

DIABETES MANAGEMENT

Frequently asked questions



What is Diabetes Management?

The Diabetes Management program helps make living with diabetes easier by providing you with a connected meter, unlimited strips and lancets and coaching.

My doctor says I have prediabetes or am at risk of developing diabetes. Is Diabetes Management a good fit for me?

No, Diabetes Management is designed to support individuals diagnosed with type 1 or type 2 diabetes.

Will I really receive all the strips and lancets I need?

Yes! No matter if you check once a week or multiple times a day, with Teladoc Health you receive Unlimited strips and lancets at no cost to you.

Is this really no additional cost for me? How can that be?

Yes! Teladoc Health is being offered at no cost to you. Shipping is included, too. You are not billed anything for joining.

How do I join?

It's easy and takes only a few minutes! Visit TeladocHealth.com/Register/VBA and answer a few easy questions about you and your health to register. Next, download the app and log in. You may also enroll by calling Teladoc Health Member Support at 800-835-2362.

What happens after I join?

After you enroll, you'll be shipped the Welcome Kit that includes the meter and all the strips and lancets you need to check your blood sugar. You'll receive access to the member website, member.teladoc.com, where you can personalize the program and access your readings.

Can I cancel my membership?

Yes, you can cancel at any time for any reason. Just call Teladoc Health at 800-835-2362 or email membersupport@teladochealth.com.

Is my information confidential?

Teladoc Health takes your privacy seriously. Your health information is protected by federal and state laws, including HIPAA. Please see our Notice of Privacy Practices for more information on how Teladoc Health uses your health information www.teladoc.com/notice-of-privacy-practices/.

How do I reorder strips and lancets?

You can reorder strips and lancets in four ways:

1. Through your member website at member.teladoc.com
2. Through your meter
3. Through the mobile app
4. By calling Member Support anytime at **800-835-2362**.

What kind of credentials does my coach carry?

Coaches hold a variety of nationally recognized credentials and certifications to support members.

How often will I receive communications from Teladoc Health, and how can I adjust the frequency or opt out?

Frequency varies depending on the preferences you've set for your account. You can customize what out-of-range readings a coach should contact you about by logging in to your account at member.teladoc.com and visiting the "Support" tab on the left panel of your dashboard. You can opt out of communications by logging in to your account and visiting "Notifications" in the drop-down menu located at the top right of the screen.

Visit TeladocHealth.com/Register/VBA to get started.

Las comunicaciones del programa Teladoc Health están disponibles en español. Al inscribirse, podrá configurar el idioma que prefiera para las comunicaciones provenientes del medidor y del programa. Para inscribirse en español, llame al 800-835-2362 o visite TeladocHealth.com/Bienvenido/VBA. This program is available to you and covered dependents (if applicable) currently diagnosed with type 1 or type 2 diabetes at no extra cost; it's part of your Anthem health benefits. Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. and Community Care Health Plan of Georgia, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In 17 southeastern counties of New York: Anthem HealthChoice Assurance, Inc. and Anthem HealthChoice HMO, Inc. In these same counties Anthem Blue Cross and Blue Shield HP is the trade name of Anthem HP, LLC. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield, and its affiliate HealthKeepers, Inc. trades as Anthem HealthKeepers providing HMO coverage, and their service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI)

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