

# Live Amazing

FEEL BETTER, FEEL CONNECTED



In This Issue:

Spring Cleaning Your  
Medicine Cabinet

Minority  
Health Month

Keeping Your Eyes  
Healthy as You Age



## A NOTE FROM OUR CEO

Dear Zing Health Members,

Happy Spring! We're excited to share our latest newsletter packed with helpful tips, resources, and programs designed to support your health and well-being. Inside, you'll find seasonal guidance on spring cleaning your medicine cabinet, eye and kidney health tips, and ways to avoid scams this season.

We're especially thrilled to introduce our new "Ask the Dr." section, where our Chief Medical Officer, Dr. Michael Fessenden, answers questions and provides practical tips for managing chronic conditions like heart and kidney health.

We hope you enjoy this issue and find the information useful as you take charge of your health this spring.

Warm regards,

Andrew Clifton  
Chief Executive Officer



### Yes! Go Paperless.

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

Download our **Apps and Portals Guide** to stay connected to your benefits from anywhere: [tinyurl.com/2jdfj9p9](https://tinyurl.com/2jdfj9p9)



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



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

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## Ask the Doctor: The Heart-Kidney Connection

With Dr. Michael Fessenden, Chief Medical Officer

### ? Member Question:

"I've heard that heart and kidney health are connected. If I'm managing a heart condition, what should I do to protect my kidneys?"

### 👨‍⚕️ Dr. Fessenden:

That's a great question. Your heart and kidneys work closely together to keep your body in balance. When the heart isn't pumping as well as it should, the kidneys may not get the blood flow they need. Over time, this can affect how well they filter waste from your body. The good news is that many of the steps you take to care for your heart can also help protect your kidneys.

### 💡 Tips to Protect Your Heart and Kidneys:

- Manage your blood pressure and keep it within your doctor's recommended range.
- Stay active and eat heart-healthy foods that are low in sodium.
- Take medications as prescribed and talk to your doctor before making changes.
- Keep up with regular checkups and lab tests to monitor kidney function.



## How Zing Health Helps

Zing Health Chronic Special Needs Plans (C-SNPs) are designed for members managing chronic conditions such as heart disease. Coordinated care helps monitor heart and kidney health together, connecting members to the specialists, support, and benefits they need. If you have recently been diagnosed with a chronic condition, call **Member Services at 866-946-4458 (TTY: 711)** to learn about available care and resources.

# Spring Cleaning Your Medicine Cabinet

Spring is a great time to freshen up your home, which includes your medicine cabinet! Taking a few minutes to check your medications can help keep you safe and make it easier to stay on track with your health.



## Start with a Quick Check

Look through your prescription medicines, over-the-counter medications, and vitamins. Check for:

- Expired medications or supplements like vitamins
- Old prescriptions you no longer take
- Duplicate bottles or outdated instructions

Expired medications may not work as well and, in some cases, may not be safe to take.



## Safely Dispose of Unused Medications

The safest way to dispose of medications is through a community drug take-back program or pharmacy drop box. Many pharmacies and healthcare offices offer safe medication disposal. If you're unsure where to go, ask your pharmacist or doctor, they can help you find a drop-off location near you.

You can also take advantage of **National Prescription Drug Take Back Day on April 25, 2026, from 10 a.m. - 2 p.m. local time.** This nationwide event offers free, anonymous disposal of unwanted medications at convenient locations such as police stations, fire departments, and participating pharmacies. Find more information here: [dea.gov/takebackday](https://dea.gov/takebackday).



## Staying on Track With Your Medications

Once you've cleaned out your medicine cabinet, take a moment to review the medications you should be taking. Taking medications exactly as prescribed, called medication adherence, is one of the most important ways to help manage chronic conditions like diabetes, heart disease, and high blood pressure.

When medications are taken regularly, they can help:

- Control symptoms
- Prevent complications
- Support long-term health

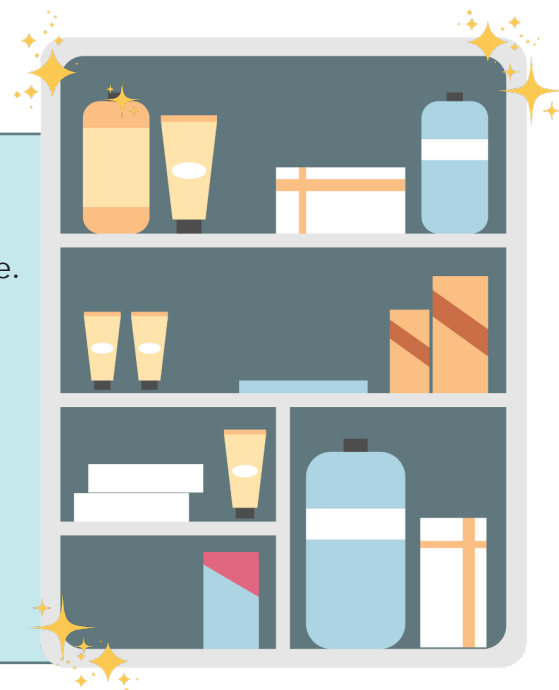
## Supporting You With Your Medications



Managing medications can be challenging, but support is available. Zing Health partners with **AdhereHealth** to help members stay on track with their prescriptions.

You may receive a call from an AdhereHealth Care Navigator who can answer questions and help with refills, side effects, or understanding how to take your medications. If AdhereHealth contacts you, simply answer the call or text.

You can also reach a Care Navigator Monday - Friday, 8 a.m. - 5 p.m. at **855-561-5660 (TTY: 711)**.



## Welcome Our New Kidney Care Partner: Healthmap Solutions

We are excited to announce that starting May 1, **Healthmap Solutions (Healthmap)** will join our network to provide specialized support for members with kidney conditions. Through their Kidney Health Management (KHM) program, members will receive personalized guidance to help manage kidney-related health needs, including diabetes or high blood pressure, at no additional cost.

Healthmap's Care Navigation team, led by a personal nurse, can help you:

- Learn about managing your conditions, medications, nutrition, and more
- Understand and follow your doctor's instructions
- Manage appointments and treatments
- Access community resources for transportation, meals, or other support

If you're eligible, a Healthmap team member will reach out to introduce the program and answer your questions.

### On a Zing Dialysis plan and need support?

Starting May 1, call the Care Navigation team Monday-Friday, 8 a.m.-5 p.m. at **800-481-0474 (TTY: 711)**.

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## Complete At-Home Tests with Simple HealthKit

We're excited to introduce **Simple HealthKit**, a convenient way to complete important tests at home, including diabetes (A1C) and kidney health testing.

Each kit includes everything you need, simple instructions, and secure online results that are shared with your doctor, along with guidance on next steps.

### Simple HealthKit Includes:

- Test kits delivered to your door
- Easy-to-follow instructions
- Secure online results
- Helpful guidance for next steps
- Support every step of the way



# April is National Minority Health Month



April is **National Minority Health Month**, which raises awareness about health disparities and encourages preventive care to improve health outcomes.

Research shows that some groups, especially racial and ethnic minority populations have a harder time getting preventive care, managing chronic conditions, and accessing healthcare services. These challenges are often linked to everyday factors like transportation, access to healthy food, stable housing, and regular medical care. Because of this, these groups have higher rates of conditions like diabetes, heart disease, and high blood pressure, and are less likely to receive recommended preventive care.

Zing Health offers benefits designed to make it easier to get care and support better health.



## Preventive Screenings with \$0 Copays

Routine checkups and screenings help detect health conditions early. Many preventive screenings are available with a \$0 copay through your Zing Health plan.

Eligible screenings may also qualify for rewards through the Healthy Rewards Program. **Members can earn up to \$145 for completing eligible preventive care activities.** Rewards are automatically loaded onto your Zing Smart Card, which can be used at grocery stores, pharmacies, and drugstores.



Scan the QR code to view details about the Healthy Rewards program.



## Support at Home With Papa Pals

Members have access to Papa Pals, a service that provides help with everyday tasks that support health and independence. Papa Pals can help with:

- Rides to appointments
- Grocery shopping
- Meal preparation
- Running errands
- Friendly companionship

Scan the QR code to access the Papa portal.



To schedule a visit, call **888-345-2711 (TTY: 711)**  
8 a.m.-8 p.m. local time, 7 days a week

## Help With Healthy Food and Utilities



Eligible members may receive Special Supplemental Benefits for the Chronically Ill (SSBCI). This benefit provides a monthly allowance on the Zing Smart Card that can be used for:

- Healthy grocery items
- Utility expenses such as electricity or water

For details, review your Evidence of Coverage (EOC) at:  
[myzinghealth.com/member/documents](https://myzinghealth.com/member/documents)

## Rides to the Care You Need



Zing Health partners with Medical Transportation Management (MTM) to provide rides to plan-approved healthcare locations, including:

- Doctor and specialist appointments
- Pharmacies to pick up prescriptions
- Other approved healthcare locations



To schedule a ride, call **866-946-4458**  
or download the MTM app using the QR code.



## Supporting Access to Care

Zing Health benefits help reduce barriers to care through preventive services, transportation, in-home support, and access to healthy food. These programs are designed to make it easier for members to get the care they need and support overall well-being. And don't forget our friendly Member Services team is always here to help you if you need it!

### Member Services

**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)



# Protect Your Pocketbook: Avoiding Spring Scams

Spring is a busy season for filing taxes, planning home projects, and getting organized. Unfortunately, scammers take advantage of this time of year to target older adults with phone calls, emails, or door-to-door offers that sound helpful but are meant to steal money or personal information.



Scams are increasing across the country. According to the Federal Trade Commission (FTC), adults age 60 and older reported \$2.4 billion in fraud losses in 2024, and experts believe the true number may be even higher because many scams go unreported.

## Two Common Scams to Watch for This Spring

### Tax Season Impersonation Calls

Scammers may pretend to be from the IRS or another government agency and say you owe money and must act immediately. They often demand payment through gift cards, wire transfers, or cryptocurrency.

### Home Repair or "Spring Cleaning" Scams

Someone may knock on your door offering a quick fix for your roof, driveway, or yard at a "special price today." These scammers may ask for money upfront and disappear or perform poor-quality work.

## Tips to Help Protect Yourself

### Tip 1: Slow Down



Scammers rely on urgency to pressure people into quick decisions.

### Tip 2: Verify Before You Trust



If someone claims to be from a bank, government agency, or company, hang up and call the official number yourself.

### Tip 3: Be Cautious With Personal Info



Never share your Social Security number, Medicare number, or banking details with someone who contacts you unexpectedly.

### Tip 4: Avoid Up Front Payments



For home repairs, get written estimates and check references before paying. It's also recommended to verify the business through the Better Business Bureau and review customer feedback on platforms like Google and Trustpilot.

## 3 Quick Rules to Remember

1. **Pause before you pay:** Scammers want you to act fast.
2. **Verify the source:** Call official numbers you trust.
3. **Protect your information:** Never share personal or financial details with unexpected callers.

A few simple precautions can help protect both your money and your personal information.



# Spring Fun Zone

Activities to help keep your mind sharp.

## Hidden Objects

Can you find the objects in the picture below?  
If you're stumped, look for the answers on [page 11!](#)



apple core



spoon



toothbrush



teacup



artist's brush



pencil



open book



heart



baseball glove



slice of pizza



gingerbread man



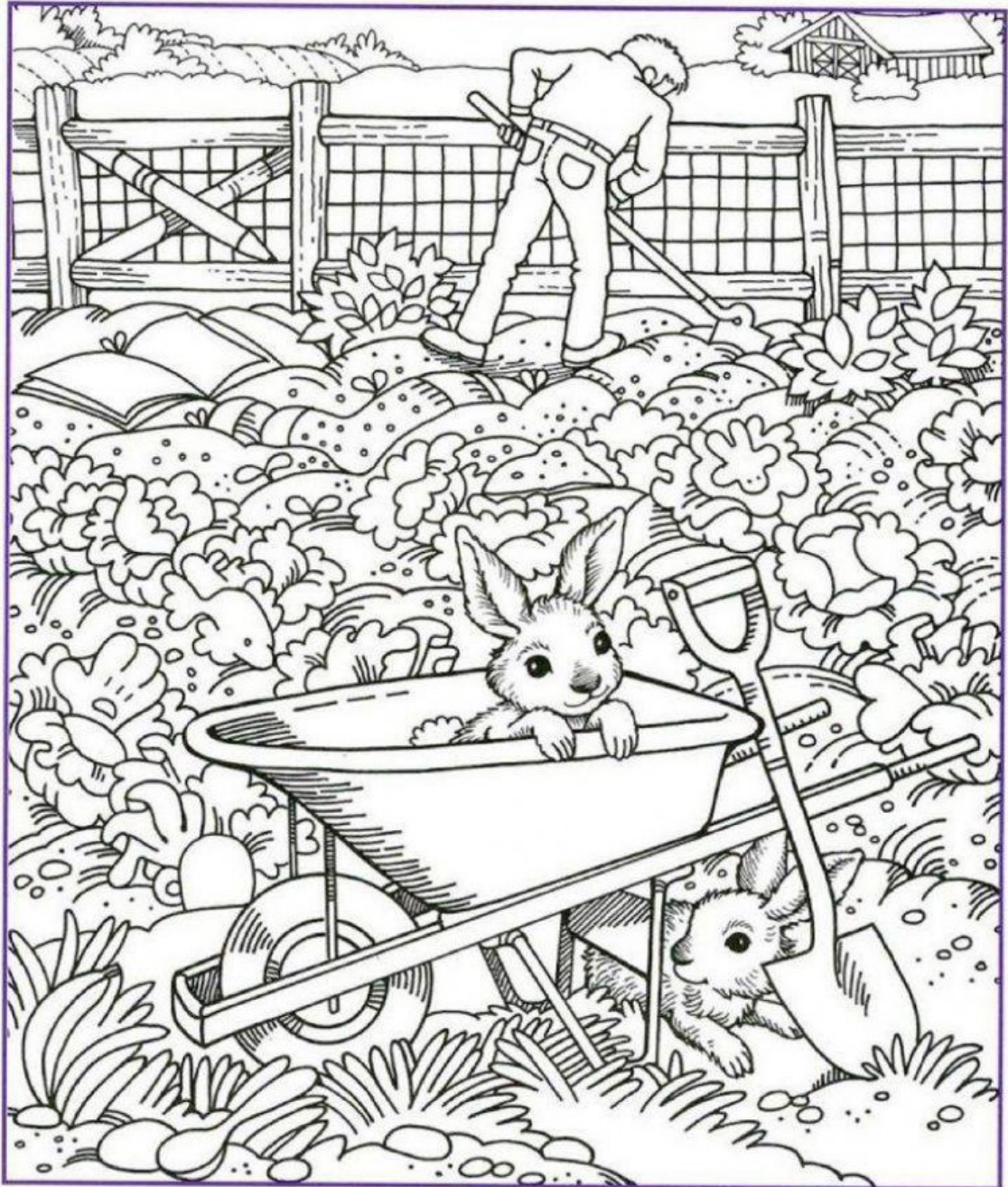
sock



fish



banana



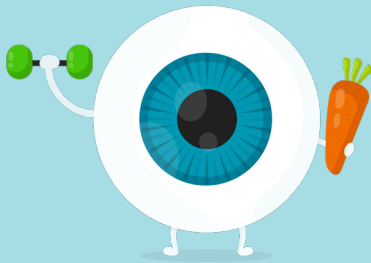
Illustrated by Maggie Swanson

# Keep Your Eyes Healthy as You Age

Your eyes help you enjoy life's everyday moments, from reading a favorite book to recognizing a loved one's smile. As we get older, it's normal for vision to change. But good eye care can help protect your sight and catch problems early, before they become more serious.

Eye health is especially important because many conditions like glaucoma, cataracts, and diabetic eye disease can develop slowly without noticeable symptoms at first. Regular eye exams help doctors detect changes early and provide treatment that can protect your vision for years to come.

## Simple Ways to Support Your Eye Health



- **Schedule regular eye exams.** Even if your vision feels fine, routine exams can catch problems early.
- **Eat foods that support eye health.** Leafy greens, carrots, sweet potatoes, and fish rich in omega-3s help support healthy vision.
- **Manage chronic conditions.** Conditions like diabetes and high blood pressure can affect your eyes, so staying on top of your care is important.
- **Protect your eyes outdoors.** Wear sunglasses that block UV rays to reduce sun damage.
- **Give your eyes a break.** If you spend time on phones or computers, look away every 20 minutes to reduce eye strain.

## Use Your Vision Benefit



Your Zing Health plan makes it easy to stay on top of your eye health. Through EyeMed, your benefits include an annual routine eye exam at no cost, plus an allowance toward glasses or contact lenses.

EyeMed offers a large provider network that includes many independent eye doctors as well as well-known locations like Target Optical, LensCrafters, and Pearle Vision.

Ask your current eye doctor if they are in network with EyeMed. If you need help finding a participating provider, visit [myzinghealth.com/search-provider](https://myzinghealth.com/search-provider) or call **866-946-4458 (TTY: 711)**.

## Earn Healthy Rewards!

Members with Type 1 or Type 2 diabetes (ages 18-75) should complete a Digital Retinal Eye Exam each year. This special exam dilates the pupils so your doctor can check the inside of the eye for damage that regular vision exams may not detect.

**Eligible members can earn \$20 in Healthy Rewards when they complete this exam.**

# Spring Recipe

Seasonal recipes to take the guesswork out of healthy eating!

## Veggie Power Bowl for Healthy Eyes

Fresh, colorful foods can help support healthy vision. This easy bowl combines several eye-friendly ingredients like leafy greens, carrots, eggs, avocado, and citrus. It's a light meal that's perfect for spring.

### Ingredients:

- 1 cup fresh spinach or mixed greens
- 1/2 cup shredded carrots
- 1/2 avocado, sliced
- 1 hard-boiled egg, sliced
- 2 tablespoons chopped walnuts or almonds
- 1/4 cup cooked quinoa or brown rice (optional)
- 1 tablespoon olive oil
- 1 teaspoon lemon juice
- Salt and pepper to taste

### Directions:

**Step 1. Sauté veggies:** Heat olive oil in a pot. Add onion, carrot, celery, and garlic. Cook for 3-4 minutes until soft.

**Step 2. Add broth and potato:** Pour in the broth and add the diced potato (or instant potatoes). Simmer for 10 minutes until the potato is tender.

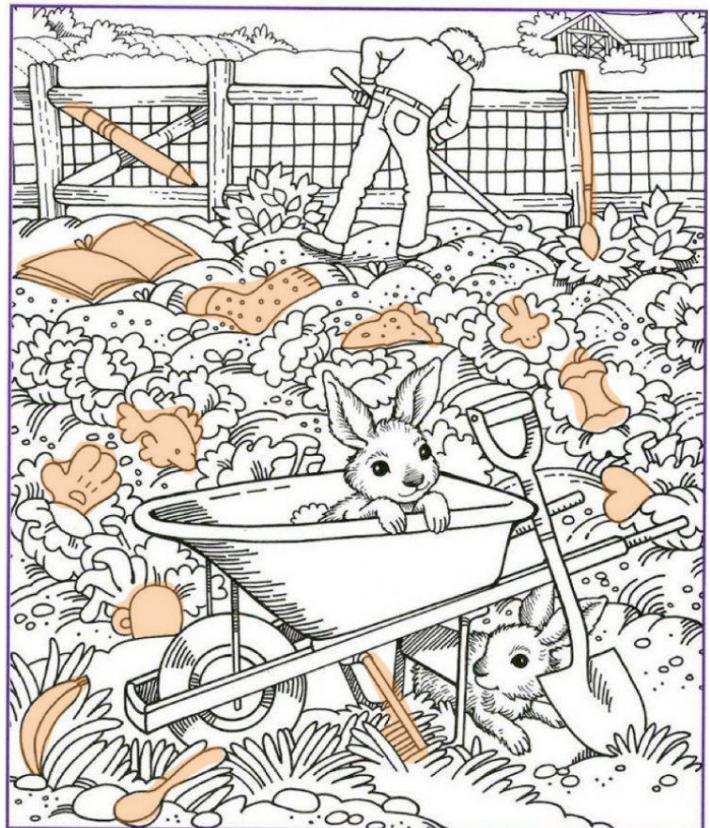
**Step 3. Add chicken and peas:** Stir in the shredded chicken, peas, thyme, salt, and pepper. Simmer 5-7 more minutes.

**Step 4. Serve warm:** Add a little water or broth if it becomes too thick. Taste and adjust seasoning.



# Winter Fun Zone

Answer key



# Put Some Spring in Your Step



Spring is here, and it's the perfect time to get moving. Whether you want to stay active at the gym, join community activities, or work out from home, **SilverSneakers®** makes it easy. With SilverSneakers®, you can improve your health, build confidence, and connect with others, all at no extra cost with your health plan.



## In the Gym

Thousands of locations nationwide with classes for all fitness levels and flexible enrollment



## At-Home or On the Go

SilverSneakers® LIVE online classes, On-Demand workouts 24/7, and the SilverSneakers GO™ app with personalized programs



## In Your Community

Group activities, social events, and local classes to stay engaged

## Stay Supported

Build strength, manage your health, and connect with fellow members.



## Get Started Today



Visit [SilverSneakers.com/StartHere](https://www.silversneakers.com/StartHere) or scan the QR code to download the SilverSneakers® mobile app



Contact SilverSneakers® at **888-423-4632**.



## 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)