



9amHealth Frequently Asked Questions

1. What is the 9amHealth Program for the State Health Benefit Plan (SHBP)?

9amHealth is SHBP's specialized partner for weight management care and weight loss medication support. The 9amHealth program has been customized specifically for SHBP members and our benefit program to provide clinical care, lifestyle guidance, and medication management. Through this program, eligible members can receive personalized support on their weight health journey while accessing coverage for weight loss medications when appropriate. 9amHealth does not fulfill any prescriptions on behalf of our plan. All prescriptions are still filled at an in-network pharmacy of the member's choice.

2. Is 9amHealth an app?

9amHealth is a medical clinic with board certified physicians in weight loss management, endocrinologists, registered dietitians, pharmacists and more which are available to members through multiple communication channels. While 9amHealth includes an app, it has many other aspects for interaction and engagement. Prescribing decisions are not made by a computer or AI.

3. Why is the State Health Benefit Plan implementing this for members?

Because these medications are intended to be used alongside diet and exercise under FDA prescribing guidelines and due to their extremely high cost, SHBP has introduced this lifestyle management program approach to help support members, promote sustainable health outcomes, manage costs, and preserve coverage for these medications in the future.

4. Is this a required program to get weight loss drugs?

As of February 1, 2026, to continue receiving coverage for FDA-approved weight loss medications under the SHBP benefit, members will need to participate in 9amHealth once their current weight loss drug prior authorization ends. If members do not want to participate, those prescriptions would not be covered under the state health benefit plan and members could pay out of pocket. 9amHealth services are also available for free to members wanting to start a new weight loss journey, with and without medication prescribing.



5. Why can't I continue to get my prescription from my current doctor?

SHBP strongly encourages a partnership with your primary care provider, and our 9amHealth providers will communicate important health information to your healthcare team. We unfortunately have had many of our members use providers who have not been providing the FDA recommended lifestyle guidance required for these medications to ensure safe, effective and long-term positive outcomes. While we are investigating the possibility of adding Georgia based providers to our approved prescriber list, until we do so the prescriptions have to come from 9am Health's provider team to be covered under the SHBP pharmacy benefit.

6. Will I still be able to see my own doctor?

9amHealth **does not** replace your primary care provider. Members are encouraged to continue seeing their regular doctor for overall health needs. For coverage of weight loss medications under the SHBP benefits, prescriptions must be managed through 9amHealth unless a medical exception is granted. The Department of Community Health is reviewing possible future enhancements to the program which may include an expanded network of Georgia physicians available to manage weigh loss medication prescribing.

7. What drugs fall under this program?

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|-------------------------------|---|
| Benzphetamine HCL | Phentermine HCL (Adipex-P) |
| Contrave (Non-preferred drug) | Qsymia/generic |
| Diethylpropion HCL | Saxenda/Liraglu de (Saxenda brand will become nonpreferred effective 4/1/2026) |
| Diethylpropion HCL ER | Wegovy |
| Orlistat | Xenical (Non- preferred drug) |
| Phendimetrazine tartrate | Zepbound |

If a member's drug is not on the list above then participation is not required.



8. What if I am taking one of these drugs for diabetes or a condition other than weight loss?

Participation with the 9amHealth lifestyle program is required for all the drugs that are in the table above, regardless of diagnosis.

9. Is this required for all SHBP benefit plans?

This requirement applies to: Anthem HRA
Anthem HMO
UnitedHealthcare HDHP
UnitedHealthcare HMO

Members enrolled in Kaiser Permanente are currently not eligible.
This program is not available to Medicare Advantage enrollees.

10. What kinds of services are provided by 9amHealth?

- Expert support for weight loss, diabetes, and heart health
- Access to weight health specialists, dietitians, and pharmacists
- Prescription medications, lab tests, and smart devices

11. What are members required to do as part of their participation in 9amHealth? Are there coaching calls?

Members who engage will have personalized services, including educational modules and monthly check-ins with the 9amHealth Care Team. Participation may include live video appointments with providers including physicians, health coaches, meal planning, as well as lab tests, as needed.

12. How can SHBP members interact with 9amHealth?

SHBP members can interact with 9amHealth via a virtual face to face appointment, phone, app, or text. Whatever method of interaction works best for the member can be used.

13. How do I contact 9amHealth?

The dedicated phone number for SHBP is (888) 870-9542

Email: support@join9am.com

Website: <https://join9am.com/shbp>



14. How will current members taking a weight loss drug be notified of the program?

Members will be notified via a phased notification approach which will begin when current Prior Authorizations (PA) with CVS Caremark expires. Notification letters for those with a PA expiring in February were sent a letter at the end of December and will continue on a rolling basis with members receiving letters 30-45 days before their PA expires.

15. Can members opt out of 9amHealth, or is participation required to continue with their weight loss medications?

Participation is required for prescriptions to be covered under the benefit plan, unless a medical exception applies. For members who fall under one of the medical categories 9amHealth doesn't treat, 9amHealth will inform CVS Caremark so the member can be exempted from the program. Enrollment with 9amHealth and a health evaluation is required before any medical exception will be granted. If a member is exempted by 9amHealth for the program, then that member still must meet the prior authorization (PA) criteria in place with CVS Caremark.

16. Are medications filled at local pharmacies or by 9amHealth?

9amHealth does not dispense medications. 9amHealth will call in the prescription to the in-network pharmacy of choice for the member.

17. Do members have a right to appeal if they are not prescribed a weight loss drug by 9amHealth?

Prescribing decisions are made by licensed physicians based on medical appropriateness and safety. Because these are clinical decisions rather than coverage denials, there is **not** a formal appeal process through SHBP.

18. Is there a cost to the member for this program?

No. There are no costs to members for the 9amHealth lifestyle support program; however, if a lab service is needed, then the member would pay the lab copay the same as any other physician ordered lab.



19. What happens with my data? How do I know 9amHealth is secure?

Your privacy and data security are important. Like all vendors that work with the SHBP, 9amHealth must follow strict federal and state privacy and security requirements, including the Health Insurance Portability and Accountability Act (HIPAA). This means your personal health information is protected and can only be used to provide care, administer the program, and meet SHBP coverage requirements. 9amHealth uses industry-standard security safeguards to protect your data and is contractually required to maintain these protections as part of its work with SHBP.