Omada FAQ

Here are some additional frequently asked questions about Omada, an online lifestyle change program designed to help combat obesity-related chronic disease. See if you're eligible at omadahealth.com/partnersforhealth.

What is Omada?

Omada is an online lifestyle change program designed to help at-risk individuals combat obesity-related chronic disease. Participants in the Omada program learn how to make modest health changes that can lead to weight loss and reduced risk for type 2 diabetes. Learn more and watch the 3-minute video at omadahealth.com/partnersforhealth.

How do I apply?

Individuals interested in the Omada program can visit omadahealth.com/partnersforhealth to take a one-minute risk screener and find out if they meet the clinical enrollment criteria to participate in the program. The risk screener asks a few questions about height, weight, and health conditions. Those who 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 enrolled under your Cigna medical plan offered through the State of Tennessee and who meet the clinical enrollment criteria are eligible for Omada.

How much does it cost?

There's no additional cost for eligible Cigna members.

Why is ParTNers for Health offering this program?

Sixty percent of Americans are now at risk for chronic disease. By partnering with Omada, ParTNers for Health can offer at-risk individuals the help they need to proactively manage their health and work towards positive outcomes.

SEE IF YOU'RE ELIGIBLE:

omadahealth.com/partnersforhealth

How does the Omada program work?

Omada's approach combines proven science with personalized support to help participants build healthy habits that last—whether that's around eating, activity, sleep, or stress. The program includes:

• Weekly online lessons to educate and inspire. Participants are guided through online lessons that tackle physical, social, and psychological components of healthy living. Interactive games reinforce learning and help participants make connections to real-world scenarios.

• A wireless scale to monitor progress. Participants will receive this ready-to-use device in the mail, already synced to their private account.

• A professional Omada health coach for additional guidance. The Omada coaches keep participants on track, on their best days and their worst.

• A small online group of participants for added encouragement and accountability.

How long does the Omada program last?

One year.

How is the Omada program structured?

Omada starts with a core 16-week Foundations phase, organized into four areas:

• Changing Food Habits
• Increasing Activity Levels
• Preparing for Challenges
• Reinforcing Healthy Choices

Participants then enter the Focus phase for the remainder of the first year to continue building healthy habits.

How is Omada different than other weight loss programs?

Losing weight can be incredibly difficult. Omada's human-centered design, empathetic Omada health coaches, and smart technology work together to ensure members stay committed over time. As such, engagement rates far exceed those of typical weight-loss programs.

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

Yes, all the tools that are provided to you by Omada during the Omada program are yours to keep.

What privacy measures are in place?

As a healthcare company, Omada takes security and participant privacy very seriously, and we operate in accordance with all applicable privacy and data protection laws. We employ best-in-class physical, technical and administrative controls to protect your personal information. You can learn more about our use and protection of personal information by reading our Privacy Policy and our Terms of Use at omadahealth.com/partnersforhealth.

What personal information will be shared with my group?

Your online group members will have access to limited information about you as you go through the Omada program together. Group members can see the photo, first name, and hometown you provide when you set up your account, and they can read the introduction note you write. Concerning your progress through the program, your group can see when you last logged in, your lesson completion progress, and a progress bar that measures your weight loss as a percentage without sharing your actual weight. No one in your group will be able to see your private information such as your weight or last name.

SEE IF YOU'RE ELIGIBLE:

omadahealth.com/partnersforhealth

What are the specific steps involved in getting started?
Here's what interested members can expect.

1. Visit omadahealth.com/partnersforhealth.

2. Click the button to take the 1-minute risk screener.

3. If the results indicate a risk for type 2 diabetes, participants can then complete a brief online application.

4. In 1-2 days they'll receive an email from support@omadahealth.com letting them know if they're accepted. If someone is accepted, the email will provide instructions on setting up their Omada account online.

5. Participants can set up their account on their own time. No strict deadline, but the sooner they set up, the sooner they can start.

6. Within 1-2 weeks of completing account setup, participants receive a welcome kit in the mail with their scale and other tools.

7. Groups kick off each Sunday. The participant gets an introductory online message from the Omada health coach and access to the first lesson and the group message board. Please be advised that we may choose not to kick off new groups on the Sundays before or after major U.S. holidays when those holidays may interfere significantly with shipping or group momentum. If you sign up near a holiday, we'll stay in touch and may delay your kick off by one week.

What if I have questions?

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 Monday-Friday, 12pm-9pm Eastern, 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.

SEE IF YOU'RE ELIGIBLE:

omadahealth.com/partnersforhealth