

# WELLNESS



WELCOME  
EMPLOYEE BENEFITS BUREAU  
HR MEETING



# HR REMINDERS



**\* One Time Deductions/Refunds Timely**

**\* Supplemental Life Insurance and Short Term Disability premiums need to be collected if an employee's record is turned off.**

**(Page 21 Self-Pay Premiums) (Deduction not taken process page 24)**

**\* Self Pay Premiums on Short Term Disability and Admin. Fees**



**STAY WELL**  
HEALTH CENTER

POWERED BY

**proactive md**

THE NEW STAY WELL HEALTH CENTER

# Now Open!



#### Hours

Monday - Friday:  
7:00am - 5:00pm

### Care Without Compromise is here.

The Stay Well Health Center is now under a new provider and is open and ready to serve you. Receive best-in-class primary care today! You will find all the same services and more available, including virtual visits, so members can continue to receive care from all around the state.

Serving SoNM/LPB employees  
and their dependents (2yrs+)  
who are covered under a  
SoNM employee medical plan.  
[staywellnm.proactive-md.com](http://staywellnm.proactive-md.com)

### Your new healthcare home.

Located at: Joseph Montoya Bldg.  
1100 St. Francis Dr., Ste. 1000  
Santa Fe, NM.

Make an appointment by  
calling: **505.570.4949**



# BIO GRAPHICS



Maintaining accuracy of employee address and demographic information in SHARE is imperative. The carriers, EBB, and Erisa use the address for all mailed correspondence. Employees' addresses should be kept up to date.

- Employee Name entered in SHARE should match the Drivers License or Real ID

- Special characters (-, #, ~, etc.) should not be** used when entering the name or address as it corrupts carrier eligibility files.

- Address should not exceed 30 characters





[https://www.mybenefitsnm.com/Documents/Administrative\\_Guide\\_August\\_2021\\_Final.pdf](https://www.mybenefitsnm.com/Documents/Administrative_Guide_August_2021_Final.pdf)



<https://www.mybenefitsnm.com/healthCenter.html>

<https://www.mybenefitsnm.com/healthwellness.html>

# Resources

REAL LIFE. REAL SOLUTIONS.

# By your side and on your side

Get the most from your health benefits plan.

**State of New Mexico**



Offered by Cigna Health and Life Insurance  
Company or its affiliates.

# Cigna Life Connected<sup>SM</sup>

## For all aspects of your employees' well-being

A holistic approach designed uniquely for each client that addresses multiple dimensions of employee well-being, aiming to optimize health and workforce productivity.



Physical



Emotional



Environmental



Financial



Social



# Cigna Wellness Programs & Resources



## Physical

- Virtual Care: MDLIVE & 24 Hour Health Information Line
- Telephonic Coaching: Chronic Condition & Lifestyle Management
- Diabetes Prevention Program with Omada
- Health Assessment
- Apps & Activities



## Emotional

- Virtual Care: Ginger, MDLIVE, Talkspace, Meru, and more
- Free Behavioral Health Tools: Happify & iPrevail
- Coaching Support: Chronic conditions
- Lifestyle Management program
- Productivity at Work Employee Seminars
- Life Connected Live and On Demand Webcasts



## Environmental

- Environmental Policy Toolkit
- Step-by-Step Guide on Building a Well-Being Program
- Podcast: "Healthier from the Outside In"



## Financial

- Discounts on Health Products through Healthy Rewards
- Prudential Pathways Financial Sessions
- Cost Transparency Tools on myCigna
- MotivateMe Incentives



## Social

- Diabetes Prevention Program with Omada
- Combatting Loneliness Podcast
- Employee Resource Group (ERG) Information
- Loneliness Survey
- Productivity at Work Employee Seminars





# Appendix: Programs and Resources

# myCigna

## Your employees' online home for assessment tools, plan management, medical updates and much more

- Click-to-chat with customer service
- Find in-network doctors, dentists and medical services
- View ID card information
- Review coverage
- Manage and track claims
- Order refills or speak with a Home Delivery pharmacist
- Use our Drug Cost Tool to compare real-time drug pricing specific to your plan
- Compare cost and quality information for doctors and hospitals
- Access a variety of health and wellness tools and resources
- Sign up to receive alerts when new plan documents are available
- Track account balances and deductibles
- Complete Gamified Health Assessment
- Access My Health Assistant online coaching



Employees download the myCigna® App and access their account with just a fingerprint on any compatible device.



# Cigna One Guide®

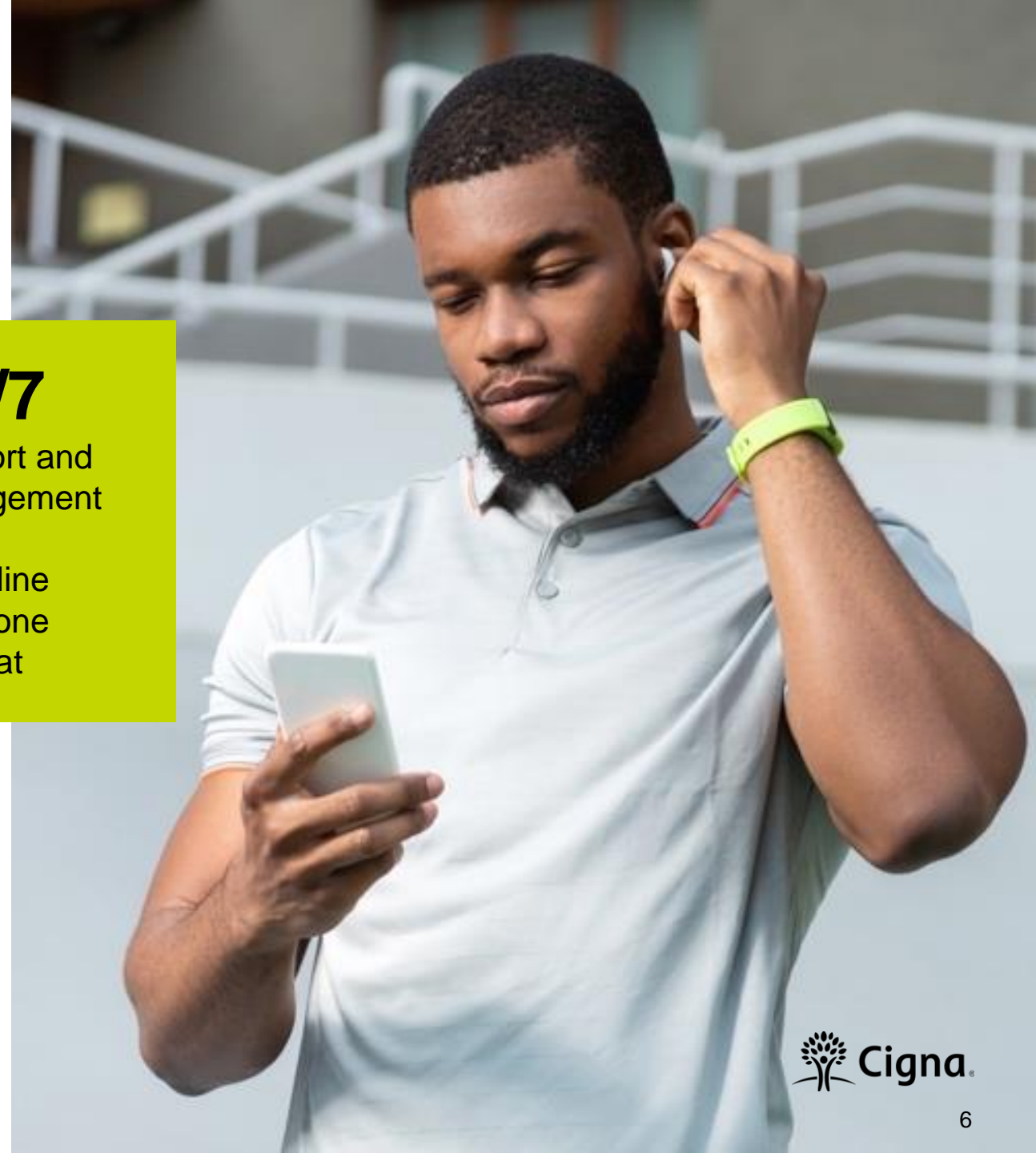
## **Making it easier to get and stay healthy with affordable, quality care**

- Guiding to high-performing providers and more efficient care settings and options
- Proactive guidance to personalized, relevant, high-value recommendations
- Integrated activities across behavioral, pharmacy, coaching and case management
- Enhanced third-party connections, content and reporting

**24/7**

support and  
engagement

- Online
- Phone
- Chat



# 24-hour health information line

Cigna's Health Information Line (HIL) is adding the ability to chat with a nurse via myCigna.com and the myCigna mobile app.

## Whenever

- Phone: 24/7/365
- Chat: M–F  
9:00 am–8:00 pm EST<sup>1</sup>

## Wherever

- At home
- At work
- On the go

## However

- Call via phone
- Chat from myCigna.com via phone or computer

## Whatever

- Guidance and education for immediate needs

## QUALITY

All personal nurse advocates<sup>2</sup> hold a licensure in at least one state. Nurses average 24 years of clinical experience and 6 years in their role.

## CONVENIENT

Customers can call or chat from their own home to identify the best health care options. This safe, virtual solution can also deliver considerable cost savings.

## COST EFFECTIVE

Complimentary solution that is available to all customers.

1. Standard mobile phone carrier and date usage charges apply.

2. These health advocates hold current nursing licensure in a minimum of one state, but are not practicing nursing or providing medical advice in any capacity as a health advocate.



# Virtual care<sup>1</sup>

## Access to medical and behavioral health whenever, wherever

Access to virtual care lets employees get the care they need – including most prescriptions (when appropriate) – for a wide range of minor conditions.

Connect with quality board-certified doctors and pediatricians as well as licensed counselors and psychiatrists, when, where and how it works best.

**When:** 24/7/365 day or night, including weekends and holidays

**How:** Phone or video chat. To talk to a doctor, or schedule an appointment online, go to [myCigna®.com](https://myCigna.com)



1. Cigna provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas.

# Cigna's Your Health First® program

Provides whole person support – body and mind

**Coaches are trained to support 16 common conditions that can be impacted by behavioral change**

- Asthma
- Coronary artery disease (CAD), angina, acute myocardial infarction (AMI), heart disease
- Heart failure
- Chronic obstructive pulmonary disease (COPD)
- Diabetes I and II
- Metabolic syndrome
- Peripheral arterial disease
- Low back pain
- Osteoarthritis
- Depression, anxiety, bipolar disorder

Cigna health coaches can help employees navigate the challenges of living with chronic conditions

# Cigna Lifestyle Management Programs

## Online or telephone coaching programs

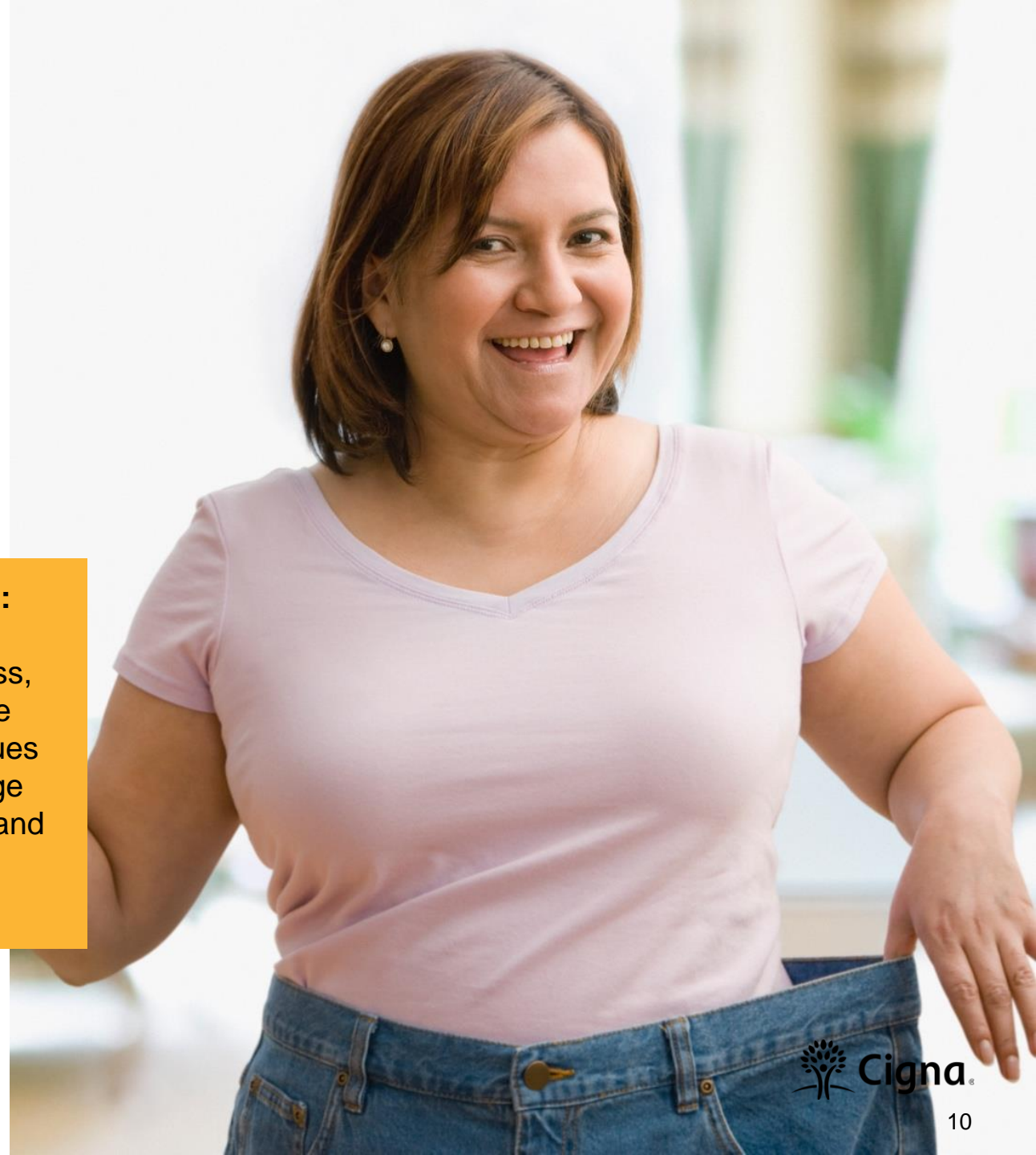
If weight, tobacco or stress is affecting your employees' ability to live active lives, a health advocate can provide them with personalized support to help.

**Weight management:** Learn to manage weight using a non-diet approach that helps build confidence, change habits, eat healthier and become more active.

**Quit tobacco:** Develop a personal quit plan to become and remain tobacco-free.

**Reduce stress:** Understand the sources of stress, and learn to use coping techniques to better manage stress both on and off the job.

**Support your employees' need to achieve change.**





# Cigna Diabetes Prevention Program

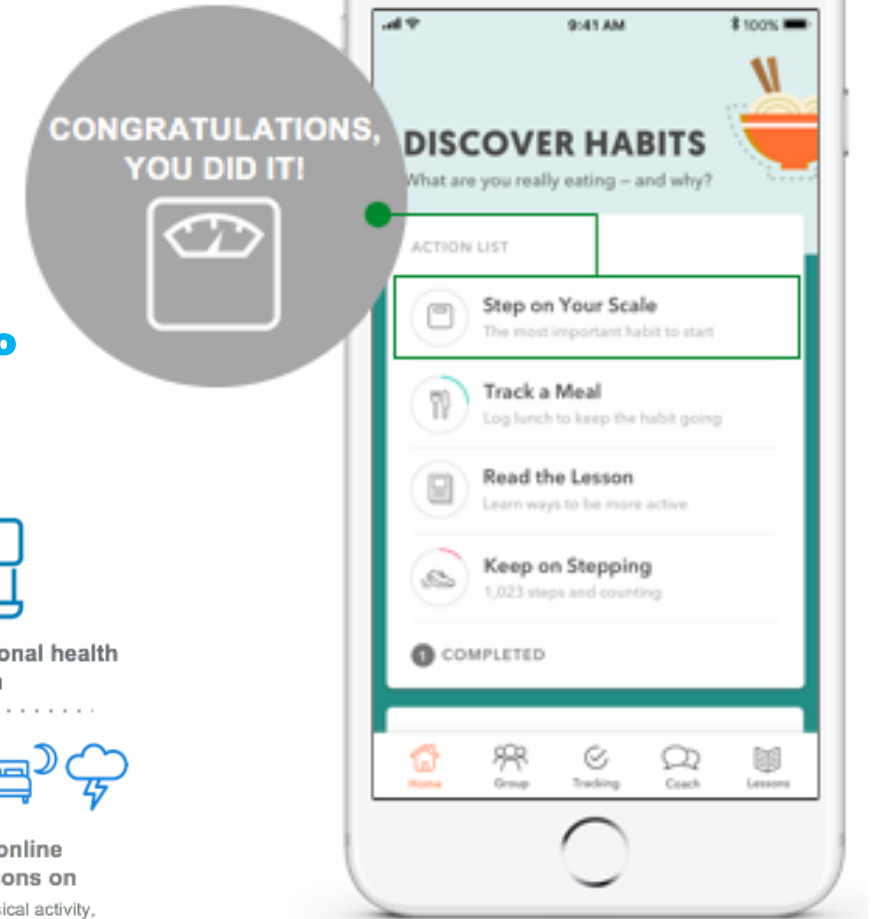
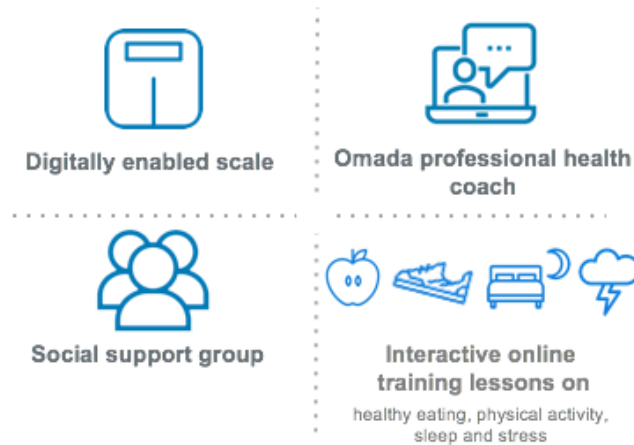
## In collaboration with Omada

Digital support focused on reducing the risk of Type 2 diabetes through healthy weight loss, nutrition, sleep and exercise.

### Building healthy habits that last

- Eat healthier – Learning the fundamentals of making smart food choices.
- Increase activity – Discovering easy ways to move more and boost energy.
- Sleep better – And stressing less
- Overcome challenges – Gaining skills that allow employees to break barriers to change.
- Strengthen habits – Zeroing in on what works, and find lasting motivation.

### Personalized tools at no extra cost to your employees\*



For illustrative purposes only.

\*Covered plan participants must meet certain clinical criteria and be accepted into the program. This program is provided by Omada Health and not by Cigna. Contact Cigna for more information.





# Cigna Apps and Activities

- Available for employees through **myCigna®.com** and a convenient mobile app.
- Easy, at-a-glance navigation and intuitive design with how-to prompts.
- Fitness, nutrition and resilience activities focused on a more balanced approach to well-being.
- Data pulled from a variety of apps, including: Fitbit®, Runkeeper, MapMyFitness, iHealth, Withings, Garmin Connect™ and HealthKit™ for Apple Watch® devices.

Apple Watch is a registered trademark of Apple Inc. HealthKit is a trademark of Apple Inc. All other service marks or trademarks are the property of their respective owners. Cigna does not endorse any third-party products or services and will not be responsible for the use or misuse of such products or services.

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# Cigna Total Behavioral Health<sup>®</sup> Offerings

**Personalized support for lasting behavioral change**

## **What's included**

- Emotional well-being capabilities
  - Three face-to-face visits with an EAP counselor
  - Happify offered through Cigna
  - iPrevail offered through Cigna
  - Live chats with an employee assistance program advocate
  - Unlimited telephone consults
  - Access to legal services
  - Access to financial services
  - Self-Service Digital Tools and Resources
  - iPrevail - Interactive video lessons, support communities and one-on-one coaching with a trained peer specialist to help individuals take control of depression and anxiety.
  - Happify - Self-directed activities, science-based games and guided meditations designed to help employees build resilience and reduce stress.
- Lifestyle Management Programs







\*Programs available for Cigna Total Behavioral Health clients who purchase Cigna Pharmacy.

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# Virtual Behavioral Health Providers Overview

Talkspace*	Meru Health*	Ginger	Sondermind	Brightside	Monument
<ul style="list-style-type: none"> <li>Connect with a licensed therapist via live video and/or private texting</li> <li>Access online resources via the Talkspace app</li> <li>Psychiatrist services also available</li> </ul>	<ul style="list-style-type: none"> <li>12-week virtual counseling program for people suffering from depression, anxiety, or burnout</li> <li>Meru's app offers access to online peer support and educational resources</li> <li>9-month check-ins</li> </ul>	<ul style="list-style-type: none"> <li>Behavioral digital/virtual care delivery model that brings together trained coaches, therapists, and psychiatrists to provide appropriate care</li> <li>Support for stress, sleeping issues, anxiety, depression</li> </ul>	<ul style="list-style-type: none"> <li>Virtually connect with a licensed therapist</li> </ul>	<ul style="list-style-type: none"> <li>Personalized anxiety and depression care from the comfort of home with evidence-based therapy, medication, and support of expert providers</li> <li>85% of Brightside members report feeling better within 12 weeks</li> </ul>	<ul style="list-style-type: none"> <li>Online alcohol treatment program where our customers will be able to access virtual therapy, medication management/education and online community &amp; group support</li> </ul>
					

\*In-network behavioral health provider for Cigna; plan cost-shares apply. See plan documents for more details.

# Self-service digital tools on myCigna.com



A digital therapeutics program designed by experienced health care providers to help employees take control of the stresses of everyday life. It's loaded with interactive video lessons and one-on-one coaching to help with depression and anxiety.\*



A self-directed program with activities, science-based games and guided meditations. These are designed to help employees reduce stress and anxiety, gain confidence, defeat negative thoughts and boost overall health and performance.\*



\*Program services are provided by independent companies/entities and not by Cigna. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change.



# Resources to support environmental well-being

## **Environmental policy toolkit**

How to create and implement policies to improve the work environment

## **Step-by-step guide on building a well-being program**

A guide to start or improve a wellness program in the workplace

## **Podcast “Healthier from the Outside In”**

Learn how surroundings can impact overall health



# MotivateMe<sup>1</sup>

**MotivateMe** is Cigna's incentive program that combines rewards, technology and goal setting to inspire your employees:

- To improve their health
- To take more actions
- To earn more incentives

**MotivateMe goals include:**

- **Health assessment**
- **Preventive care**
- **Telephone coaching**
- **Digital coaching**
- **Custom client goals**



1. To comply with federal laws, if an eligible employee is unable to participate in any of incentive program events, activities or goals due to a disability or other reason, they may be entitled to a reasonable accommodation for participation, or an alternative standard for rewards.



# Cigna Healthy Rewards<sup>®1</sup>

Employees get discounts on the health products and programs they use every day, for:

**Weight  
management  
and nutrition**

**Vision and  
hearing care**

**Fitness  
clubs and  
equipment**

**Alternative  
medicine**

**Health and  
wellness  
products**



1. **Healthy Rewards programs are NOT insurance.** Rather, these programs give a discount on the cost of certain goods and services. The customer must pay the entire discounted cost. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Participating providers are solely responsible for their goods and services.

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# Prudential Pathways®

Financial well-being educational sessions



**Holistic financial education seminars delivered at the workplace or virtually with no solicitation**

**Delivered by local, specially trained, Prudential financial professionals**

**Easy to implement and administer**

**No cost to employers or employees**

**National coverage**

**With employer agreement, basic information regarding employer's benefit plan can be integrated into the presentation**

**One-on-ones with a Prudential advisor available upon request – Request is made using end of seminar survey issued to all participants**





# Resources to support social well-being

## **Loneliness Survey**

A questionnaire that measures feelings of loneliness and offers solutions to help increase social connections

## **Employee Assistance Program (EAP) webinars**

Live and on-demand webcasts on ways to improve well-being, body and mind

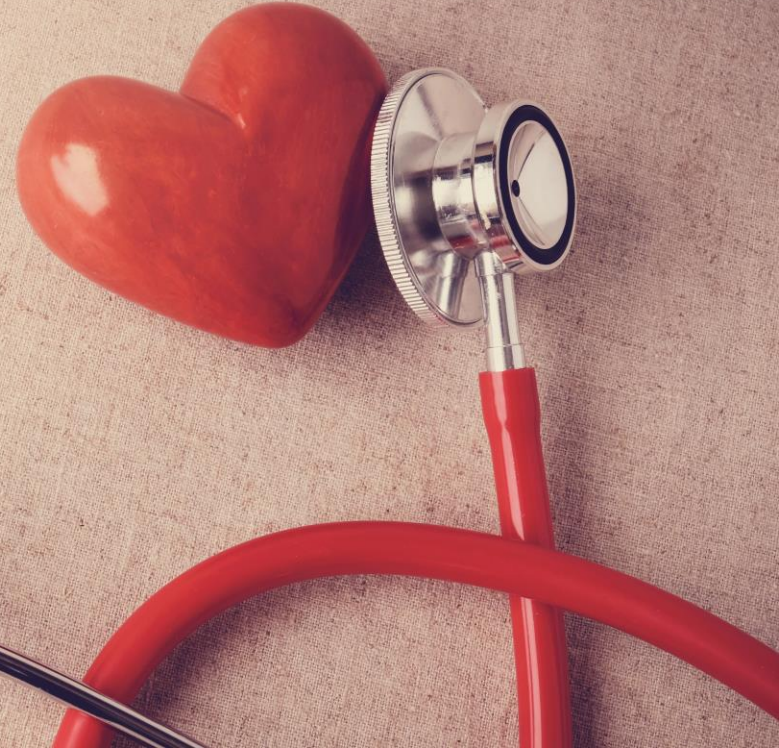
## **Employee Resource Groups (ERGs)**

Information to support social well-being within the workplace





The  
Solutions  
Group



A division of Presbyterian Healthcare Services

# The Solutions Group

## WHO WE ARE

- **The Solutions Group**, a local Corporate Wellness Provider
- Providing wellness solutions for more than 18 years

## HOW WE SUPPORT STATE OF NEW MEXICO

- **Support Team:** Group of experts in nutrition, exercise, life balance and account management



## **NUTRITION**

*Nourishment that fuels our bodies for an energetic daily existence.*



## **ACTIVITY**

*Strengthening and maintenance of a healthy body through regular exercise.*



## **REST**

*Rejuvenation that energizes and heals, enabling optimum performance.*



## **AWARENESS**

*Openness to new concepts.*



## **MINDSET**

*Ever-evolving self-understanding.*



# Wellness Offerings

## **Good Measures®**

Personalized Nutrition Program

Learn to eat the right way for  
your individual needs.

Nutrition coaching with a registered dietitian  
Smart app and website

## **Health Coaching**

Personalized One-on-One coaching

Health Coaches work you one-on-one to  
achieve your self-determined health  
and wellness goals. Coaches help you  
with behavior change and to produce  
positive well-being outcomes.

## 2022 Wellness Offerings



### Dinner with a Dietitian & Kitchen Confidence

Weekly emails with  
cooking demo video,  
recipes and tips.



### 30-Day Wellness Connection

30 days of wellness tips to  
enhance your well-being  
and be the best you!



### Wellness Webinars

Informative interactive  
sessions on advancing  
your wellness journey



### Wellness at Work®

Access through MyPres on PHS.org  
Personal Health Assessment tool,  
and other health resources.



### Cooking Show

Home mailings with  
information about  
current programming

# You can help foster wellness

By understanding that wellness is  
a series of positive choices you  
make to live your life to the fullest!



The  
Solutions  
Group

**[wellness-SONM@phs.org](mailto:wellness-SONM@phs.org)**

**<http://www.mybenefitsnm.com/healthwellness.html>**





# State of New Mexico <> Omada Program Overview

April 19, 2022



Our mission

*to inspire and engage people  
in lifelong health, one step at  
a time*

## Prediabetes affects a staggering number of Americans and many don't even know they have it

**96M**

American adults have  
prediabetes

**85%**

Don't know they have it

**5 – 10%**

Will go on to develop  
diabetes each year

## Achieving and maintaining a healthy weight is the key to managing prediabetes

**5 – 10%**

Loss of body weight



Reduces their risk of developing  
type 2 diabetes by

**58%**



## Shift your mindset, *change your health*

Create lasting change with Omada for Prevention.

All at no additional cost to you.

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### What you will get with Omada:

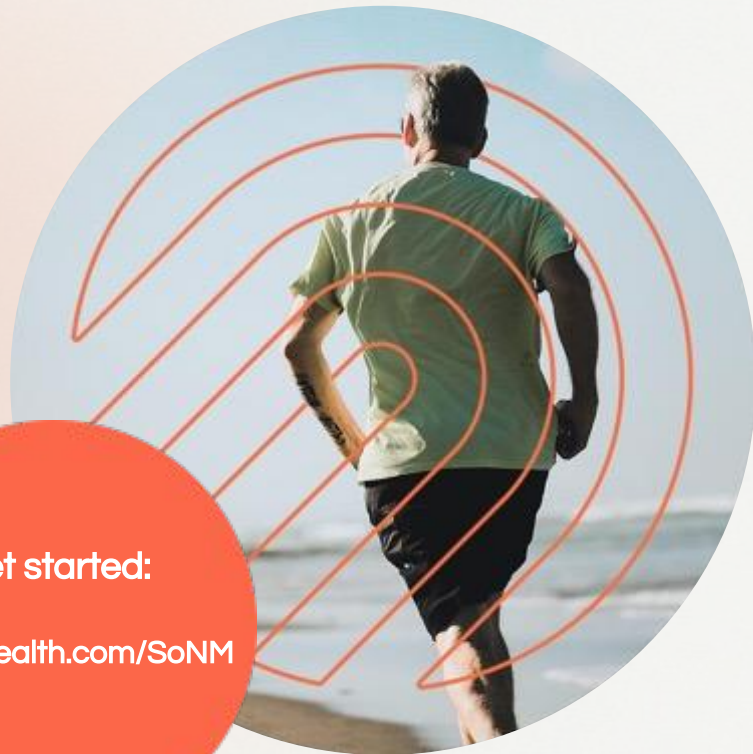
- ✓ A plan built around you
- ✓ Dedicated health coach
- ✓ Wireless smart scale
- ✓ Interactive weekly lessons



Weight loss & overall  
health


Get started:

[omadahealth.com/SoNM](https://omadahealth.com/SoNM)



# Member Experience

# Clinical Eligibility Criteria

Omada for Cigna <sup>1,2</sup>	
1 Age	18+
2 BMI	Overweight BMI ≥ 25, or ≥ 23 if of Asian descent
3 At least one qualifying factor	<ul style="list-style-type: none"><li>• Prediabetes</li><li>• Hypertension</li><li>• Dyslipidemia</li><li>• Tobacco Use</li></ul>
 Disqualifications*	Type 2 Diabetes

1. Centers for Disease Control and Prevention. Diabetes Prevention Recognition Standards: Standards and Operating Procedures. <https://www.cdc.gov/diabetes/prevention/pdf/dprp-standards.pdf>. Published March 2018. Accessed September 25, 2018.

2. Final Recommendation Statement: Healthful Diet and Physical Activity for Cardiovascular Disease Prevention in Adults With Cardiovascular Risk Factors: Behavioral Counseling. U.S. Preventive Services Task Force. <https://www.uspreventiveservicestaskforce.org/Page/Document/RecommendationStatementFinal/healthy-diet-and-physical-activity-counseling-adults-with-high-risk-of-cvd>. Published December 2016. Accessed September 25, 2018.

\* In addition to the program-specific disqualifications listed here, individuals are precluded from participating in the program if they meet additional clinical exclusion criteria i.e. conditions which may make it unsafe for participation (full list of exclusion criteria available upon request).

The Clinical Eligibility Criteria may be amended or modified by Omada in its sole discretion as a health care provider in delivering its programs.

State of New Mexico landing page: [omadahealth.com/SoNM](https://omadahealth.com/SoNM)



Log in

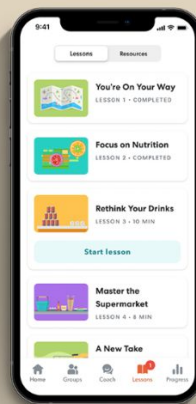
Am I covered?

# Better health, *made easier*

Whatever 'healthy' means to you, Omada helps you get there with a plan built around you and all the tools and support you need. All at no cost to you.

Am I covered?

Play the video →





## The application.

All interested covered employees and adult dependents will first go to **State of New Mexico's** custom landing page [omadahealth.com/sonm](https://omadahealth.com/sonm) to complete an application.

Applying is easy and takes less than five minutes.

The screening questions confirm if the individual is clinically eligible and benefit eligible.

The screenshot shows the Omada Health application interface. At the top, the Omada logo is on the left, and a link to 'Have an account? Login' with a help icon is on the right. Below the header, a progress bar shows three steps: 'Background' (checked), 'Health History' (checked), and 'Insurance' (active, indicated by a green circle with the number 3). The main content area has a back arrow in a circle on the left. The heading reads 'One more step: Confirm your insurance coverage.' followed by the text 'If you're covered and eligible for Omada, you can join at no cost to you!'. The form contains several input fields: 'First name' and 'Last name' (with a note: 'Please enter your first and last name as it appears on an official ID.'), 'Zip code', 'Mobile phone' (with a placeholder for area code and number), and 'Anthem Member ID' (with the example value '123M45678' and a note: 'Your Anthem member ID can be found on your Anthem member card.'). A teal 'Done' button is at the bottom right.

omada

Have an account? [Login](#) ?

✓ Background — ✓ Health History — 3 Insurance

←

**One more step: Confirm your insurance coverage.**

If you're covered and eligible for Omada, you can join at no cost to you!

First name

Last name

Please enter your first and last name as it appears on an official ID.

Zip code

Mobile phone

Anthem Member ID

Your Anthem member ID can be found on your Anthem member card.

Done

# Prevention & Weight Loss

## HUMAN LEAD SUPPORT

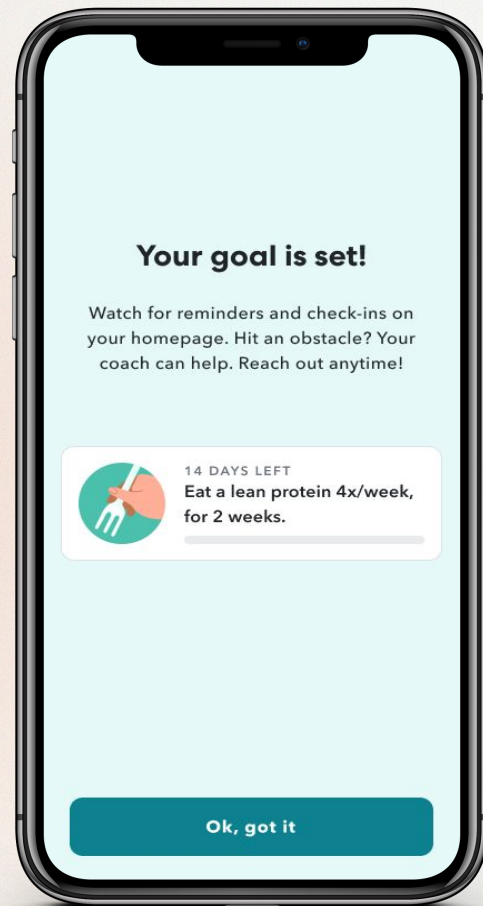
- CDC Certified DPP Health Coach - same coach start to finish
- Prevention Specific Peer Group
- Topic Based Communities

## TECHNOLOGY

- Smartphone/Tablet App
- Wireless Smart Scale
- Activity Tracker Sync
- Meal Tracking

## MEMBER SPECIFIC GOALS & PLANS

- Diabetes Prevention Program Curriculum
- Personalized Clinical Goal
- Member specific SMART Goals



# Thank you



**The leading treatment to reverse type 2 diabetes safely  
and sustainably without medications or surgery.**



STATE OF NEW MEXICO

[www.virtahealth.com/join/sonm](http://www.virtahealth.com/join/sonm)





## Agenda

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**What is Diabetes Reversal?**

---

How Virta Works

---

Patient Experience

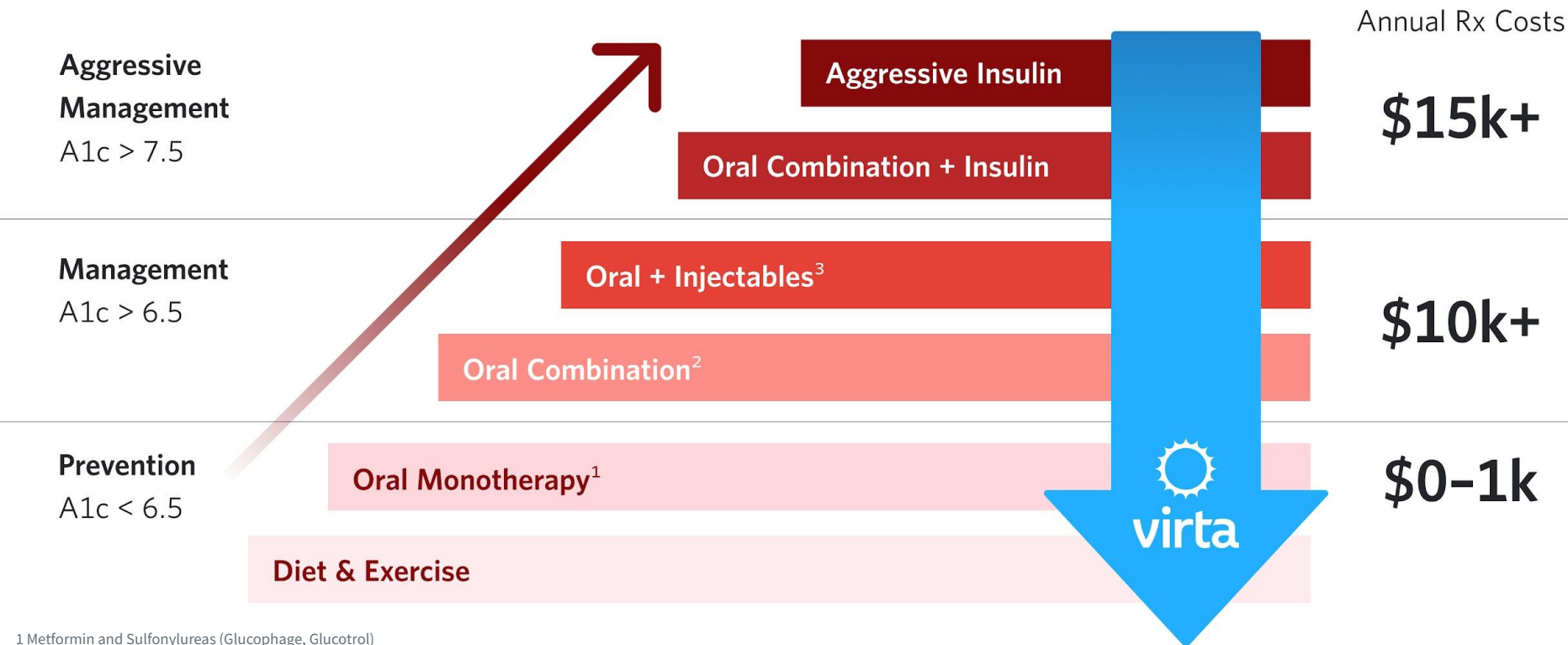
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Virta is the first and only medical treatment clinically proven to reverse type 2 diabetes.

Reversal is possible through nutritional therapy + fully virtual, provider-led medical group.



# The only way to reverse the cost trend is by reversing T2D



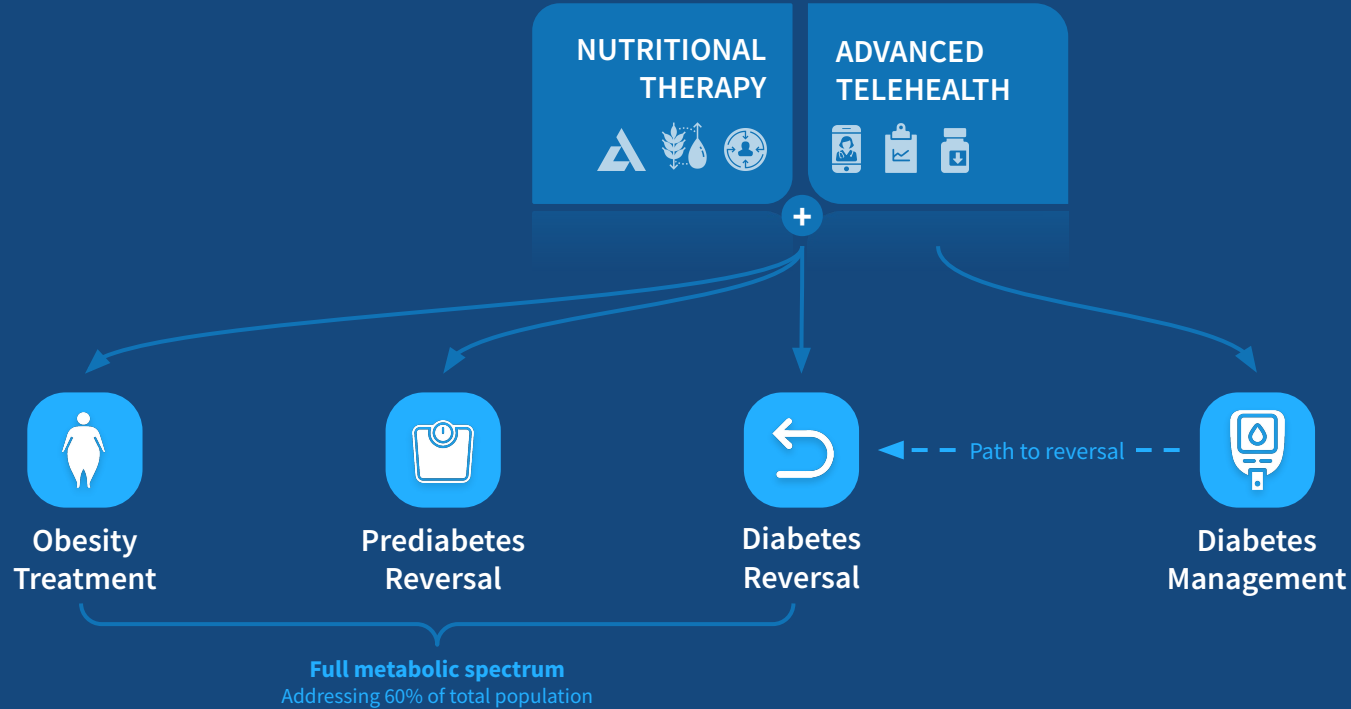
1 Metformin and Sulfonylureas (Glucophage, Glucotrol)

2 Glinides, Thiazolidinediones, and DPP-4 Inhibitors

3 Non-Insulin Injectables and GLP-1 Receptor Agonists (Victoza, Trulicity)



# Virta Solutions



# Our outcomes are peer-reviewed and validated

## Diabetes Impact & Prevention



### Rapid Impact on Type 2 Diabetes

10 week outcomes



### Sustainability of Improved Health Outcomes (T2D Reversal)

1-year & 2-year outcomes



### Diabetes Prevention

2-year outcomes

## Related Comorbidity Improvements



### Cardiovascular Risk Factors

1-year & 2-year outcomes



### NAFLD

1 year outcomes



### Sleep Quality

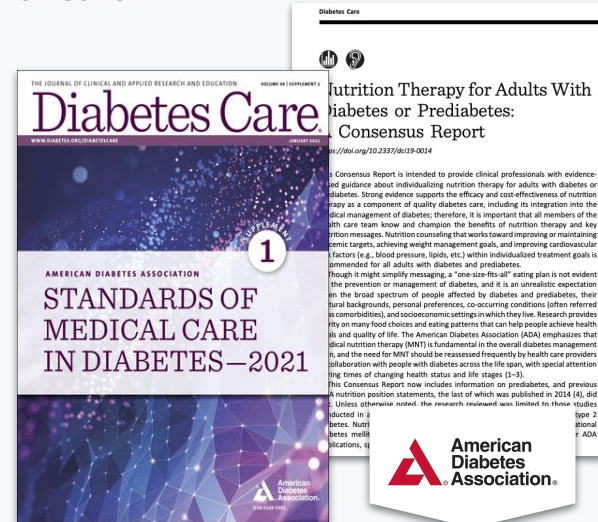
1 year outcomes



### Pulmonary Hypertension

Case Report

## ADA's Evidence-Based Standards of Care



“For people with type 2 diabetes, low-carbohydrate and very-low-carbohydrate eating patterns, in particular, have been found to reduce A1C and the need for antihyperglycemic medications.”

“Carbohydrate-restricted eating pattern... does not appear to increase overall cardiovascular risk.”

## Agenda

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What is Diabetes Reversal?

---

**How Virta Works**

---

Patient Experience

---

# How Virta works

## NUTRITIONAL THERAPY

Reduces blood sugar and  
dependence on medications



ADA  
validated



Low carb  
approach



Tailored  
to n=1



## ADVANCED TELEHEALTH

Ensures engagement and  
sustainability



Intensive  
coaching



Remote  
monitoring



Medication  
management



# Diabetes reversal is possible through nutrition therapy, and high-tech, high touch approach



## Nutritional Changes

Patients engage in personalized carbohydrate restriction. No calorie counting or exercise changes required



## Health Coaching

Patients engage in daily chats with dedicated health coach team, averaging 2-4 interactions per day



## Biomarker Logging

Patients track blood glucose, blood ketones, weight, as well as behavioral factors such as mood and hunger



## Physician-led De-prescription

Physicians monitor patient biomarkers to safely wean them off medications, adjusting dosages 5-10 times in the first 10 weeks

## Agenda

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What is Diabetes Reversal?

---

How Virta Works

---

**Patient Experience**

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# Virta + State of New Mexico

## Inclusion Criteria

Virta is available to employees and eligible dependents of the State of New Mexico (SoNM) and Local Public Body (LPB) entities between the ages of 18 and 79 who are enrolled in a State-sponsored health plan through Presbyterian Health Services or BCBS New Mexico. This benefit is currently being offered to those with type 2 diabetes, prediabetes, and obesity (defined as having a BMI of 30 or greater). There are some medical conditions that would exclude patients from the Virta treatment. Start the application process now to find out if you qualify.

**virta** | **STATE OF NEW MEXICO**

[Check Eligibility](#)

Free webinar: Food as Medicine  
April 19, 2022 @ 10:00 am PT / 1:00 pm ET

[Register for Webinar](#)

### Join the reversal movement!

Get access to Virta through the State of New Mexico (SoNM) and Local Public Body (LPB) entities participating in the SoNM Benefits Program.

**Interested members visit custom landing page to get started**



# Virta Patient Enrollment Process



## Basic Information

The first step in applying for Virta is providing some basic contact, coverage, and health information.

After you fill out this information, you will be able to schedule a free, no-obligation phone consultation with an enrollment advisor, who will review how Virta could improve your health and help you achieve your goals.

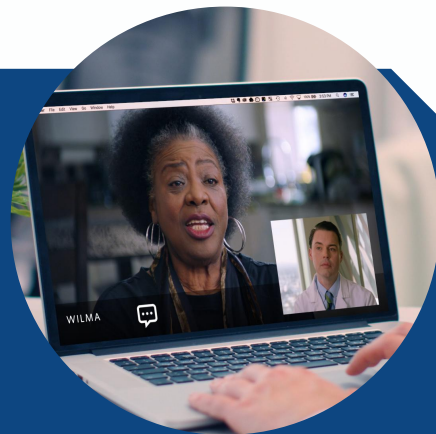
Questions? Email [support@virtahealth.com](mailto:support@virtahealth.com)

## Personal Information

First Name Legal First Name Middle Name Optional

Legal Last Name Suffix Optional

Select



Applicants fill out basic information form.

Enrollment Advisors walk through Virta treatment and answers questions.

Medical screening confirms eligibility. Labs are done at no cost to patient or customer through preferred partners.

Virta Provider reviews labs and medical history for final approval.



Enrollment

**Onboarding**

Treatment

Reversal

Maintenance



**Instructional videos** and lesson plan around the Virta treatment for new patients.

**Benefits:**

- Makes it easy for patients to learn about the treatment and nutritional changes
- Reinforces learning plan under guidance from health coach



*> 10 hours of video*



**Ketones**

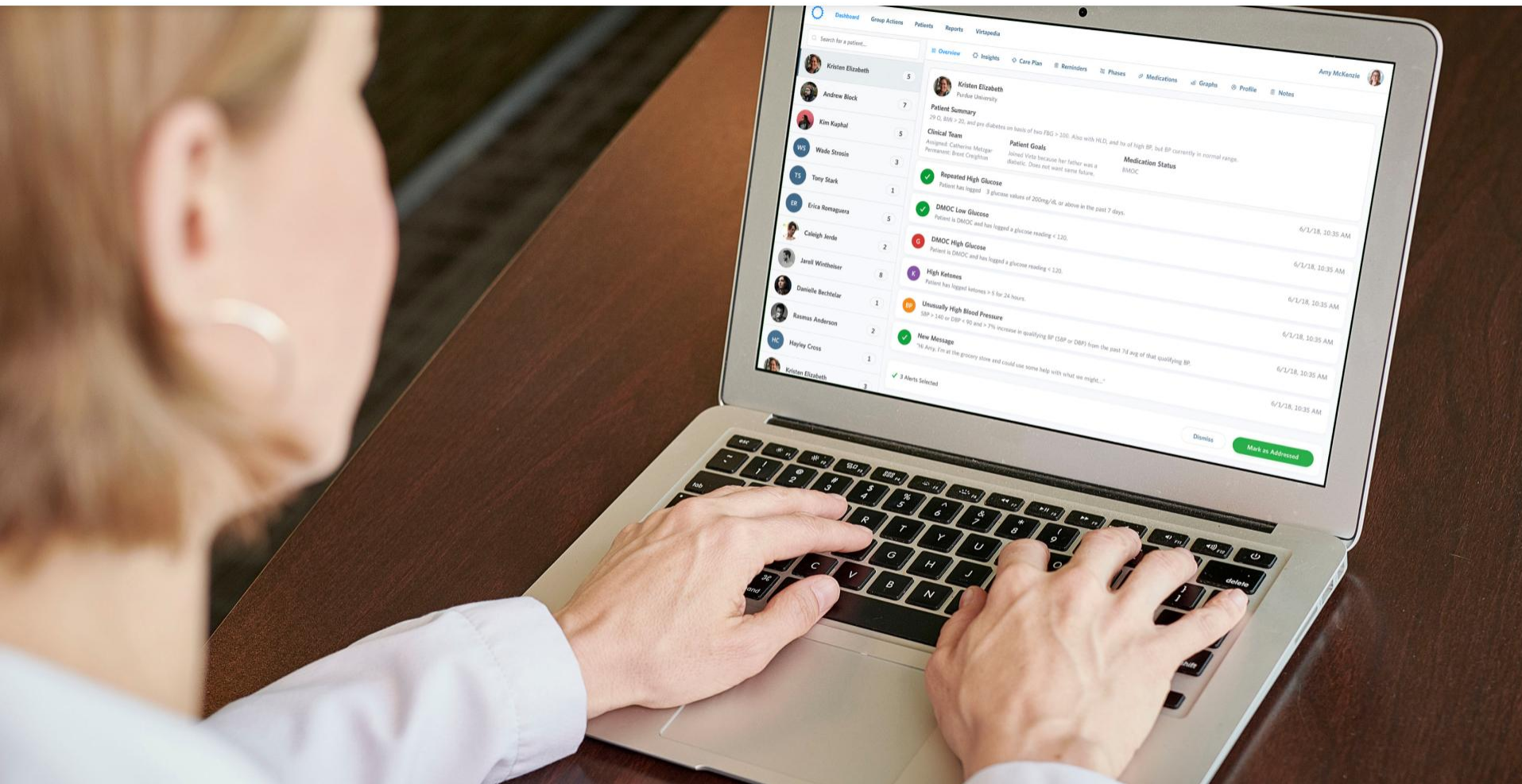


**Glucose**



**Weight**







# Virta is additive to the patient's existing care team, reporting progress frequently

## Progress Reports Overview

Virta will fax at introduction, and key milestones thereafter

- Results from labs tests Virta orders  
*A1c, lipid panel, glucose, weight, other T2D info*
- Comparison to prior values
- Rx changes



# Health Coach Chat

Interface for secure, real-time messaging between patients and their health coach.

## Benefits:

- Real-time answers to question and concerns
- Easy access to support
- Proactive outreach from coach in response continuous monitoring

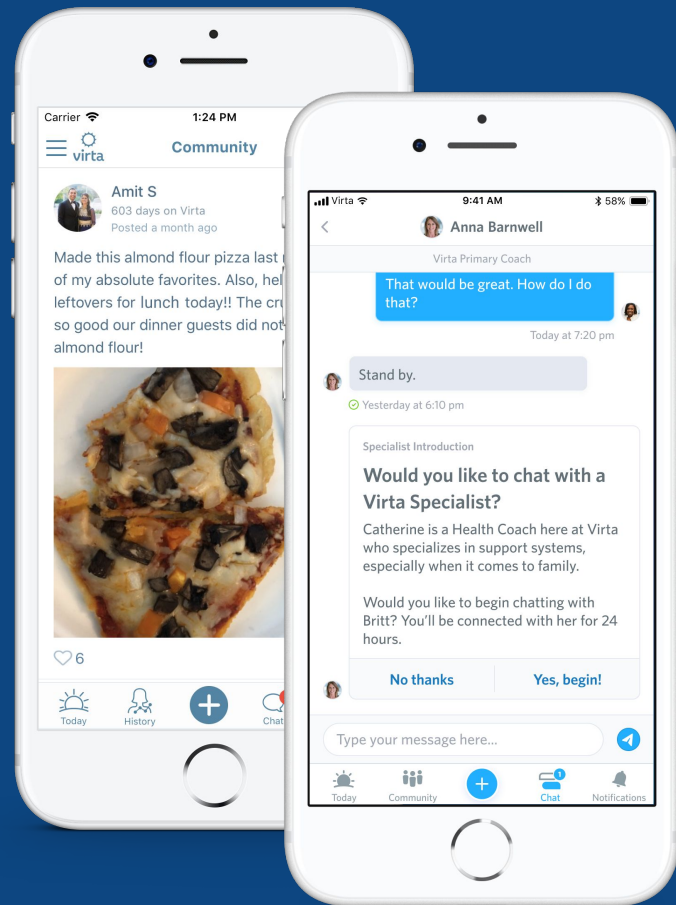




**“When my Virta doctor told me I could stop taking insulin, that was the best day of my life!”**

# Support and accountability from Health Coach and community ensure long term success

- Each patient has health coach support
- In-app community and education keeps patients engaged long-term
- Specialty interventions surface when needed



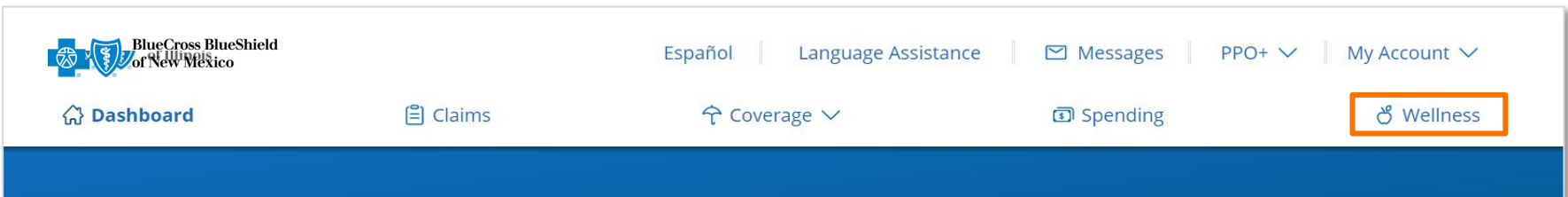
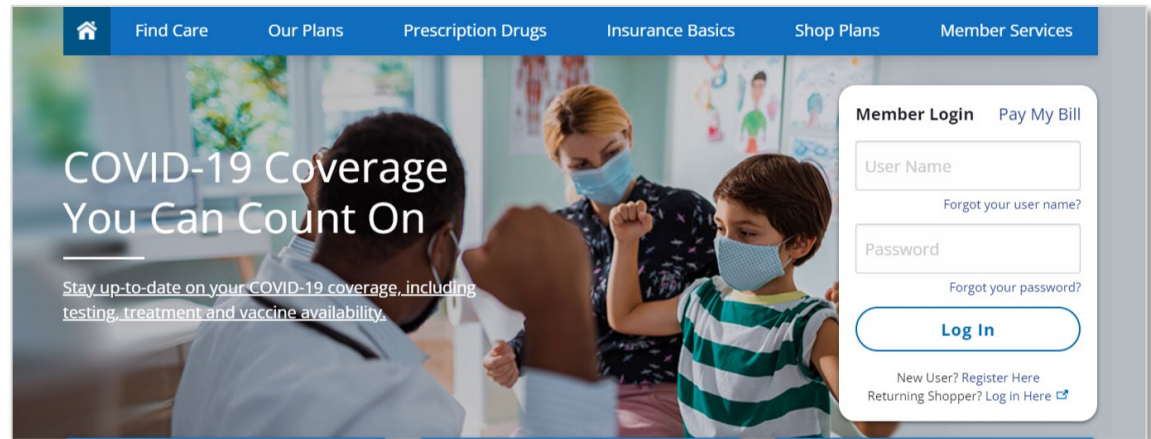




# Blue Access for Members – BCBSNM.COM

## Accessing Well onTarget

- Go to Blue Access for Members BCBSNM.com
- **New Users** - Click Register Here
- **Registered Users** - Enter Username and Password
- Locate the Wellness Tab







BlueCross BlueShield of New Mexico



## Introducing Well onTarget®

**It makes sense.** When you feel well, you do well. The same is true for your employees. But wellness is more than just eating right and working out.

It involves making healthy choices that can enrich your mind, body and spirit.

Well onTarget®

To be effective, your company's wellness program needs to include innovative tools to support your employees throughout their lifelong journey of healthy living. That's why we offer the Well onTarget program.

**Well onTarget is a complete wellness solution designed to:**

- Enhance employee engagement
- Reduce costs
- Promote good health

In addition to promoting increased productivity and employee loyalty, this fully integrated bundle also offers a cost-effective and low-risk solution to enhance your wellness culture.

Well onTarget offers a variety of resources to help you maintain an effective wellness program and encourage employee engagement.

Target heart rate 85-145 at 50 years. Source: Medical News Today

Elevating your heart rate for the duration of a 30-minute workout helps improve cardio capacity and stamina. A 160 pound beginner, walking at 2 mph, will burn 183 calories per hour. Source: mindbodyhealthy.org.

## Employer Portal

The ondemand Employer Wellness Portal delivers an interactive web experience with access to a rich repository of communication materials.

### Materials include:

- Engagement toolkit
- Training guides
- A comprehensive suite of activity reports

These ondemand categories offer detailed information so you can develop a customized, turnkey engagement solution that fits your company's culture.

## Member Wellness Portal

This engaging portal links your employees to a suite of innovative programs and tools, including:

- **Digital self-management programs:** Online suite of structured courses to help achieve health and wellness goals. Topics include stress management, tobacco cessation, sleep health, metabolic syndrome, diabetes management and more.
- **Health and wellness content:** This health resource can educate and empower your employees with evidence-based, reader-friendly articles.
- **Trackers:** Help to keep your employees on course while making wellness fun. They can use a symptom checker and health trackers.

## Health Assessment<sup>1</sup>

The online Health Assessment (HA) uses adaptable questions to learn more about your employees. After they take the HA, they will get a personal wellness report.

This confidential report gives your employees tips for living their healthiest lives.

## Blue Points<sup>SM</sup> Program<sup>2</sup>

Your employees can earn Blue Points for participating in wellness activities. They can redeem points in the online shopping mall.<sup>3</sup>

## Fitness Tracking

Your employees can track their physical activity using popular fitness devices and mobile apps, and they can even earn Blue Points for doing so.

## Fitness Program<sup>4</sup>

The Fitness Program is a flexible membership program that gives your employees access to a nationwide network of thousands of fitness locations as well as digital options.

## Expand Your Options

You can add a number of buy-up options to meet your employees' needs:

- **Worksite Wellness Events:** You can offer your employees a variety of on-site health and wellness opportunities, such as health fairs, health education classes, flu shots and health screenings.<sup>5</sup>
- **Paper HA:** Some employees may prefer a hard copy of their HA. In an effort to meet the needs of all your employees, we offer paper versions, too.



### Your Employees Can Take Wellness on the Go

The Well onTarget Wellness mobile app, available for iPhone® and Android™ smartphones, can help your employees work on their health and wellness goals — anytime and anywhere.

Your employees can complete the HA, check their Blue Points balance and track wellness information.

<sup>1</sup> Well onTarget is a voluntary wellness program. Completion of the Health Assessment is not required for participation in the program.

<sup>2</sup> The Blue Points program is available through Well onTarget, but groups can elect not to make this program available to their employees. Contact your account representative to learn more about Blue Points and other incentive solutions.

<sup>3</sup> Member agrees to comply with all applicable federal, state and local laws, including making all disclosures and paying all taxes with respect to their receipt of any reward.

<sup>4</sup> The Fitness Program is provided by Tivity Health, an independent contractor that administers the Prime Network of fitness centers. The Prime Network is made up of independently owned and operated fitness centers. Prime is a registered trademark of Tivity Health, Inc. Tivity Health is a trademark of Tivity Health, Inc. Tivity Health is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide digital fitness activities for members with coverage through BCBSNM.

<sup>5</sup> Screenings are conducted by Catapult Health, a third party vendor. Catapult Health is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide digital fitness activities for members with coverage through BCBSNM.

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HEALTH ASSESSMENT

43%

Complete



[Continue >](#)

CONNECTED DEVICES AND APPS

2

Apple Health  
Samsung Health

[Add/Remove >](#)

[View Activity >](#)

[View Nutrition >](#)

BLUE POINTS<sup>SM</sup>

28245

[History >](#)

[Earn >](#)

[Redeem >](#)

INCENTIVES

[View Rewards](#)

[History >](#)

[Earn >](#)

[My Journey](#)



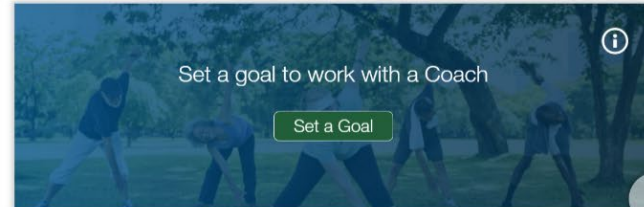
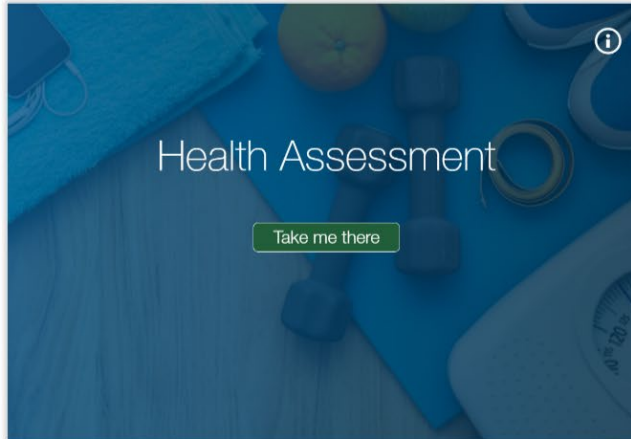
Health Assessment



Set a goal to work with a Coach



Improving Your Blood Pressure



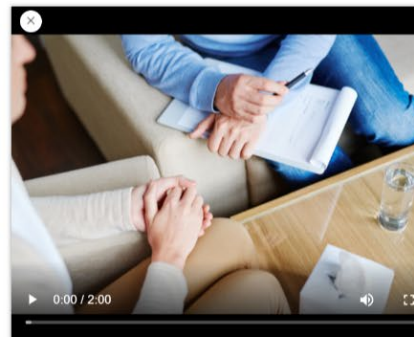
## Explore



### Your Coronavirus Resource Center

Check out these resources to find the latest information on COVID-19, including how to stay healthy, what to do if you're sick, and how to ...[Read More](#)

[Learn More](#)

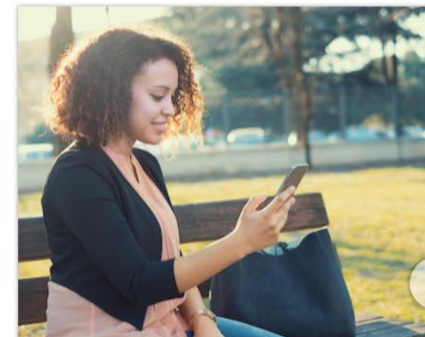


Video

### Tips for Finding a Therapist

Learn how you can find the right professional to meet your needs.

[Watch](#)



### Mental Well-being

Want to read more about mental well-being? Click here to explore!

[Learn More](#)



BlueCross BlueShield of New Mexico



## It's Okay to Need Help

**Take care of your mental health to cope with what life brings your way.**

If you struggle with thoughts or feelings that make it harder to get through your day, you're not alone. About half of people in the U.S. will experience a mental health concern at some point in their lives.<sup>1</sup>

Care from a mental health expert can help you manage your emotions and deal with challenges.

**Mental health is just as important as physical health.**

Your health plan includes access to mental health care like therapy and medicines that might help. You and your family members can get support for issues such as:

- Depression
- Anxiety and panic attacks
- Substance use
- Attention deficit (ADHD/ADD)
- Autism
- Bipolar
- Eating disorders

**Your journey is one-of-a-kind.**

Whether you need support to get through everyday life or a major crisis, seeking help is the first step to getting better.

Find a provider who can help get you where you want to be.

1. Go to [bcbsnm.com](https://www.bcbsnm.com).
2. Then, click **Find Care**.



## More Resources for Your Mental Wellbeing

### Digital Mental Health

Help for stress, anxiety, depression, sleep problems or substance use is just a click away. Confidential online programs are available through **Learn to Live**<sup>2</sup> at no added cost to you. Log in at **bcbsnm.com**, then go to **Wellness** to learn more.

**When you're ready, we're here.**

**Taking the first step isn't easy. But you don't have to take it alone. If you're facing a mental health issue, we have experts who can help you learn about your condition and treatment options.**

**Your personal health details won't be shared with your employer. We can also help you find a provider and understand your mental health benefits.**

**Don't be afraid to reach out — call the Customer Service or behavioral health number on the back of your member ID card.**

1. [cdc.gov/mentalhealth/learn/index.htm](https://cdc.gov/mentalhealth/learn/index.htm)

2. Learn to Live provides educational behavioral health programs; members considering further medical treatment should consult with a physician.

The Behavioral Health program is available only to those members whose health plans include behavioral health benefits through Blue Cross and Blue Shield of New Mexico. Check your benefit booklet, ask your group administrator or call the Customer Service number on the back of your member ID card to verify that you have these services. Member communications and information from the program are not meant to replace the advice of health care professionals. Members are encouraged to seek the advice of their doctors or behavioral health specialist to discuss their health care needs. Decisions regarding course and place of treatment remain with the member and his or her health care providers.

Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of New Mexico. BCBSNM makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

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# Providing Support for Pregnancy and Parenting



## Introducing Women's and Family Health

Blue Cross and Blue Shield of New Mexico (BCBSNM) provides an innovative approach for the journey into parenthood, from pre-pregnancy through delivery and ongoing parenting support, with our women's and family health solutions. Our programs feature education, coaching and maternity management solutions, and can result in improved clinical outcomes and member engagement. They also aim to help parents successfully return to work.

Specifically, the programs include the following:

- High-risk Maternity Management – Maternity specialists conduct telephone outreach and provide ongoing support to expectant mothers identified with high-risk pregnancies.
- Ovia Health™ Apps – Three distinct digital solutions deliver real-time, personalized guidance with educational articles and videos, health tips, in-app and telephone coaching and more, all from a mobile device.
  - Ovia Fertility features a fertility tracker, ovulation calculator and cycle calendar.
  - Ovia Pregnancy monitors pregnancy and baby's growth week by week. It also shares clinical information with BCBSNM in cases where members are identified as experiencing a high-risk pregnancy.
  - Ovia Parenting helps chart a child's developmental milestones from birth through three years old and includes a feature for logging daily feedings, diaper changes and sleep patterns.
- Well onTarget® Programming – These interactive, online courses are designed to optimize the health and wellbeing of women and their babies.

For more information, contact a BCBSNM representative or visit [bcbsnm.com](https://www.bcbsnm.com).



**11%** of babies are born preterm. Premature births cost more than **\$26 BILLION** each year.<sup>1</sup>

1. Centers for Disease Control and Prevention, 2012

Ovia Health is an independent company that provides maternity and family benefits solutions for Blue Cross and Blue Shield of New Mexico. Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association





The ultimate platform  
for employee engagement  
and wellness



#### Newsfeed

Everyone Friends

**CanStop**  
7,046 Total Steps  
Found an amazing hike this past weekend along the coast. It was so great to get out and walk by the beach.  
Add Friend Comment

**golfwizard**  
14,045 Total Steps  
Went camping this past weekend. Did "not" get eaten by a bear. We hiked off...

Current Members  
325

10/24/2023 Latest Registration

Miles Walked  
21,765

Steps & Activities  
185,305

Challenges  
8

10/24/2023 Latest Challenge Steps

Steps & Activities  
65,667,602

Step Entries  
48

Steps & Activities  
89,955

Photo/Journal Entries  
4,650

Daily Steps (previous 7 days)



Connected Devices



Top 5 Walkers  
(This month)

udminraup

#### Explore our platform

[Map-based, Themed Challenges](#)

[Robust mobile apps](#)

[Sync with many devices & apps](#)

[Teams & Organizations](#)

[Social Engagement](#)

[Member Dashboard](#)

[Admin reporting](#)

[Admin Communications tools](#)

And more...



activity & steps  
challenge platform



employee engagement and  
team-building tool



wellness tips



communications and  
reporting platform



## WELLNESS CONSULTANT



### LEADS

data analysis and evaluation to determine strategic initiatives



### ASSESSES

population for health improvement opportunities



### DEVELOPS

multi-year strategic plan



### COLLABORATES

with stakeholders to ensure effective execution of plan objectives



### PROVIDES

leadership and reports on engagement rates in Wellbeing Management programs



## ONSITE WELLNESS COORDINATOR



### COORDINATES

activities to educate and motivate employees in Wellbeing Management Programs



### DEVELOPS

and organizes network of Wellness Champions



### SERVES

as resource for employees



### COLLABORATES

with wellness vendors



### PROVIDES

ongoing member feedback and recommends changes based on data and reported experience