

# Diabetes Management Program

## Frequently Asked Questions



### What is Vida Health?

Vida is a virtual health program with a focus on chronic health condition management.

For those who are eligible, when you sign up with Vida, you'll share your health goals and preferences. Your program will include helpful resources like videos, lessons, recipes and more, plus easy progress tracking. You'll also be able to connect your fitness trackers or health devices.

At Vida, we handpick the best health experts from across the country. Our dietitians and providers can help you reach your personal goals. Here are a few examples of things we can help with:

- **Managing diabetes**
- **Medication prescribing and lab orders<sup>1</sup>**

### Who has access to Vida through Partners for Health?

Vida Health is available to all employees, spouses, adult dependents and retirees who are enrolled in medical insurance with Partners for Health through the state of Tennessee. If you are living with Type 2 diabetes, you may be eligible to participate in the Vida program.

### What kind of support can I receive through Vida?

If you're living with Type 2 diabetes, our registered dietitians and certified diabetes educators can help you focus on key areas that support your overall health. We'll work with you on goals such as losing weight, eating more healthfully (including special diets like gluten-free, paleo or vegan), exercising more, reducing stress, improving sleep and lowering blood sugar, blood pressure and cholesterol. Our support is designed to help you effectively manage diabetes and related conditions like hypertension and hyperlipidemia.

### Can I only participate if I have diabetes?

Yes. This program is only available to employees, spouses, adult dependents and retirees with a diagnosis of Type 2 diabetes.

### Is there a cost for this program?

No. This program is available at no cost to all employees, spouses, adult dependents and retirees who are enrolled in medical insurance with Partners for Health.

### How do I sign up for Vida?

To enroll, visit [stateoftn.sharecare.com](http://stateoftn.sharecare.com).

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

### How do I choose my care team?

After you have signed up for Vida and logged into the Vida Health app (or called by phone), we'll ask you a few questions, and suggest registered dietitians with whom you can choose to schedule a first appointment.

Once you're in the program, you can request to change your dietitian at any time. Go to the Home screen in your Vida Health app, tap the gear icon in the upper right, then tap Request New Coach. You'll answer a few questions so we can match you with a new dietitian that's the best fit for your style and goals.

### I have my own glucometer. Do I need to request a new one from Vida?

If you have your own glucometer, you can likely sync it with the Vida app if it has bluetooth connectivity. If you are not able to sync your device, you can also manually enter your data into the Vida app if you prefer to continue using that device.

### I was working with OnDuo. Do I have to sign up with Vida?

Signing up with Vida is not required but encouraged in order to continue supporting your health goals and managing your diabetes.

### Can I earn incentives?<sup>2</sup>

Yes! Eligible members can earn up to \$250 when you participate in Vida: Complete at least one consult per month with a Vida coach, provider or health guide, earn \$25 per month (up to \$250 max).

<sup>1</sup>The Vida Medical Prescribing Service is only available to select members currently enrolled in one of Vida's Clinical Programs who would benefit from the addition of working with a prescribing provider.

<sup>2</sup>Incentives are available for active state and higher education employees and spouses who are enrolled in medical insurance with Partners for Health.



Visit [sharecare.com/tnwellness/vida-health](http://sharecare.com/tnwellness/vida-health) for more information or call Sharecare at **888-741-3390**, Monday – Friday 8 a.m. to 8 p.m. CT.

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