

OMADA FOR PREVENTION®
OMADA FOR HYPERTENSION®
OMADA FOR DIABETES®

Frequently Asked Questions



What is Omada?

Omada offers virtual programs that help members lose or manage weight, lower blood pressure or manage diabetes. You may be eligible to join one of the following programs:

- ✓ Omada for Prevention®
- ✓ Omada for Hypertension®
- ✓ Omada for Diabetes®

Each program provides expert support from a dedicated Omada care team and smart devices to monitor your progress. You'll learn to make small changes that last—at your own pace—so you live healthier, feel better and have more energy.

What does the dedicated Omada care team do?

Your **personal health coach** is your main point of contact. They provide one-on-one support to help you manage diabetes or high blood pressure as well as weight and stress, while cheering you on every step of the way. If you are eligible for the diabetes or hypertension program, your **clinical specialist*** will help answer questions and help you keep your blood sugar and blood pressure under control.

What do I get as a member?

- ✓ A personal health coach and (if eligible) a clinical specialist*
- ✓ All the smart devices you need*
- ✓ A personalized care plan
- ✓ Tools for managing stress
- ✓ Online peer group and communities

What's the time commitment?

You can use the program as long as you need it and as long as it's offered by your employer or health plan. On average, members participate 1-2 hours per week.

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 or high blood pressure, and are enrolled in the Regence BlueShield of Idaho health plan, the State of Idaho will cover the Omada program. Other eligibility requirements may apply.



Get Started Today

Scan the code using your mobile device or visit the website below.
omadahealth.com/soi



Omada for Prevention

for help losing weight and preventing diabetes

What do I get when I join?

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

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.



Omada for Hypertension

for help lowering blood pressure and losing weight

What do I get when I join?

- ✓ A personal health coach
- ✓ A clinical specialist
- ✓ Smart scale* and blood pressure monitor
- ✓ And more (see front page)

Why is managing blood pressure important?

High blood pressure can increase your risk of stroke and heart attack. Omada will help you find ways to lower your blood pressure outside of just medication (like tips for nutrition, stress, and sleep). By tracking your blood pressure, your Omada care team will help you understand health trends, so you can start making simple changes to control your numbers.



Omada for Diabetes

for help managing diabetes and losing weight

What do I get when I join?

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

What are the continuous glucose monitor sensors (CGMs)?

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 get all the test strips and lancets you need. Refills are automatic. We'll ship you a 90-day supply when you have a 25-day supply or less.



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 doctor's current treatment plan. In fact, Omada can be your day-to-day support. By monitoring progress over time, you'll be able to share your progress with your doctor.

Will my information be safe?

Omada takes your personal health information seriously. Your participation in the program is confidential and we follow all federal and state privacy regulations as a health care provider. To learn more, please read [Omada's Privacy Policy](#), [Terms of Use](#) and [Notice of HIPAA Privacy Practices](#) (Found at the bottom of the Omada Health home page).

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.

How do I get started?



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



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Omada is available at no cost to you when covered by your employer or health plan.

*Certain features and smart devices are only available for certain programs and if you meet program and clinical eligibility requirements.

†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. 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.

Images, including apps, do not reflect real members or information about a specific person.

Regence BlueShield of Idaho is an Independent Licensee of the Blue Cross and Blue Shield Association.

Omada is a separate company that provides care and disease management services.