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REEP Wellness

OMADA FOR DIABETES®

Frequently Asked Questions

What is Omada for Diabetes?

Omada for Diabetes is a virtual program that makes it easier to manage your diabetes and reach your health goals, whether that's losing weight or reducing stress. With expert support from a dedicated 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.

How much does it cost?

If eligible, the program is at no cost to you (a $1,700 value).

What does the dedicated care team do?

If you have type 2 diabetes, your **personal health coach** is your main point of contact. They provide one-on-one support to help you manage diabetes, weight and stress, while cheering you on along the way. If you have type 1 or type 2 diabetes, your **certified diabetes specialist** (CDCES) is available for any diabetes-related questions and will help you understand your blood glucose levels and how to keep it under control.

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. On average, members participate 1-2 hours per week.

Who is eligible for this program?

REEP will cover the entire cost of the program if you or your spouse, domestic partner, or adult dependent aged 18 and older are enrolled in a REEP Anthem Blue Cross or Kaiser Permanente medical plan, and apply, meet the eligibility requirements, and enroll in the program. However, only REEP member employees are eligible for rewards.



Smart Scale*

Personal Health Coach + Clinical Specialist

Continuous Glucose Monitor Sensors (CGMs)

Blood Glucose Meter + Test Strips and Lancets

What do I get as a member?

You get a program valued up to $1,700—at no cost to you.

- A personal health coach and a clinical specialist
- A personalized care plan
- Weekly lessons
- Tools for managing stress
- Online peer group and communities

Plus, you get smart devices to monitor your blood glucose and track your progress. You keep them all.

- 2 continuous glucose monitor sensors (CGMs)*,†
- Blood glucose meter with all the test strips and lancets you need
- Smart scale (if clinically eligible)

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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 all the test strips that I need with the blood glucose meter?

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, at no cost to you.

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

Whether you have type 1 or type 2 diabetes, Omada supports your doctor's current treatment plan. In fact, Omada can be your day-to-day support. By monitoring your 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.

Is there a reward for joining Omada?

Beginning July 1, 2024, REEP is offering a $150 e-gift card reward to every eligible REEP member employee who enrolls in a REEP Omada Diabetes, Hypertension, or Joint & Muscle Health condition management program.§

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 + Meet Your Team
Say hello to your connected smart devices.

Meet your 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.

First CGM sensor arrives
Diabetes members can easily connect the CGM to their account.

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 when covered by your employer or health plan.

* Certain features and smart devices are only available if you meet program and clinical eligibility requirements. CGMs are only available if you qualify for the diabetes program. CGMs also require a prescription and a compatible smartphone. You will receive two (2) CGM sensors—one after you enroll and the other at the 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. 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.

§ REEP member employees currently enrolled in one of those REEP Omada condition management programs will also receive the reward. REEP member employees receiving the reward are expected to actively participate in the program for at least one year after enrollment. Please note that all eligible REEP member employees who apply to any REEP Omada program will also qualify for entry into a monthly drawing for a chance to receive a $100 e-gift card. Please contact Vanessa Torres at keenanwell@keenan.com with any questions about the reward.

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OMADA FOR HYPERTENSION®

Frequently Asked Questions



Personal Health Coach + Clinical Specialist

Smart Scale*



Blood Pressure Monitor

What is Omada for Hypertension?

Omada for Hypertension is a virtual program that makes it easier to manage your blood pressure and reach your health goals, whether that's losing weight or reducing stress. With expert support from a dedicated care team and smart devices to monitor your progress, you'll learn to make changes that last—at your own pace—so you live healthier, feel better and have more energy.

How much does it cost?

If eligible, the program is at no cost to you (a $1,400 value).

What does the dedicated care team do?

Your **personal health coach** is your main point of contact. They provide one-on-one support to help you manage blood pressure, weight and stress, while cheering you on every step of the way. Your **clinical specialist** is available for any blood pressure-related questions and will help you understand your blood pressure numbers and how to keep it under control.

Who is eligible for this program?

REEP will cover the entire cost of the program if you or your spouse, domestic partner, or adult dependent aged 18 and older are enrolled in a REEP Anthem Blue Cross or Kaiser Permanente medical plan, and apply, meet the eligibility requirements, and enroll in the program. However, only REEP member employees are eligible for rewards.

What do I get as a member?

You get a program valued up to $1,400—at no cost to you.

- A personal health coach and a clinical specialist
- A personalized care plan
- Weekly lessons
- Tools for managing stress
- Online peer group and communities

Plus, you get smart devices to monitor your blood pressure and track your progress. You keep them all.

- Blood pressure monitor
- Smart scale (if clinically eligible)

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Why is managing blood pressure important?

Without taking steps to manage it, 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 with your connected blood pressure monitor, your care team will help you understand health trends, so you can start making simple changes to control your numbers.

How will Omada help me with stress?

Many factors impact your blood pressure and overall health. If you experience stress or have trouble sleeping, 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.

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, members participate 1-2 hours per week.

I already see my doctor about high blood pressure. Do I still need Omada?

Omada supports your doctor's current treatment plan. In fact, Omada can function as your day-to-day support. By monitoring your 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 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.

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.

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OMADA FOR JOINT AND MUSCLE HEALTH®

Frequently Asked Questions

What is Omada for Joint & Muscle Health?

Omada for Joint & Muscle Health is a virtual physical therapy program that connects you with your very own dedicated licensed physical therapist* to diagnose and treat your aches and pains—all from your smartphone or tablet. No driving to appointments, no waiting rooms.

What can Omada treat?

From chronic back pain to a sudden neck ache, your physical therapist can diagnose and treat nearly any joint or muscle concerns you have, from head to toe. If you don't have a current joint or muscle issue, we'll help you keep it that way with a self-guided injury prevention plan.

What does my physical therapist do?

Your Omada physical therapist is with you the whole way. They take the time to understand your needs, challenges and goals to create a treatment plan that fits into your life. Making adjustments along the way, your physical therapist will help you stay on track to recovery. With unlimited chats and video calls, you'll get personalized guidance when you need it.

How soon can I meet my physical therapist?

You can meet with your physical therapist **as early as 24 hours from enrollment.**† With traditional physical therapy, you may need to wait weeks.

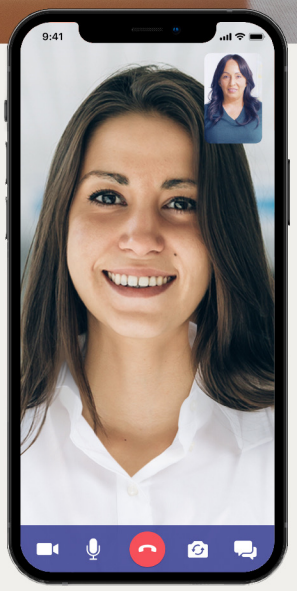
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What do I get as a member?

- Dedicated, licensed physical therapist with unlimited video visits*
- Personalized assessment and treatment plan
- Free exercise kit* and digital exercise library
- Tools for a healthy mindset



Licensed physical therapist

Get Started Today

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How does Omada virtual physical therapy work?



You'll start with a video visit with your physical therapist, who assesses your condition by guiding you through a series of movements using the Omada app.

Your physical therapist will then diagnose the source of your pain or discomfort and create a treatment plan.

Omada's virtual assessment tools provide easy and accurate ways to check your range of motion. It also helps your physical therapist monitor your progress and make adjustments so you have a speedier recovery.

Do I need a referral from my doctor to get started?

Referrals may not be necessary to get started.†

How soon can I expect results?

Most people can expect to experience some improvement in the first two weeks, but results depend on your individual conditions and care plans. **9 out of 10 Omada members see improvement in their area of concern throughout their treatment.**[1] Your physical therapist will provide a clear recovery timeline aligned with your personalized plan.

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.

Is there a cost?

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How do I get started?

Enroll

Complete a 1-minute application, and get a confirmation code.

Download the Omada for Joint & Muscle Health app and enter your code.

Tell us about yourself

Have an injury or pain? Schedule your video visit with your physical therapist. **Appointments available as early as 24 hours from enrollment.**†

No concerns? You'll get a personalized self-guided injury prevention plan.

Meet your physical therapist

Through a video visit, your physical therapist will assess and diagnose your condition.

Get your treatment plan + exercise kit*

Your physical therapist creates your treatment plan and we'll mail you a free exercise kit, which includes:

- Therapy ball
- Elastic bands
- Door anchor
- Phone stand

Start relieving pain

You will have support every step of the way to help you reach your goals.

Questions?

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1 Omada internal analysis of member population data, 2018-2021.

* The program features described are specific to the complete version of Omada® for Joint & Muscle Health. Members not experiencing a relevant injury or musculoskeletal condition may instead receive a preventive version of the program, which includes different features and does not include a physical therapist.

†Your home state may require a referral from a physician. Omada can facilitate this with a video visit with a physician, but this may delay your initial physical therapy consultation.

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