

Omada Health & Quest Diagnostics: FAQ

What is Omada Health?

Omada is an online program from Omada Health designed to help individuals with metabolic syndrome make behavioral changes, and has been shown to help those individuals lose weight. The program is based on clinically-proven science and focuses on guiding participants toward achieving modest weight loss and activity goals through nutrition and behavioral changes. Omada brings together the individualized attention of professional health coaches with an interactive and engaging online curriculum.

How do I know if I am eligible for the Omada program?

To be eligible for Omada, you must meet at least 3 of the following criteria based on your most recent Quest Diagnostics wellness screening:

- Waist circumference above 40" for men, or 35" for women. (If unavailable, BMI \geq 30 kg/m² can be substituted)
- HDL cholesterol less than 40 mg/dl for men, or less than 50mg/dl for women
- Blood pressure above 130/85 mmHg
- Fasting glucose 100 mg/dl or above
- Triglycerides 150 mg/dl or above

You'll then receive an email invitation to apply for the Omada program. By answering a series of questions, you can confirm whether you qualify.

What is evaluated in the Omada application process?

To take part in the Omada program, you will need to complete a short application that includes questions about physical activity levels, diet, and other lifestyle attributes. This application can confirm whether you qualify for the program based on your wellness screening results and/or health status.

Will this cost me anything?

If you are eligible, the Omada program is completely free for you to use. Your employer will cover the entire cost of the program.

Will I get an incentive for participating in this program?

Your employer is not offering additional incentives for participating in the Omada program, but will cover the cost of the program for each qualified participant. We hope that the value of the program and the potential impact it can have on your health will encourage you to participate.

What do I get if I qualify for the Omada program?

Once participants have qualified for the program, they are matched to a health coach and peer group and receive additional communications about their program kickoff and a welcome kit with a wireless, cellular scale that is automatically synced to each participant's Omada account. All participants start their Omada experience with their peer group on a Sunday and follow a shared timeline throughout the program. Online group introductions and the release of their first Omada lesson are important components of that first Sunday of the program.

What is the time commitment for participants in the Omada program?

Participation in the Omada program requires 16 weeks of dedicated involvement in the program's Foundations phase followed by 8 months of involvement in the Focus phase at your own pace. During the 16-week Foundations phase, participants complete weekly lessons, track food and activity, communicate regularly with their group members and health coach, and practice what they learn. This can take 2-3 hours per week on average, although it can take more time and the time spent implementing lifestyle changes is difficult to measure. Fortunately, the online format means the time you spend can easily adapt to your schedule.

During the 8-month Focus phase, participants stay in contact with their small group and meet a larger network of Omada alumni. Additional lessons are available each week and participants can choose to focus on specific skills and development areas. The time commitment during the Focus phase is somewhat lower than the time commitment for the Foundations phase and is determined more independently.

How long is this program available to me?

Once you are enrolled in the Omada program, you can stay involved in the program at your convenience, for the next 12 months.

What happens if I qualify for the Omada program?

If you qualify for the program, you'll receive an email inviting you to set up your account. After you've completed the set up of your account, you'll be matched to a health coach and peer group and receive additional communications about when the program will kick off. The week before your program starts, you'll receive a welcome kit with a wireless, cellular scale that is automatically synced to your account.

What equipment do I need to participate in Omada?

Omada is an online program, so internet access is required to receive all of the benefits.

What are the lessons like?

Each Sunday, a new lesson is delivered to Omada participants. Lessons unfold over 16 weeks in the following four phases:

1. Changing Food Habits
2. Increasing Activity Levels
3. Preparing for Challenges
4. Reinforcing Healthy Choices

Because Omada is a digital behavioral counseling program and not a diet or quick fix, lessons focus on lifestyle changes that are critical to reducing the risk of obesity-related chronic diseases, including stress management, time management, and problem-solving skills. Participants complete lessons by reading the content for the week and answering several reflection questions and one group discussion question. Lesson completion typically takes about 30 minutes per week; however, many participants choose to engage with their groups and coaches about the lesson and their progress throughout the week. The lessons also contain links to optional research and articles that Omada participants can read for more information.

What will the group interaction be like?

Participants will be matched with a group of roughly 20 to 24 other people to take the Omada journey together, on the same timeline. The group mainly interacts through a group conversation board within the program platform. Participants can post new topics, such as articles, recipes, questions, or personal updates. They can also reply to other group members with comments. Health coaches engage with participants using the conversation boards, too. Finally, participants' responses to certain discussion questions at the end of each weekly lesson are shared with the group.

Why is the goal of the program to lose just 5–7% of my weight?

The Omada program was based on the evidence generated through the National Institutes of Health's (NIH) landmark Diabetes Prevention Program clinical trial. Data from that trial showed that individuals who are at high risk for chronic diseases, but are able to lose 5–7% of their body weight through intensive individual counseling and motivational support, reduce their risk of developing diabetes by 58% percent. That amount of weight loss also yields other clinically meaningful health benefits, such as improvements in blood pressure and cholesterol.

How do I communicate my health coach?

Health coaches are available by private messaging on the Omada site. Health coaches provide feedback to participants at key moments, reinforce lesson content, and respond to group discussions in a timely manner.

What training programs do you provide to coaches before they begin delivering the program to participants?

Omada health coaches go through a rigorous interview process that involves trial coaching and scenario testing. One of the most important qualities that Omada looks for in our coaches is a high degree of empathy. After hiring our coaches, Omada leads them through extensive training that includes safety, emergency protocol training, and HIPAA training.

Will my personal information be shared with my assigned group?

Group members will have access to limited information about other participants who go through the Omada program with them. Group members can see the photos, first names, hometowns, and introductions that you and other group members choose to use. Concerning progress through the program, group members can see when someone last logged in, lesson completion progress, and a progress bar that illustrates weight loss as a percentage without sharing someone's actual weight.

Are you going to share my results or program outcomes with my employer?

The personal information of eligible participants is only available to Omada program administrators and will not be made available to your employer. Employers only receive de-identified aggregate data to demonstrate the group-level effectiveness of the Omada program.

How do I know my information is kept private?

Omada knows that you care about how your personal information is collected, used and shared, and we take your privacy seriously. Omada is dedicated to maintaining the privacy and integrity of your protected health information ("PHI"). PHI is personal (individually identifiable) information about you that relates to (a) your past, present, or future physical or mental health or condition, (b) the provision of healthcare to you, or (c) your past, present, or future payments for the provision of healthcare, which is created, received, transmitted, or maintained by the Company. To see our full Privacy Policy, visit: <https://go.omadahealth.com/privacy>. This information is included at the bottom of all Omada invitation emails to participants.



Can I work on Omada during my time at work?

Omada is a benefit to be used on personal time. Overtime pay will not be provided for time spent using the Omada program.

Can I cancel my Omada account?

We really think you will like the Omada program, but we understand that the realities of life can make it difficult to fully commit for some individuals. If you would like to discontinue your membership with Omada, just send us an email at support@omadahealth.com and Omada will close your account.

What happens if I leave my employer?

If you or your spouse is no longer employed with the employer/sponsor of the Omada program, you are no longer eligible to participate in the Omada program. An Omada representative will contact you to verify that you do not have new coverage for Omada. If you do not have new coverage, you may have the option to pay for your own participation in Omada. If you do not want to pay for your own coverage, your access to Omada will be discontinued. If you cannot be reached for comment and confirmation within 1 week, your access to the Omada program will automatically be discontinued.