

LIFESTYLE CHANGE PROGRAM

Frequently Asked Questions

What is the Lifestyle Change Program?

Also known as the Diabetes Prevention Program (DPP), the lifestyle change 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.

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 solera4me lifestyle change program is a new preventive benefit for qualified health plan members over the age of 18. Some Medicare members are also eligible. Medicare members should contact Solera Health at 877-486-0141 to find out if they're eligible.

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/eia and take a 1-minute quiz to see if they qualify.

If they're qualified, how do members enroll for the lifestyle change program?

Members should visit solera4me.com/eia to learn more about the program and to enroll; or they can call 877-486-0141 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 at no cost to members if they are covered by a participating health plan. Once a member enrolls in the program on Solera4Me.com, their health plan provider will receive a claim from Solera to cover the program services for this preventive benefit. Members may receive an Explanation of Benefits (EOB) from their health plan for this benefit. No action is necessary if a member receives an EOB. DPP is a covered preventive benefit.

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

Call Solera at 877-486-0141 if you have questions. When calling members should mention the Health Carrier they currently are enrolled in (i.e., Anthem or Blue Shield).