

# Frequently Asked Questions

**Q: How can I get my rewards debit card?**

**A:**

- Your Healthy Rewards allowance will be automatically loaded into your Zing Health reloadable benefits debit card. You do not have to take any action as a member to receive this card. Your card will be mailed to you in a plain white envelope that says, "Important Plan Information", so don't mistake it for junk mail.
- If you joined Zing Health before December 1, 2023, you should have your card by January 1, 2024.
- If you joined after December 1, 2023, you should get your card within 15 days of signing up. Mail times may be delayed.

**Q: What if I didn't get my card?**

**A:**

- If you joined before December 1, 2023, your card should arrive by January 1, 2024.
- If you joined after December 1, 2023, your card should arrive within 15 days. Mail times may be delayed.
- If you have not received your card in the expected time frame, call Zing Health at **866-946-4458 (TTY: 711)\***.

**Q: What rewards can I earn?**

**A:** Rewards include specific dollar amounts that can be used to purchase over the counter items, healthy foods and groceries, and payments towards dental, vision, or hearing services.

**Q: Why don't I have my reward money yet?**

**A:** Most rewards should show up within 30-45 days, but it might take longer if there are problems with the claim or if your doctor takes a while to submit the claim to Zing.

**Q: Where can I use my card?**

**A:**

- Cards will be accepted at many types of merchants including:
- Grocery stores and supermarkets (like Albertsons)
- Pharmacies and drug stores
- Discount stores (like Walmart)
- Dentists, opticians, hearing aid supply stores, and more

 [More FAQs...](#)

**Earn up to \$385!**



**Thank you for being a member of Zing Health!**

We're excited to share some exciting news about the 2024 Zing Healthy Rewards program which rewards members who complete specific tasks that benefit their well-being. Rewards can be used to get healthy foods, over-the-counter items, or pay for your dental, vision, or hearing services.

Members can earn these rewards by doing things like completing an Annual Wellness Visit, getting important tests, talking to health experts, and keeping in touch with Zing Health. In a year, eligible members can earn up to **\$385**. It's a great way to get rewarded for doing healthy things.



**Questions?  
We're here for you.**



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)



**Earn up to \$385!**

**Zing Healthy Rewards**



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# Rewards Activities and their Value



## How it Works

- 1 After completing an eligible activity, your doctor will send a claim to Zing Health.
- 2 Zing Health will check to make sure the claim is correct. Most of the time, everything is okay, and it will be paid quickly. But if there's a mistake, it will be sent back to your doctor to fix it.
- 3 Once the claim is paid, your rewards will go on your card. Usually, this happens within 30-45 days. But if there are problems with the claim or your doctor takes a while, rewards may be delayed.

Got questions?



## Frequently Asked Questions

### Q: Why did my card not work?

A: Your rewards card can only be used to purchase over the counter items, healthy foods and groceries, and payments towards dental, vision, or hearing services. If you attempted to purchase non-approved items or tried to buy alcohol, tobacco, or firearms, your card won't work. For more information on eligible items please call Zing Health at **866-946-4458 (TTY: 711)\***.

### Q: Are there any fees for using the card?

A: No, there are no fees for using the card. But some stores might ask you to spend a minimum amount for a debit card transaction, or they might charge a fee.

### Q: Can I get cash from an ATM or store with this card?

A: No, you can't get cash from this card.

### Q: Can I put my own money on the card?

A: No, only the money you earn from completing eligible activities, and any other eligible Zing Health benefits will be loaded on the card. Only Zing can load funds onto the prepaid debit card.

### Q: What if I can't find my card?

A: If you think your card is lost or stolen, call us right away. We'll turn it off to stop anyone from using it for fraud. Then we'll send you a new one.

### Q: Can I share my card with family and friends?

A: No, the money on the card is just for you to use.

### Q: I don't know what this purchase was!

A: If you think someone used your card without permission, call Zing Health at **866-946-4458 (TTY: 711)\***.



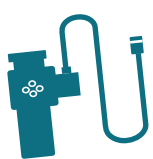
### Annual Wellness Visit (AWV)

Getting an Annual Wellness Visit each year is important for staying healthy. It helps make sure you're on track with your health, get the right tests and shots, and keep a good partnership with your doctor. Eligible members can earn \$75 for completing their AWV this year. Make sure to confirm it is an AWV when scheduling and when you show up for your appointment.



### Blood Sugar Testing (HbA1c)

Blood sugar testing (also known as HbA1c, glucose, or hemoglobin tests) helps check how well a person with diabetes is controlling their blood sugar. It's important to do this regularly to manage diabetes. How often someone should do it depends on the person and should be discussed with their doctor or diabetes specialist. Members that qualify for this test can earn \$25 two times a year (\$25 up to 2 times a year, once between January to June, and once between July to December). Members can only get one reward during each time frame.



### Colorectal Cancer Screening

Cancer can be scary, but finding it early makes it easier to treat. Colonoscopies are the best way to spot colon cancers early, but there are other options. If you're aged 45 or older, the American Cancer Society says you should test for colon cancer regularly. Eligible members can earn \$50 to complete any qualifying colorectal cancer screening this year. For questions about screening options, please contact your doctor or a Zing Health Care Manager.



### Mammogram

Cancer can be scary, but finding it early makes it easier to treat. Mammograms are the best way to spot breast cancer early. If you're a woman aged 50 or older, the American Cancer Society says you should get a mammogram every 2 years. Eligible members can earn \$60 for completing a mammogram this year.



### Pharmacy Consult

Medicines that doctors prescribe are an important part of any care plan. Following the instructions when taking medication can help control common health problems like diabetes, high blood pressure, and high cholesterol. Medications that people take for these conditions can change from time to time, so it is important to talk to a pharmacist or doctor regularly. Zing Health has pharmacy resources that can answer questions, talk about easy ways to get medications, and help with problems. Members may have an opportunity to speak with a Zing Health Pharmacy resource and earn \$25 two times a year (\$25 up to 2 times a year, once between January to June, and once between July to December). Members can only get one reward during each time frame. Members must speak with a Zing Health Pharmacy resource to qualify for this reward during the reward period. Zing will contact members during the reward period to speak with a pharmacy resource. Eligible members will receive a communication before calls begin telling them when the calls will start and what number will display on the caller ID. Regular calls to customer service, a Zing Pharmacist, or other departments **DO NOT** count for this special reward.



### Digital Retinal Eye Exam (for diabetics)

Diabetes can harm your eyes and even cause blindness. But with a special eye checkup, doctors can find problems early. This special exam involves dilating the pupils and checking the inside of the eyes for damage that regular exams won't catch. Members with diabetes should complete this special exam regularly. Eligible members can earn \$60 to complete this exam this year.



### Quality Check-in

Exciting things are always happening at Zing Health. We want to make sure our members don't miss out on good stuff or important updates about their health. We also want to hear from our members about how to make our products and services better. A Zing resource will send a message or try to call members to say hi, update contact information, talk about new programs, and ask some questions. Members that chat with us briefly can earn \$20 two times a year (\$20 up to 2 times a year, once between January to June, and once between July to December). Members can only get one reward during each time frame. Members must speak with a Zing Health Quality Care Team resource to qualify for this reward during the reward period. Zing will contact members during the reward period to speak with a Quality Care Team resource. Eligible members will receive a communication before calls begin telling them when the calls will start and what number will display on the caller ID. Regular calls to customer service or other departments **DO NOT** count for this special reward.

If you're eligible, you'll automatically earn rewards for completing eligible activities. You don't have to do anything extra.

\* Not all merchants are eligible, for complete list, please reference materials received with your prepaid debit card or give us a call.

You can use your card to make purchases at places like:

- Grocery stores and supermarkets
- Pharmacies and drug stores
- Discount stores (like Walmart)
- Dentists, opticians, hearing aid supply stores, and more



## Earning/ Redeeming Points