

## Who is Welldoc?

- Welldoc, a digital health leader revolutionizing chronic care, integrates personalized, real-time, and actionable insights into the daily lives of individuals living with chronic conditions, enabling improved health and outcomes. Welldoc's comprehensive chronic-care platform provides multi-condition support across diabetes, prediabetes, hypertension, and heart failure, with behavioral health support.
- The Welldoc App\* is an FDA-cleared digital health solution that guides individuals through the complicated journey of living with diabetes by enabling them to self-manage their care while enhancing connections to their healthcare team. Welldoc partners with health plans, health systems, and employers to extend care, improve health, and reduce costs.

\*Welldoc Diabetes Rx/OTC is an FDA-cleared medical device intended for use by healthcare providers and their adult patients with type 1 or type 2 diabetes. For full labeling information, visit [welldoc.com](http://welldoc.com). The other Welldoc products are non-FDA-cleared and intended to promote general wellness and education/self-management of various chronic disease states.

## What is the Healthfirst Cares powered by Welldoc App?

- The Healthfirst Cares App creates a unique and engaging real-time experience for all members. It learns from member input and adapts to behaviors to help members better understand and self-manage their condition.
- The app provides tailored coaching and health insights for Healthfirst members aged 19 years or older diagnosed with prediabetes or type 2 diabetes.
- The app can help members at risk for diabetes or living with diabetes achieve their health goals through messages, education, motivation, and accountability.
- The app is not intended to replace the care provided by a licensed healthcare professional, including prescriptions, diagnosis, or treatment. Members should seek the guidance of a licensed healthcare professional before making medical decisions.
- The app provides tools for members to communicate with care teams by sharing progress and health data.

# Frequently Asked Questions

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## The Healthfirst Cares App provides comprehensive resources, including:

### Device/Data connectivity

- Collects individual health data to provide members with personalized, real-time digital coaching and insights.
- Connects and syncs with multiple devices and data sources that members use in their daily lives to capture health vitals, including blood glucose monitors, blood pressure cuffs, fitness trackers, weight scales, pharmacies, and lab data.

### Compatible glucometers include:

- OneTouch® Verio Flex Meter
- OneTouch® Verio Reflect Meter
- CONTOUR® NEXT ONE
- Accu-Chek® Aviva Connect
- Accu-Chek® Guide
- Accu-Chek® Instant
- Agamatrix® Jazz Wireless 2 Glucose Meter
- CVS Health Advanced Bluetooth® Glucose Meter
- CVS TRUE METRIX® AIR Glucose Meter
- Rite Aid TRUE METRIX® AIR Glucose Meter
- Walgreens TRUE METRIX® AIR Glucose Meter
- Nipro TRUE METRIX® AIR Glucose Meter

In addition, members can manually enter a glucose reading from any glucometer, whether it is Bluetooth-enabled or not.

### Focus on food and fitness

- Comprehensive nutrition guidance and tools, leveraging carbohydrate and nutrition tracking, healthy recipes, meal plans, lifestyle tips, and more.
- Digital coaching prompts to guide positive nutrition behaviors and weight management.

# Frequently Asked Questions

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- Nutritional guidance with features that analyze and explain diet factors, carbohydrate insights, and blood glucose levels, while helping members plan and track meals.
- Members can add meals to the Meal Planner, choosing from hundreds of new recipes, then add each entry to the Food Diary.
- Members can create custom meal plans up to four weeks in advance.
- Members can create grocery lists and have the list of ingredients ordered for pickup or delivery at a nearby grocery store.
- Members can use Restaurant Helper to plan meals when eating out.

## Self-manage prediabetes, diabetes, and hypertension

- Personalized digital coaching through patented artificial intelligence as if it were being delivered by a certified diabetes educator (CDE), health coach, or clinician.
- Prediabetes and diabetes education is backed by a comprehensive, evidence-based curriculum that helps members better understand their condition.
- Access to resources and educational materials featured in the app:
  - Curriculum—Prediabetes and diabetes digital health education
  - Videos and Articles—Health and diabetes education and information
  - Inspirations—Motivation for members to stay engaged
- Connect to the devices and import lab results to monitor blood glucose, blood pressure, weight, activity, and lab results and easily track symptoms.
- In-app medication and activity reminders engage members and promote adherence to keep the member's treatment on track.

## How do care teams access patient information?

- Easily track health progress with reporting that analyzes patient-generated data to show trends and patterns over time, helping patients understand what affects their health, and providing care teams data and insights between office visits.
- Extend care with the SMART Visit Report<sup>®</sup>, which is a comprehensive 10-page report that consolidates patient-generated data to show patterns and trends over time.

# Frequently Asked Questions

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- Biometric data through connected devices help care teams assess the member's status and areas that need attention.

## Can members access the Healthfirst Cares App without having an active Healthfirst NY Mobile App account?

- No. Members must have the Healthfirst NY Mobile App and a valid Healthfirst online account to access the Healthfirst Cares App.

## Can any member access the Healthfirst Cares App?

- No. Only members in the eligibility cohort can access the Healthfirst Cares App.

## Who is the intended user of the Healthfirst Cares App?

- The Healthfirst Cares App is a Software as a Medical Device (SaMD) intended to be used by members aged 19 years and older who have been diagnosed with prediabetes or type 2 diabetes. The app is intended to assist members in managing their health and share information with their providers or care teams to support their treatment plan.

## What languages are available in the Healthfirst Cares App?

- English and Spanish.

## How does a member hear about Healthfirst Cares App?

- Members will receive welcome outreach via letters, emails, SMS, and interactive voice response (IVR), which provides a brief app intro and directions for downloading.

## Are there any costs to participating?

- The Healthfirst Cares App has no cost associated with it. However, if members need to obtain glucometers and test strips, standard fees and cost-sharing apply and are unchanged by the app's introduction.

## Where can members get the Healthfirst Cares App?

- Healthfirst members who are eligible to participate in this program can access the Healthfirst Cares App directly from their Healthfirst NY Mobile App. Members can also download the Healthfirst Cares App at no cost through the App Store or Google Play.

# Frequently Asked Questions

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## What if I'd like to include one of my Healthfirst patients in this program?

- Providers can refer any Healthfirst members who may benefit from the app's tools and resources to this program, regardless of line of business. To refer, please complete the Healthfirst Cares powered by Welldoc Referral Form and email it to [welldocreferrals@healthfirst.org](mailto:welldocreferrals@healthfirst.org).

## How will members learn to use the app, especially in the Medicare population?

- The app delivers an intuitive onboarding experience, including easy-to-follow navigation and clear instruction on how to pair a glucometer or other device.
- The app's messaging is written at a sixth-grade reading level, and Welldoc conducts rigorous testing to ensure members can leverage the app's features to self-manage their conditions, while providing actionable insights to support our care team connections.
- If members need help or have any questions, advise them to call the Member Services phone number on their Member ID card.
- Detailed user guides are available for members who prefer to learn through this resource.
- Over time, member engagement tactics such as email or in-app push notifications will encourage members to leverage the app's full functionality.

## What security is in place to ensure that PHI and PII are properly protected?

- Welldoc maintains and enforces a robust Information Security Program that is continually reviewed and updated. All PHI and PII are protected with SHA-256 encryption at rest and transmitted using a minimum of TLS 1.2. Next-gen firewalls protect servers and network infrastructure, Security Information Event Management (SIEM), Intrusion Prevention Systems (IPS), and Intrusion Detection Systems (IDS) systems with thorough monitoring, logging, and alerting. The least privilege access control is employed throughout the organization and across all systems, databases, and applications. Welldoc maintains HITRUST certification and an annual SOC 2 Type audit to verify security controls continually and performs regular internal and external vulnerability scans and third-party penetration testing.

# Frequently Asked Questions

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- Welldoc is aligned to Healthfirst's HIPAA-compliant processes, guidelines, and regulations.
- Healthfirst has very robust processes to ensure HIPAA compliance and adherence to privacy guidelines and regulations. The member can see the privacy policy in the app itself by navigating to the Profile screen by tapping the person icon in the top-right corner of the Home screen and selecting "Privacy Policy."
- Members will be asked to read through and accept the privacy policy before they log in for the first time.

## What should I do if members have questions about their latest glucose levels or other clinical questions about their health?

- Members should be told, **"If you think you have a medical emergency, call your doctor or 911 immediately."**
- Otherwise, please follow existing clinical question escalation processes for members. Nothing should change based on the app.

## What if a member asks: My recent readings are much higher/lower than I have recently seen. How do I determine if the glucometer is working correctly?

- Please refer the member to the glucometer manufacturer, not the app, if there are any questions.
- Once the member looks at the glucometer, please follow existing procedures for members using glucometers to address any concerns, as the app is now out of the conversation.

# Frequently Asked Questions

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## Can internal staff see members' glucose readings to assist in health coaching?

- Patients can create a schedule or send a SMART Visit Report manually between office visits. The SMART Visit Report consolidates and analyzes patient-generated data to provide insights, trends, and patterns that go beyond glycemic data by integrating standards of care, blood pressure, and lifestyle information.

## What if the Healthfirst Cares App recommends that members take action that differs from their medical provider's recommendation? What should the member do?

- If any content in the Healthfirst Cares App deviates from previously delivered medical guidance or their care plan, members should first consult with their medical provider before taking any action in reliance on that content.

Healthfirst Cares powered by Welldoc® App ("Healthfirst Cares") is Software as a Medical Device (SaMD) intended for use by healthcare providers (HCPs) and their patients—aged 18 years and older—who have type 1 or type 2 diabetes. Healthfirst Cares is intended to assist patients in managing their diabetes with guidance from their providers. Healthfirst Cares has two versions—Healthfirst Cares (OTC) and Healthfirst Cares Rx. Healthfirst Cares combines the FDA-cleared medical device functionality of Healthfirst Cares (OTC) and Healthfirst Cares Rx with another non-FDA-cleared wellness and educational/self-management product. Healthfirst Cares (OTC) and Healthfirst Cares Rx should not be used by patients with gestational diabetes or patients using an insulin pump. Improper use of Healthfirst Cares (OTC) and Healthfirst Cares Rx may result in unsafe recommendations that could result in hyperglycemia or hypoglycemia.

Coverage is provided by Healthfirst Health Plan, Inc., Healthfirst PHSP, Inc., and/or Healthfirst Insurance Company, Inc. (together, "Healthfirst").