

CVS Weight Management™ program

Frequently Asked Questions



What is the program?

The CVS Weight Management program provides the customized support you need for lasting results. The program can help you reach your health goals through:

- **One-on-one support** from a team of clinicians, including providers and registered dietitians
- **A nutrition plan** personalized just for you
- **Health Optimizer™ app** with helpful guides, recipes, goal setting and much more
- **Connected body weight scale** and other devices, as applicable, to support and track your progress



How much does this program cost?

This program is being offered through your benefit plan at no cost to you.

How do I get started?

We'll be in touch soon with more details on your next steps.



Who makes up my team of clinicians?

You'll work regularly with a registered dietitian who specializes in weight management.

If you're living with diabetes, your dietitian will also be certified in diabetes care and education. When appropriate, you may also meet with a provider.

How is the program personalized to me?

You'll have a discussion with your registered dietitian to learn more about you — your preferences, goals and lifestyle.

We support multiple dietary habits, from low carb to plant-based, and we'll develop a personal nutrition plan that works best for you.

How are you going to support me?

You'll have several resources to support you to make these changes, including **an entire educational series** within the app that teaches you about the nutritional changes you'll be making. This includes the key concepts to the dietary habits you choose as well as how to practically apply these concepts to your own life.

You'll have support from your registered dietitian, who has the nutrition expertise to answer dietary questions you may have. They'll also help you troubleshoot issues, offer support when challenges arise, help keep you accountable and provide the knowledge, tools and support to help make a successful lifestyle change.

How quickly will I see results?

Everyone's progress will look different and will also depend on the number and combination of changes you commit to.

However, if you commit to the nutritional changes recommended by your team of clinicians, including providers and registered dietitians, most people will notice measurable changes in their overall health within 12 weeks.¹

Does the program just focus on weight?

No. The program focus is on overall health and building healthy habits such as nutrition, physical activity and lifestyle changes.

When should I start making changes?

It's important that you work with your team of clinicians, including providers and registered dietitians, to align on a plan to get started.

Do I have regular appointments with my team of clinicians?

You'll schedule meetings at your convenience with members of your team of clinicians, including providers and registered dietitians, to review your progress and discuss additional guidance to help you achieve your goals.

Your team is available Monday through Friday, 8 a.m. to 8 p.m. and Saturday, 9 a.m. to 4 p.m.

How do I communicate with my team of clinicians?

The most common way you'll communicate with your team of clinicians, including providers and registered dietitians, is through the messaging function in the Health Optimizer app.

You can message your registered dietitian in the app at any time and can expect a response within 24 business hours. Your dietitian will also provide you with a phone number if you would prefer to connect with them over the phone. Depending on circumstances, you could have regular appointments with your provider as well.

How does the team of clinicians use my data?

Your team of clinicians will have access to data manually entered in the Health Optimizer app you download as part of the program, a desktop site and/or data sent via connected devices.

They will review your data to advise on your nutritional needs, make decisions on medication adjustments, troubleshoot any issues that arise and support personal health goals.

Who sees my data?

You'll have a team that will support you and guide you on your health journey. They'll guide you through your wellness journey. And in order to do that, health information may be shared with the CVS Weight Management team who are directly responsible for your health, such as registered dietitians or clinicians.

Additionally, this information can be shared with your primary care physician (if you supply it to us) and any other provider on your care team.

Of course, we'll keep your data secure and follow all applicable laws. This data sharing can help improve your care and cut down on duplicate tests or doctor visits that can add to your costs.

Will my information be confidential from my employer?

Yes.

Do you sell data or any data entered into the app?

No. Member information is never sold nor used for advertising purposes.

Labs

Why is lab work required? How are my lab results used?

This program requires labs to:

- Help ensure you are clinically eligible to participate
- Determine if there are certain conditions that would not support success in the program
- Tailor a more personalized approach to your care
- Establish your baseline values and show success within those results or areas of improvement

Do I have to pay for lab work?

Costs are fully covered for labs ordered by the program if conducted at the following participating labs:

- LabCorp
- Quest Diagnostics
- Sonora Quest Labs

If the labs are taken at a different location, they may have additional costs.

I was told my labs were ordered, but I haven't heard anything/the lab didn't have my information.

If you have any issues with your lab order, please reach out to your clinician.

How are my lab results shared?

The results of the labs will be shared with you, your care team within the program and your primary care physician when applicable.

My schedule does not allow me to get lab work done and I cannot go in the required time. What is going to happen?

Labs are required for participation in this program, and it is mandatory that labs are completed. Please work with your clinician if you need more time to go complete your labs.

I live far away from the closest lab. How do I get my labs?

Your clinician is able to order labs at a location more convenient for you, but lab costs are only covered if conducted at LabCorp, Quest Diagnostics, or Sonora Quest Labs. If the labs are taken at a different location, they will be billed to your benefit provider and may have additional costs.

I had labs done recently. Can I use those?

Yes, as long as the specific set of labs have been done within the necessary time frame (between six months to one year of enrolling in the program). Any missing labs required by the program, or not completed within the required time frame, will still need to be obtained and your clinician will work with you to order those.

Frequently Asked Questions:

What happens if I don't enroll in this program?

You will be required to pay the entire cost of the medication, as your employer benefits have changed. And it may not count towards your deductible or out-of-pocket maximum.

How will you know when I enroll in the program?

Upon successful enrollment, you should wait one-to-three business days before having your pharmacy reprocess your prescription. This gives time for the system to process your enrollment and ensure you receive your plan designated cost.

Why do I have to complete this program while taking my weight management medication?

This program is designed to support you on the medication, including making sure the drug is clinically appropriate, that you have proper dosing and to manage any side effects. It will also help maximize how effective the drug is so weight loss is sustainable, as it should be taken with proper nutrition coaching and support for best results.

I have enrolled in the program but my medication is not available. Can I still participate in the program?

Supply shortages happen, but it will not impact your ability to join the program. If a supply shortage occurs, your clinician can help bridge the gap until your medication is available and ensure you continue to receive the support of the program. You will not be penalized in any way due to a shortage that's beyond your control.

Do I still need to ask my doctor for prior authorization (PA) for my weight management medication?

Based on your employer's plan design, a Prior Authorization is still required for your prescription. Work directly with your doctor who wrote your prescription for support with your Prior Authorization request(s) and renewal(s).

I've already been taking this drug. Why do I have to start this program now to get it?

Your employer benefits have changed. Because you were taking this weight management medication prior to the benefit change, your employer's plan benefits require you to enroll in the CVS Weight Management program.

Can you tell me what my cost is going to be with and without program participation?

For any questions on cost, please call the number on the back of your member ID.

What are the program engagement requirements?

Minimum program engagement, which includes the following:

- At least one live virtual meeting or member-initiated chat with a program clinician each month, and
- Meet biomarker logging requirements as agreed to between member and their program clinician

What happens if I fall outside participation guidelines?

For members who are ineligible for participation, your weight loss medication will be covered according to your plan benefits.

How long do I need to participate in the program?

Your plan benefits required you to meet program engagement criteria for 24 months.