



Omada[®] FAQ

Prevention, Hypertension, Diabetes, and Joint & Muscle Health

To learn more and get started, visit
omadahealth.com/reep

Omada[®] is a virtual care program that empowers you to achieve your health goals. Combining data-powered human coaching, connected devices, and curriculum tailored to your specific circumstances, the program is designed to help you build healthy habits that last.

How do Omada's programs work?

Omada's personalized programs surround you with the tools and support you need to reach your health goals, whether that's losing weight, staying on top of diabetes, lowering blood pressure, or improving overall health. Review page 3 for additional information about the Joint and Muscle Health program.

Getting Started with Omada[®] for: Prevention, Hypertension and Diabetes

The Prevention, Hypertension and Diabetes programs include:

- A professional health coach for ongoing one-on-one guidance. Coaches are trained to help participants with their health goals and conditions in ways that work for them.
- Connected devices (scale, blood pressure monitor, and/or glucose meter) based on your clinical needs.
- Weekly online lessons to help participants explore physical, social, and psychological components of healthy living, including the essential knowledge and skills to self-manage conditions like diabetes and hypertension.
- A small online community of peers with similar health conditions for real-time encouragement, sharing, and support.

Participants who are living with diabetes will gain additional condition-specific support, which includes managing medications, remotely tracking blood glucose levels and more.

How much does it cost?

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, qualify, and meet the eligibility requirements.



How are Omada's programs structured?

Omada presents a new area of focus each week, covering topics relevant to a participant's health, whether that's changing food habits, getting active, monitoring blood pressure, learning from challenging situations, or learning how to manage glucose levels. The weekly topic is supported by an interactive lesson, conversation with a personal health coach, and other program features.

In addition, underlying framework, coaches can work with participants to identify areas that they want to work on: everything from understanding blood glucose numbers to checking blood pressure using the right technique to engaging family and friends to help support them in making changes.

What is the application process?

Individuals interested in Omada can complete the online application to find out if they meet the clinical enrollment criteria to participate in the program (see application URL at the top of the page). Those who complete the application and are eligible to enroll will receive an email invitation to join the Omada program.

Are family members eligible for Omada?

Yes, adult family members who are covered under the same health plan and meet the clinical enrollment criteria are eligible for Omada.

Do participants get to keep the tools after the Omada program ends?

Yes, all the devices that are provided by Omada during the program are meant for participants to keep.

What privacy measures are in place?

As a healthcare company, Omada takes security and participant privacy very seriously, and operates in accordance with all applicable privacy and data protection laws. The company employs rigorous physical, technical and administrative controls to protect personal information. You can learn more about Omada's use and protection of personal information by reading the [Privacy Policy](#) and [Terms of Use](#).

What personal information will be shared with a participant's group?

Group members can see each other's photo, first name, hometown, and introduction note. Concerning progress through the program, others in the group can see when a participant last logged in, their lesson completion progress, and a progress bar that measures weight loss as a percentage without sharing actual weight. No one in the group will be able to see a participant's private information such as weight or last name.

What are the specific steps involved in getting started?

Here's what interested individuals can expect.

1. Visit omadahealth.com/reep
2. Click the button to complete a brief application.
3. Individuals will receive an email from support@omadahealth.com within 2 business days letting them know if they're accepted. If accepted, the email will provide instructions on setting up their Omada account online.
4. Participants can set up their account on their own time. No strict deadline, but the sooner they set up, the sooner they can start.
5. Within a few weeks of completing account setup, participants receive a welcome kit in the mail with their scale.
6. Groups kick off each Sunday. This entails an introductory online message from the coach, the first lesson being "unlocked," and access to the group message board.



Getting Started with Omada® for Joint & Muscle Health

What is Omada® for Joint & Muscle Health?

Omada® for Joint & Muscle Health is a virtual program that helps you build muscle to prevent aches and pains, as well as connects you with a licensed physical therapist to help you treat current muscle or joint pain. All on your smartphone and on your schedule!

Is Omada® for Joint and Muscle Health right for me?

Whether you're looking to build strength and flexibility, or treat existing pain and injuries, Omada can help! Help prevent pain with your personalized exercise plan that includes guided mini-workouts, plus educational articles and tips.

Treat aches, pains and injuries by connecting with a licensed physical therapist who will assess your condition and provide you with a personalized recovery plan.

Is there a cost?

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, qualify, and meet the eligibility requirements.

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

No referrals are necessary to get started.

How do I and/or my family members get started?

Visit msk.omadahealth.com/reep and follow the enrollment instructions. If you have any questions during the enrollment process, please email msksupport@omadahealth.com

How do I know if I and/or my family members are eligible?

Adult family members who are covered under the same health plan and meet clinical enrollment criteria are eligible for the Omada programs.

Do I need a smartphone to use the app?

You can use Omada® for Joint & Muscle Health on your smartphone or tablet.

Physical Therapy with Omada

How does virtual physical therapy work?

It starts with a face-to-face video consultation with a licensed physical therapist who will carefully assess your condition, guide you through a series of evaluative movements and perform a full musculoskeletal evaluation. They'll provide you with answers and next steps to help you feel better. And it all takes place on your smartphone—no clinics, no waiting rooms!

How are assessments done without any touching?

The majority of "hands-on" assessments, including range of motion or mobility tests, can be replicated remotely. You may be surprised that over 80% of common muscle and joint pain diagnosis occurs during a patient history discussion. Omada's high-quality, personalized care and its remote approach to diagnosis has shown to be just as accurate as in-person diagnosis.

How soon can I schedule my initial consultation with a licensed physical therapist?

Appointments are generally available as early as the same day or next day. You will be prompted during the enrollment process to schedule your initial consultation.

To schedule an additional appointment, tap the "Inbox" tab in the bottom menu in the app, then tap the calendar icon in the top right corner and tap the "schedule video visit" button.

How soon will I start to experience results?

Most people can expect to experience improvements in the first two weeks but may vary on a case-by-case basis according to individual conditions and care plans. Your physical therapist will provide a recovery timeline that is in alignment with your personalized plan.

Where can I find more information on using the app?

If at any point in the process someone has questions about the status of their application or account, they can email support@omadahealth.com, call (888) 409-8687, or check out our help center articles at support.omadahealth.com.

The most common cause of confusion is that people have not seen their emails from Omada, so they may want to start by checking their inbox and spam folder for emails from the @omadahealth.com domain.