning goes a long way.



*[pmc.ncbi.nlm.nih.gov/articles/PMC3234383/](https://pubmed.ncbi.nlm.nih.gov/articles/PMC3234383/)

Need a hand? Call Member Services at **866-946-4458 (TTY: 711)**. We're here to help you stay on track, enjoy peace of mind, and make 2026 your healthiest year yet!

Let Your Voice Be Heard!



Your opinion matters and can make a big difference in shaping your future care and services. Each year, the Centers for Medicare and Medicaid Services (CMS) conducts the CAHPS Survey (Consumer Assessment of Healthcare Providers and Systems). This survey gives Medicare Advantage members the opportunity to rate their experiences with their health plan and their doctors.

Not every member will receive the survey. It is conducted by an independent third party, so your responses remain confidential. Your feedback helps guide improvements that benefit all members and contributes to your health plan's Medicare STAR Rating.

If you receive a letter inviting you to complete the survey, please take a few minutes to respond. The letter will have instructions on how to complete the survey: by mail, phone, or online. While we hope to receive the best possible scores for each question, your honest answers help us understand what we're doing well and where we can improve.

Thank you for helping us grow and continue providing the best possible care and member experience!



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