

Diabetes Prevention Program

FREQUENTLY ASKED QUESTIONS

What is Solera Health?

Solera Health is a vendor that [Anthem Blue Cross and Blue Shield](#) has partnered with to help administer the Diabetes Prevention Program (DPP). Solera will help identify qualified members and enroll them in a DPP that best fits their needs. Solera may be calling USG employees to enroll them in the program. They are approved to reach out to you, so if you wish to participate, don't hesitate to provide the personal and medical information they require. You will not be asked for social security numbers or financial information. This is a benefit provided at no cost to you. If you receive a suspicious call, contact your HR department and notify them immediately.

What is the Diabetes Prevention Program?

Also known as the DPP, the Diabetes Prevention Program helps participants lose weight, adopt healthy habits and significantly decrease their risk of developing type 2 diabetes. The program meets weekly for 16 weeks and then monthly for the balance of a year. The program teaches participants to make lasting changes by eating healthier, increasing physical activity and managing the challenges that come with lifestyle change.

How effective is the DPP in reducing the risk of type 2 diabetes?

The DPP has been proven by the National Institutes of Health (NIH) and the Centers for Disease Control and Prevention (CDC) to decrease the risk of developing type 2 diabetes by 58 percent for those who lose 5 – 7 percent of their body weight through changes in diet and exercise. The NIH and CDC are independent organizations that offer health information that you may find helpful.

What's included in the program?

There are many versions of the lifestyle change program, but most include the following components:

- 16 weekly lessons, followed by monthly sessions for the rest of the year
- Lifestyle health coach to help set goals and keep participants on track
- Small group for support and encouragement
- Helpful tools, like wireless scales and fitness trackers

Who is eligible for the program?

The DPP is a new preventive benefit for employees and spouses on the [Anthem Blue Cross and Blue Shield plan](#).

How do members find out if they qualify?

Members who are identified as having prediabetes or who score as high risk for developing type 2 diabetes can qualify for the program. Members should visit solera4me.com/usg and take a one-minute quiz to see if they qualify.

If they're qualified, how do members enroll?

Members should visit solera4me.com/usg to learn more about the program and to enroll online, or they can call [844-206-3728](tel:844-206-3728) to enroll over the phone. Once enrolled, members will receive a welcome email from Solera with instructions on how to complete the registration process with their matched DPP provider. Members must complete the registration process with their DPP provider to begin the program.

Is there a cost to members for participating?

This program is provided at no cost for members. Once a member enrolls in the program on solera4me.com/usg, [Anthem Blue Cross and Blue Shield](#) will receive a claim from Solera to cover the processing and program services for this preventive benefit. Members may receive an Explanation of Benefits (EOB) from [Anthem Blue Cross and Blue Shield](#) for this benefit. No action is necessary if a member receives an EOB. DPP is a covered preventive benefit.

When will I receive my Fitbit®?

After you have been actively participating for the first four weeks of the program, you will receive an email from Solera with a unique code to redeem your Fitbit*. Please be sure to talk to your coach about what it means to “actively participate.” For technical questions about how to use your Fitbit, contact Fitbit support at help.fitbit.com/cwsupport.

When should I expect to receive my scale?

If you selected a digital option, you will receive a wireless scale as part of the program. The scale will be shipped once enrollment is complete, typically within five to seven days.

Who should I contact if I have questions about the program?

Call Solera at [844-206-3728](tel:844-206-3728) if you have questions.

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 Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, 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 Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its 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), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

©Solera Health Inc. All rights reserved.

*For participants who complete four weeks of activity meeting Diabetes Prevention Program guidelines. Applies to select Fitbit models; limited to one per person. Solera Health reserves the right to substitute an alternate tracker.