



Earn up to \$85!

# Zing Healthy Rewards

2025 Zing Healthy Rewards Program Overview







Thank you for being a member of Zing Health!

We're excited to share some exciting news about the 2025 Zing Healthy Rewards program which rewards members who complete specific tasks that benefit their well-being.

Eligible rewards items include healthy foods, health necessities, and more. Eligible activities include preventive care and important screenings. Members can earn up to \$85 annually.



**Earn up to \$85!**



## Rewards Activities and Their Value



### Annual Wellness Visit (AWV) *All members*

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 **\$65\*** for completing their AWV this year. Make sure to confirm it is an AWV when scheduling and when you show up for your appointment.



### Mammogram *Females 50-74 years of age*

Early detection can be lifesaving. 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 **\$20\*** for completing a mammogram this year.



### Colorectal Cancer Screening *Members 45-75 years of age*

A cancer diagnosis can be concerning, 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 **\$20\*** to complete any qualifying colorectal cancer screening this year. For questions about screening options, please contact your doctor or a Zing Health Care Manager.



### Digital Retinal Eye Exam (for diabetics) *Members 18-75 years of age with Type 1 or 2 diabetes*

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 **\$20\*** to complete this exam this year.



### Kidney Evaluation *Members 18-75 years of age with Type 1 or 2 diabetes*

Diabetes can harm your kidneys and even cause kidney failure. Annual kidney evaluation for people with diabetes (also known as KED) is a key part of routine care for people with diabetes. Regular screening is important because early detection and treatment of kidney disease may slow progression to kidney failure. It is important for people with diabetes to have annual testing for kidney disease. Diabetic members who qualify for this screening can earn **\$20\***.

\*Max rewards earned in the calendar year cannot exceed \$85. If any combination of rewardable activities are completed during the calendar year, only up to the first \$85 will be rewarded.

## 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 pre-paid debit 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.

## Earning and Redeeming Points

If you're eligible, you'll automatically earn rewards for completing eligible activities. You don't have to do anything extra. Rewards are automatically loaded to your prepaid debit card.

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

- Grocery stores and supermarkets
- Pharmacies and drug stores
- Discount stores (like Walmart)



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

## Frequently Asked Questions

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

**A:** Rewards include specific dollar amounts that can be used to purchase select items at grocery stores and supermarkets, pharmacies and drug stores, and discount stores.

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

**A:** Most rewards will be loaded to your pre-paid debit card 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
- Pharmacies and drug stores
- Discount stores (like Walmart)

**Q: Why didn't my card work?**

**A:** Your rewards card can only be used to purchase over the counter items, healthy foods, and groceries. 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 **1-866-946-4458 (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.



# Frequently Asked Questions

**Q: Can I use this card at an ATM or get cash back at a store?**

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

**Q: Can I add my own money to 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 should I do 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 **1-866-946-4458 (TTY: 711)**.







Questions?

We're here for you.



**1-866-946-4458 (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)

