

Virta provider FAQs

Q: What is Virta?

A: Virta Health is a digital healthcare company that delivers nutrition-first, provider-led care for sustainable weight loss and type 2 diabetes remission, with or without medications.

Q: Why is Priority Health offering these resources?

A: Obesity and diabetes are prevalent and costly chronic conditions that present a major risk factors for other chronic diseases. We want to offer our members support for losing weight and putting their type 2 diabetes into remission.

Q: How does Virta work?

A: Virta is a digital solution created by Virta Health® that offers our employers three programs, each including customized care plans with dedicated coaching based on biomarker data and on-demand access to clinician-led care teams:

- **Sustainable Weight Loss:** Helps members lose weight sustainably through nutrition therapy without medications
- **Sustainable Weight Loss with Responsible Prescribing:** Includes features of Sustainable Weight Loss and adds optimized GLP-1 use for weight loss via Virta's Trusted Prescriber Network, with a path to a clinically monitored offramp
- **Diabetes Reversal*:** Offers members a way to address their type 2 diabetes diagnosis and reduce their blood sugar and diabetes medication through nutrition therapy

Just because an employer offers Virta does not mean that they offer all the programs listed above. For instance, an employer group may offer its employees Diabetes Reversal only while not offering Sustainable Weight Loss with Responsible Prescribing. Not all members with Virta are covered for GLP-1s for weight loss. Members should check with their employer or refer to their plan documents to determine what benefits they have access to.

Each Virta solution focuses on nutrition therapy and lifestyle changes, personalized to each member's preferences, budget and unique metabolic needs. All enrollees have 24/7 access to the tools and resources on Virta's platform.

**Type 2 Diabetes Reversal on Virta is defined as reaching an A1c below 6.5% without the use of diabetes medications beyond metformin. Diabetes and related issues can return if lifestyle changes are not maintained.*

Q: Who's eligible for participation in Virta?

A: All members must be at least 18 years old to enroll in Virta and can only enroll in one Virta program. Here are the specific eligibility criteria for each program:

- **Sustainable Weight Loss:** BMI of 25+ or A1c of 5.7%–6.4%
- **Sustainable Weight Loss + Responsible Prescribing:** Meets FDA criteria for GLP-1s, including having a BMI of 30+ or 27+ with comorbidities
- **Diabetes Reversal:** A1c of 6.5%+ and diagnosed with type 2 diabetes

Q: Where can I refer eligible members?

A: Providers can refer eligible members who would benefit from Virta to virtahealth.com/join/priorityhealth.

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Q: How and when do Virta providers communicate with a member's provider?

A: Virta works as part of a member's medical team and is committed to communicating with the member's PCP. When a member enrolls, Virta asks the member for their PCP's name and fax number. Virta then sends the PCP introductory information, followed by periodic member updates and triggered communications, such as if enrollees stop or start a medication or leave the Virta program. Providers can call, email or fax Virta, and they can set up a call with the member's Virta care team, if desired.

Q: How is Virta different from Omada and Teladoc Health Condition Management?

A: Omada is focused on diabetes prevention for members diagnosed with pre-diabetes or at high risk of developing it. Teladoc aims to help members manage their type 2 diabetes.

Virta is a comprehensive solution to help members address obesity, prediabetes and type 2 diabetes, enabling sustainable weight loss and lasting changes to nutrition and lifestyle. Members enrolled in Virta are supported by a multispecialty care team to help them fully engage in the program to achieve their health goals.

Q: Can Virta providers prescribe GLP-1 medications for weight loss?

A: Yes, if a member is enrolled in Virta's Responsible Prescribing program, they can get coverage for GLP-1s subscribed for weight loss. All GLP-1 prescriptions for these members must come from a Virta provider. If members enrolled in Virta are given new GLP-1 prescriptions, their PCP will be notified.

Q: Does Virta push patients toward GLP-1s?

A: No, Virta does not encourage GLP-1 usage for most participating members. Virta takes a nutrition-first approach toward sustainable weight loss without reliance on medication. Patients who are prescribed GLP-1s will be guided toward a clinically appropriate off-ramp.

Q: What about GLP-1 prescriptions for diabetes?

A: GLP-1 prescriptions for diabetes are not impacted, including for members enrolled in Virta's Diabetes Reversal program. Their GLP-1 prescription will be covered as before, and their prescription will not need to go through Virta.

Q: How does Virta handle situations where members are experiencing side effects of GLP-1 medications?

A: Virta's care teams, led by credentialed physicians, will work with the member to manage all side effects of any prescribed medications. Virta defers management of conditions such as hypertension, lipids or mental health to the member's local PCP, except in acute instances when Virta will direct the member to emergency care.

Virta provides all members guidance that Virta is not an emergency clinic and advises that they seek in-person care locally if they have an urgent or emergent health event. If the member messages Virta about emergent symptoms, Virta coaches will tell the member to seek care, and the coach will alert the member's Virta provider.

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Q: How much does Virta cost Priority Health members?

A: Priority Health members whose employer groups have opted into the Virta buy-up will have free, 24/7 access to resources and coaching on the Virta platform. Virtual appointments with the member's assigned Virta provider are subject to standard member cost-sharing according to the terms of their plan.

Q: How do members leave a Virta program?

A: Participating members can end their participation with Virta at any time through the Virta platform. However, it should be noted that members with a GLP-1 prescription for weight loss will lose coverage for this coverage upon exiting the Responsible Prescribing program.

Q: How many Priority Health members will be using Virta?

A: We don't yet have volume estimates, but we'll provide these once they're available.

Q: Are Priority Health members targeted for Virta communications?

A: Yes, we reach out to members who are eligible and likely to benefit from one of the Virta programs based on claims data.

Q: Are there member-facing resources on Virta I can share with patients who want to know more?

A: Yes, we have a member flyer and FAQs you are welcome to share with your patient, as well as a landing page on our website you can direct them to for more information.