

# Teladoc Health Diabetes and Condition Management

## Managing diabetes



About 1 in 10 Americans are living with diabetes and approximately 90-95% of them have type 2 diabetes.<sup>1</sup> We've partnered with Teladoc Health to offer self-funded employers programs designed to provide your population with comprehensive support and resources to manage diabetes effectively.

### What is the Diabetes and Condition Management programs?

Teladoc Health's programs provide personalized care, including regular consultations with healthcare professionals, tailored treatment plans, and continuous monitoring. Programs include:

- A connected blood glucose meter
- Unlimited test strips and lancets
- Data-driven personalized insights
- Expert coaching and real time support
- Guidance on healthy habits
- Hypertension and weight management support – available with Condition Management program
- Mental health tools and live support – available with Condition Management program

### What is the cost and who is eligible?

Self-funded groups can purchase the Diabetes Management or Condition Management program and will be charged a monthly participation fee per participant. The cost for Diabetes Management

program is \$58 per participant per month and Condition Management is \$76 per participant per month.

Members over the age of 18 who are diagnosed and currently managing diabetes are eligible to participate.

### How does it work?

Teladoc's programs offers a single integrated and personalized experience comprised of connected technology, digital programs and expert coaching.



**Effortless data collection** through a connected blood glucose meter that offers real-time feedback for glucose readings



**Personalized insights** delivered when members are most receptive, to help drive engagement and help them reach their health goals



**Human-centered approach** including unlimited access to live, over-the-phone coaching sessions and messaging with certified diabetes care and education specialists.

<sup>1</sup> CDC Diabetes Quick Facts (2022) <https://www.cdc.gov/diabetes/basics/quick-facts.html>

**Once enrolled every participant receives a welcome kit that includes:**

- Cellular-enabled blood glucose monitor
- Lancing device and lancets
- Blood glucose test strips
- Two blood glucose control solution droppers
- AC adapter & USB charger
- ‘Getting Started Guide’
- Carrying case
- Blood pressure monitor – Included in kit if enrolled in the Condition Management program
- Connected scale – Included in kit if enrolled in the Condition Management program

## Frequently Asked Questions (FAQ)

**Q: What is the difference between the Diabetes Management program and Condition Management program?**

A: The Diabetes Management program includes a combination of connected devices, personalized digital tools and human support for those with diabetes. The Condition Management program includes all of the Diabetes Management program features with additional multi-condition support for those with hypertension and weight management tools as well as integrated mental health tools and live support.

**Q: Who is eligible for this program?**

A: The program is available to members with type 2 diabetes who are 18 or older.

**Q: Is there a separate administrative fee for the program?**

A: Groups will not be charged an administrative fee for this program.

**Q: What are the program costs for self-funded groups?**

A: Self-funded groups have the option of choosing between two programs: Diabetes Management for \$58 per participant per month or Condition Management for \$76 per participant per month.

**Q: What is the difference between Teladoc’s programs and Virta’s Diabetes Reversal program?**

A: Teladoc Health’s programs focus on supporting those who are managing type 2 diabetes while Virta’s Diabetes Reversal\* program helps members achieve remission from type 2 diabetes and overcome obesity. Virta’s program offers a way to reduce blood sugar levels and the need for diabetes medication through personalized nutrition therapy. Groups have the option to choose a solution that best fits their diabetic population. Groups should work with their Priority Health sales representative for more information on each option.

\*Diabetes Reversal is the name of Virta’s solution. Virta defines Type 2 Diabetes Reversal as achieving an A1c below 6.5% without using diabetes medications other than metformin. This is medically termed “remission,” as diabetes can return if lifestyle changes aren’t maintained.

**Q: Are members with prediabetes or who are at risk of developing diabetes a good fit for this program?**

A: This program is designed to support individuals diagnosed with type 2 diabetes. The Priority Health diabetes prevention program would be a great fit for those with prediabetes or who are at risk of developing diabetes.

**Q: How will members know they are eligible?**

A: Members will be contacted via email and direct mail to inform them of their eligibility in the program. Members may also be referred by their doctor or Priority Health care manager.

**Q: How does a member enroll?**

A: Eligible members sign up directly by visiting [teladochealth.com](https://teladochealth.com) and answering a few easy questions about their health to register. Next, they download the app and log in. Members may also enroll by calling 800.835.2632.

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**Q: What will the member experience be like?**

A: After a member enrolls, they will be mailed a welcome kit that includes a connected blood glucose meter, test strips, lancets, blood pressure monitor and connected scale. They will also have access to the member website [teladochealth.com](https://teladochealth.com) where they can personalize their program and access their readings. You can learn more by watching this video.



**Q: Will members receive all the test strips and lancets they need?**

A: Yes, no matter if a member checks once a week or multiple times a day. Members receive all the test strips and lancets they need at no cost.

**Q: How does a member reorder test strips and lancets?**

A: Members can reorder test strips and lancets in four ways:

1. Through the member website: [teladochealth.com](https://teladochealth.com)
2. Through their meter
3. Through the mobile app
4. By calling member support anytime at 800.835.2632

**Q: Will the test strips, blood glucose meter and other supplies be sent directly or will the member need to find an in-network durable medical equipment (DME) provider?**

A: All items will be sent directly to members.

**Q: Can a participant use a continuous glucose monitor (CGM)?**

A: Yes, a member can use a CGM. However, the Diabetes Management program can only sync data with Dexcom CGM's. If a member is using a CGM, they will still have access to other benefits of the program including food and activity tracking, personalized coaching and 24/7 monitoring.

**Q: What kind of credentials do the coaches have?**

A: All coaches have earned the Certified Diabetes Care and Education Specialist (CDCES) credential.

**Q: How often will members receive communications? Can they adjust the frequency or opt out?**

A: Frequency varies depending on the preferences a member has set for their account. Members can customize what out-of-range readings a coach should contact them about by logging in to their account at [teladochealth.com](https://teladochealth.com) and visiting the "Support" tab on the left panel of the dashboard. Members can opt out of communications by logging in to their account and visiting "Notifications" in the drop-down menu located at the top right of the screen.

**Q: Can members share their information with others?**

A: Yes, members can share their averages, trends and a summary of readings over the last 30 and 90 days. This can be shared with family, friends and doctors via email, fax, or text message through the program's secure webpage.

**Q: Can members connect to the program through the Priority Health member portal?**

A: No. Members will need to connect directly at [teladochealth.com](https://teladochealth.com).

**Q: Can a member cancel their membership?**

A: Yes, members can cancel at any time for any reason. They will need to call 800.835.2632 or email [membersupport@teladochealth.com](mailto:membersupport@teladochealth.com).



**Have more questions?**

Reach out to your Priority Health Sales representative to learn more.