



# Onduo Intensive Diabetes Management Program

## Frequently Asked Questions

### What is the Onduo<sup>1</sup> intensive diabetes management program?

Onduo is a virtual care management program that provides personalized support for type 2 diabetes. Onduo helps you stay on top of your blood glucose levels and achieve your health goals, all from the comfort of your home.

### What can I get with the Onduo program?

- **A new device and supplies.** Onduo will ship a secure blood glucose meter and test strips - at no additional cost to you.<sup>2</sup>
- **Support from the comfort of home.** Take an A1C test without leaving your house, or meet with licensed endocrinology specialists if it's determined clinical care is needed - right from your smartphone.
- **Valuable insights.** Connect the dots and see how food, activity and medications can impact your blood glucose.

### I've tried other diabetes management programs without success. How is Onduo different?

Onduo is different because it's tailored to you. The program offers remote support and virtual care in addition to your regular doctor visits where clinically indicated. Onduo's experienced care team will work with you along the way to answer your questions and provide support where needed.

### I already see my doctor about diabetes. How does Onduo fit in?

The program helps make sure you have the support you need between doctor visits.<sup>3</sup> Onduo makes it easy for you to see your up-to-date glucose via glucose meters and monitors, and get answers to your questions by messaging your Onduo coach directly in the app.

### Is there a cost for this program?

Onduo is available at no additional cost to you as part of your Partners for Health wellness program.<sup>3</sup>

### Who is eligible to participate in this program?

Onduo is available to all employees, spouses, adult dependents and retirees who are enrolled in medical insurance with Partners for Health. If you are living with type 2 diabetes and/or high blood pressure, you may be eligible to participate in the Onduo programs

based on your responses to the qualification assessment within the Sharecare app. Individuals with certain medical conditions, such as chronic kidney disease or liver failure, cystic fibrosis, people who are currently pregnant, people who have had an organ transplant or bone marrow transplant, people who have had an inpatient admission to the hospital for a mental health reason or a suicide attempt in the last three months are not eligible to participate.

### How can I access the Onduo programs?

Eligible members can access Onduo from within the Sharecare app via the 'Achieve' section, by selecting 'Programs' and then selecting 'Condition Management'.

### What data is being collected and how will it be used?

Onduo collects your data from information that may be directly shared with Onduo from your health plan, your health care provider(s), other third parties that your health care provider uses, or directly from you (e.g. in the Onduo app). All of this information is protected as your health information and Onduo cannot use, disclose, or share your information without the express permission from your health plan or health care provider(s). Your health plan and health care provider(s) are able to share your information for your treatment, but Onduo cannot further share it without their express permission. In fact, Onduo products are created keeping in mind the federal and state laws that are designed to protect your health information from impermissible and/or unauthorized uses, disclosures, and access. Onduo also has a legal obligation to comply with certain provisions of the Health Insurance Portability and Accountability Act of 1996, as amended, and its implementing regulations ("HIPAA").

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<sup>1</sup>Onduo offers certain care management and coordinated clinical care programs for eligible individuals, as further described at [onduo.com](http://onduo.com). Onduo Management Services LLC, Onduo LLC and a network of affiliated professional entities (collectively, "Verily Onduo") collaborate to offer the services. Verily Onduo services are meant to be used in conjunction with regular in-person clinical services and not intended to replace routine primary care.

<sup>2</sup>Some exclusions may apply.

<sup>3</sup>The Onduo app is not intended as a substitute for your primary care physician's guidance. Before making major lifestyle changes, please discuss your treatment plan with your primary care provider.

Persons featured are not actual Onduo members.

For information on filing an appeal regarding your incentive credits, visit [sharecare.com/tnwellness/appeals](http://sharecare.com/tnwellness/appeals).

To access health coaching or guided programs, you must meet eligibility requirements as set forth by each specific program and/or the Partners for Health Wellness Program to ensure the program is clinically appropriate for you. Please note, you can only participate in one program at a time. You can change programs at any time (if eligible).

Sharecare, Inc. is an independent company that provides health improvement and wellness services for the Partners for Health Wellness Program. Information provided by Sharecare is not a substitute for the advice or recommendations of your healthcare provider.