



# What You Need To Know



**Weight Management Program**

For questions, call 866-400-8941

[MyHealthToolkitFL.com](http://MyHealthToolkitFL.com)

*Blue Cross and Blue Shield of Florida, Inc. is an Independent Licensee of the Blue Cross and Blue Shield Association.*

## 1. What is the weight management program?

Individuals ages 18 and older will be matched to weight management programs that help participants make healthy changes in diet and activity to promote weight loss and increased physical activity. The assessment identifies those individuals who will benefit most from losing weight, including overweight individuals and those who are overweight with an additional risk factor, such as pre-diabetes, diabetes, high blood pressure, and/or high cholesterol. The assessment will then match those members to programs that work to achieve significant weight loss (approximately 5 percent of their starting weight). Those who do not qualify will be provided with suggestions for other tools to support a healthy lifestyle.

## 2. How effective is the weight management program in reducing the risk of chronic disease?

Medical and public health organizations have determined that when individuals at risk of overweight and obesity-related comorbidities lose just 5 percent of their weight, they reduce their risk for developing diabetes, help control high blood pressure and blood sugars, and improve health in numerous other domains. Losing weight has also been estimated to substantially improve productivity at work. Likewise, the weight management program helps individuals increase their weekly physical activity towards national guidelines. Getting the recommended amount of weekly physical activity is associated with “substantial” health benefits according to the 2018 Physical Activity Guidelines for Americans.

## 3. What’s included in the program?

Program partners offer different versions of lifestyle change programs designed to offer members a choice to fit their preferences. The programs offer these components:

- In-person or online educational sessions about health, fitness and diet
- Lifestyle health coach to help set goals and keep participants on track
- Small group for support and encouragement
- Helpful tools, such as wireless scales and fitness trackers.

## 4. Who is eligible for the program?

The weight management program is a covered preventive benefit for members who qualify through the one-minute health quiz.

## 5. How do members sign up?

Members can qualify and enroll by logging into their My Health Toolkit® account (app or web browser), select Benefits and then My Health Novel. The one-minute health quiz will determine which programs members qualify for and can then match members to programs that best fit their needs.

## 6. If they’re qualified, how do members enroll?

Members should log into My Health Toolkit to learn more about the program and to enroll online or they can call 866-400-8941 to enroll over the phone. Once enrolled, members will receive a Welcome Email with instructions on how to complete the registration process with their matched weight management program. Members must complete the registration process with their program provider to begin the program.

## 7. Is there a cost to members for participating?

This program is offered at no cost to members. Once a member enrolls in the program, claims will be filed to cover the processing and program services for this preventive benefit based on a member’s engagement. Members may receive an Explanation of Benefits (EOB) for this benefit. No action is necessary if a member receives an EOB. Members will be responsible for any additional program add-ons that they may choose to take advantage of through their program. The program provider will inform the member of the additional expenses before a member is charged.

## 8. When will members receive their Fitbit®?

Only members that qualify for a weight management program are able to earn a Fitbit as part of the program. After members have been actively participating in the program, they will receive an email with a unique code to redeem a Fitbit. Each program may have different options to “actively participate.” Members can earn the Fitbit within the first two to nine weeks in the program. Members should call or ask their program coach if they have questions. For any technical questions about how to use the Fitbit, members should contact Fitbit support at [help.fitbit.com/cwsupport](https://help.fitbit.com/cwsupport).

## 9. When should members expect to receive their digital scale?

Only members that qualify for a weight management program and select a digital option 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.

## 10. How will the free apps access work?

For members that do not qualify for a weight management program, the member will be linked to the app websites and it will be up to the member if they want to download and use the app.