

OMADA FOR PREVENTION & DIABETES

Frequently Asked Questions



What is Omada?

Omada is a virtual health program that helps members lose weight and manage diabetes. Through your benefits, you may be eligible to join one of the following programs:

- **Omada for Prevention**®
- **Omada for Diabetes**®

Each program provides expert guidance from one-on-one coaching and tools for real-time feedback, so you'll learn simple changes over time—and at your own pace—that will help you feel better and live life with more confidence.

How much does it cost?

If eligible, Omada is at no cost to you (up to a \$1,700 value).

What do the personal health coach and specialist do?

Your **personal health coach** will provide dedicated 1-on-1 support and guidance to help you improve your health (mind and body) while cheering you on every step of the way. Whether you want to lose weight or manage your diabetes, your health coach will help you create a plan that fits your life. If you are enrolled in the diabetes program, you will also be connected with a **clinical specialist** who will help answer questions and help you keep your diabetes under control.

What's the time commitment?

You can use the program as long as you need it and as long as it's made available to you by your employer. On average, participation can take 1-2 hours per week.

What do I get as a member?

At no cost to you, you get:

- ✓ A personal health coach
- ✓ A clinical specialist*
- ✓ All the smart devices you need
- ✓ A personalized care plan
- ✓ Weekly lessons
- ✓ Tools for managing stress
- ✓ Online peer group and communities

Who is eligible for this program?

If you or your adult family members are at risk for type 2 diabetes or heart disease or are living with diabetes, and are eligible for the Omada program, membership is covered by your Security Health Plan benefits.

Get Started Today

Scan the code using your mobile device or visit the website below.

omadaforshp.com/start





What do I get when I join?

You get a program valued up to \$700 at no cost to you. It includes:

- A personal health coach
- Smart scale
- And more
(see front page)

Omada for Prevention

for help losing weight and preventing diabetes

I've tried many different diets in the past. How is Omada different?

Omada focuses on building healthy habits that last. It's not about counting calories or avoiding foods you "can't eat" or things you "shouldn't do." Instead, through lessons, food tracking, and setting small, simple goals, you'll learn how to build healthier routines around what you love and what works for you—all with the support and guidance of your personal health coach.



What do I get when I join?

You get a program valued up to \$1,700 at no cost to you. It includes:

- A personal health coach
- A certified diabetes specialist
- Two continuous glucose monitors (CGMs)[†], blood glucose meter, test strips, lancets, and smart scale*
- And more
(see front page)

Omada for Diabetes

for help managing diabetes and losing weight

What is a CGM?

Omada offers two CGMs. A CGM is a small sensor that you place on the back of your upper arm. With a one-second scan using your smartphone, you can measure your glucose 24/7 without the annoying fingersticks.[‡] You can see hidden highs and lows and patterns in your glucose levels over time. Getting the CGM requires a prescription and Omada makes it quick and easy when you apply. You'll get the first CGM after you enroll to wear for 14 days. Six months later, you'll get the second CGM to wear for another 14 days.

Do I really get an ongoing supply of test strips and lancets?

Yes, you'll receive a blood glucose meter with all the test strips and lancets you need. Refills are automatically sent to you at no extra cost.

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I feel happy about my journey with Omada. I can do small things that change my habits, and those new habits are making me feel exactly like I want to, stronger, healthier, more energetic, and I am able to endure more things in many ways.

I am less stressed, and much happier.”

—
Julie, Omada member

How will Omada help me with stress?

If you experience stress, have trouble sleeping, or struggle with motivation, your personal health coach will provide you with coping techniques and exercises and help you make a plan towards feeling better in both mind and body.

I already see my doctor about my health. Do I still need Omada?

Omada supports your current treatment plan and makes sure you have the care you need between doctor visits. You'll get day-to-day support which includes answering your questions and giving you personalized guidance based on your needs.

Can family members join this program?

Yes, adult family members who are covered under a qualifying health plan, and meet the clinical enrollment criteria, may be eligible. Refer to your health benefit documents for details.

Will my information be safe?

Omada takes your personal health information seriously. Your participation and progress in the program is confidential and we follow all federal and state privacy regulations as a healthcare provider. To learn more, please read Omada's Privacy Policy and Terms of Use, and Notice of HIPAA Privacy Practices.

What personal information will be shared with my peer group?

Group members can see your profile photo, first name, hometown, and introduction note. Members can also see a summary of your progress, which includes when you were last active, your weigh-in and food tracking streak, weight loss goal progress (don't worry, no numbers!), and any recent posts you've shared.

How do I get started?

Apply

Easily complete the application.
(You'll get an email within 48 hours letting you know if you are eligible.)

5-10 min

Set Up Account

Personalize your Omada experience by answering a few questions.

10 min

Receive Welcome Kit

Say hello to your connected smart devices.

+ Meet Your Team

Meet your dedicated health coach and connect with your online peer group.

1-2 weeks

Get Started

You'll kick off on a Sunday with an introduction from your health coach and your first lesson.

Questions?

If you are currently a member, you can email support@omadahealth.com, call (888) 409-8687, or check out our help center articles at support.omadahealth.com.

Get Started Today

Scan the code using your mobile device or visit the website below.

omadaforshp.com/start



Omada for Prevention and Diabetes is available at no cost when covered by your employer or health plan.

* Certain connected devices provided as part of an Omada program are only available to members who meet certain program and clinical eligibility. CGMs are only available with the Omada for Diabetes program and only available to members within this program who receive a prescription and have a compatible smartphone. Eligible members will receive two (2) CGM sensors - one CGM is to wear upon enrollment, the other CGM is for a six-month follow-up.

† The no cost CGM excludes Medicare, Medicaid, and other government payers. The Abbott FreeStyle Libre 14 day system is available to eligible participants with a valid prescription and compatible smartphone. Setup is required for continuous glucose monitoring. The circular shape of the sensor housing, FreeStyle, Libre, and related brand marks are marks of Abbott. FreeStyle Libre 14 day system: Failure to use FreeStyle Libre 14 day system as instructed in labeling may result in missing a severe low or high glucose event and/or making a treatment decision, resulting in injury [VA1]. If readings do not match symptoms or expectations, use a finger stick value from a blood glucose meter for treatment decisions. Seek medical attention when appropriate or contact Abbott at 855-632-8658 or FreeStyleLibre.us for safety info.

‡ Fingersticks are required for treatment decisions when you see Check Blood Glucose symbol, when symptoms do not match system readings, when you suspect readings may be inaccurate, or when you experience symptoms that may be due to high or low blood glucose.

Testimonials are based on the member's real experiences and individual results. Results may vary based on individual and demographic factors. We do not claim that these are typical results that members will generally achieve.

Notice of Nondiscrimination

Security Health Plan of Wisconsin, Inc., complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, national origin, religion, disability, age, sex, gender identity, sexual orientation, health status, marital status, arrest or conviction record or military participation in the administration of the plan, including enrollment and benefit determinations.

Limited English Proficiency Language Services

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-472-2363 (TTY 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-472-2363 (TTY 711).

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-472-2363 (TTY 711).

If you require materials in large print, please call 1-800-472-2363 (TTY 711).