Frequently Asked Questions

1. What is Healthfirst Cares intended to do?

Intended use

Healthfirst Cares powered by Welldoc® ("Healthfirst Cares") is a Software as a Medical Device (SaMD) intended to be used by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. Healthfirst Cares is intended to assist patients in managing their diabetes with guidance from their providers. Healthfirst Cares has two versions – Healthfirst Cares (OTC) and Healthfirst Cares Rx.

Indication for use

Healthfirst Cares combines the FDA cleared medical device functionality of Healthfirst Cares (OTC) and Healthfirst Cares Rx with another non-FDA cleared wellness and educational/self-management product.

Healthfirst Cares is indicated for use by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. Healthfirst Cares is intended to provide secure capture, storage, and transmission of glucose data as well as information to aid in diabetes self-management. Healthfirst Cares analyzes, and reports glucose test results and supports medication adherence. In addition, Healthfirst Cares provides coaching messages (motivational, behavioral, and educational) based on realtime glucose values and trends. It includes software intended for use on mobile phones or personal computers in the home or in professional healthcare settings. The software also allows for entry of other diabetes-related healthcare information and provides educational information.

The following Healthfirst Cares Rx insulin management feature is for prescription use only:

- For bolus insulin users with type 1 or type 2 diabetes, Healthfirst Cares Rx includes an insulin dose calculator* to allow patients to use their prescribed regimen to calculate a dose of bolus insulin for a given amount of carbohydrates and/or glucose value.

Healthfirst Cares and Healthfirst Cares Rx are not intended to replace the care provided by a licensed healthcare professional, including prescriptions, diagnosis, or treatment.

Insulin Dose Calculator may also be referred to as Insulin Calculator

Other Healthfirst Cares Non-FDA Cleared Function

Prediabetes

The other disease state-focused product in Healthfirst Cares is non-FDA-cleared wellness and educational/self-management product and DO NOT interact with Healthfirst Cares Diabetes or Healthfirst Cares Rx functions. It is intended to help people with prediabetes better manage and live well.

• **Prediabetes (At Risk for Type 2 Diabetes)**

Healthfirst Cares prediabetes functions include an evidence-based lifestyle change program that is intended to reduce the risk of type 2 diabetes by educating and coaching users – aged 18 years and older – to track their diet, weight, and exercise and to create associated behavioral changes which have been demonstrated to reduce the risk of type 2 diabetes. The program is heavily based on a curriculum developed by the Centers for Disease Control and Prevention ("CDC") as part of the National Diabetes Prevention Program.

2. **Help! I don't remember my PIN for Healthfirst Cares.**

   1. Open the **Healthfirst Cares** app.
   2. Select **Forgot your PIN**.
   3. Enter your new 4-digit PIN.
   4. Re-enter your 4-digit PIN.

3. **How do I delete my Healthfirst Cares account?**

   1. From the Home screen, tap the **profile** icon at the top.
   2. Tap **Delete Account** at the bottom.
   3. Tap **Delete** button on the pop-up message.
   4. Tap **Delete** again to confirm deletion.

   Your data will be completely deleted and no longer visible to your care team within 7 business days.

4. **I cannot download Healthfirst Cares onto my mobile device. Please help!**

   To access Healthfirst Cares, you will first need to register for the Healthfirst NY Mobile App. If you do not have the Healthfirst NY Mobile App, download it today (free for iOS and Android) in the iTunes App Store or Google Play Store.

   If you have an iPhone, use the App Store:

   1. Find the icon **App Store**
   2. Launch the **App Store** application.
   3. Search for **Healthfirst Cares**
   4. Select **GET** or **INSTALL** or picture of a cloud with a down arrow if it's been installed before.

5. Enter your Apple ID and password to complete the transaction.
   a. If you do not have an existing Apple ID, go to http://support.apple.com/kb/ht2731 to create an Apple ID.
6. Once the install is complete, you will see an icon for Healthfirst Cares.

If you have an Android mobile phone, use the Google Play Store:

1. Find the icon **Play Store**
2. Launch the **Play Store** application.
3. Search for **Healthfirst Cares**
4. Select **Install**.
5. Enter your Play Store ID and password to complete the transaction.
   a. If you do not have an existing Play Store ID, go to https://support.google.com/googleplay/answer/2521798?hl=en to create a Play Store ID.
6. Once install is complete, you will see an icon for Healthfirst Cares.

If your download fails, please call the phone number on the back of your Member ID card for additional troubleshooting.

5. **How can I learn about SMART Visit Report® and why it's important for me to send it to my health care provider?**

1. Open the **Healthfirst Cares** app.
2. Select the **More** menu on the home screen.
3. Select **Health Information**.
4. Select **SMART Visit Report**.
5. Watch the video on **SMART Visit Report**.

6. **I am visiting my health care provider soon and want to make sure he/she receives an updated copy of my SMART Visit Report[1]. How do I send this?**

It is best to ask your health care provider when they would like to receive the SMART Visit Report and how frequently before sending it. Please do not send your SMART Visit Report repeatedly without checking with your provider first.

You also have the option of sending a copy of the report to yourself so you can view the information.

1. Open the **Healthfirst Cares** app.

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[1] Smart Visit Report may also be referred to as Health Report throughout the FAQs.

2. Select the **More** menu on the home screen.
3. Select **Health Information**.
4. Select **SMART Visit Report**.
5. Select your health care provider and/or yourself.
   a. If you send the report to yourself, a copy will be sent to your Message Center.
   b. You can view a copy of the report.

6. Healthfirst Cares will send you an email when the report has been sent to your provider.

7. **Can I schedule my SMART Visit Report to be sent to my health care provider, so I don't forget to send it before my office visit?**

Yes, you can schedule to send a SMART Visit Report. Before doing so, it is best to ask your health care provider when they would like to receive the SMART Visit Report and how frequently. Please do not send your SMART Visit Report repeatedly without checking with your provider first.

1. Open the **Healthfirst Cares** app.
2. Select the **More** menu on the home screen.
3. Select **Health Information**.
4. Select **SMART Visit Report**.
5. Select **Schedule a Report** to schedule your report.
6. Select your health care provider and/or yourself.
7. Choose the date to send your SMART Visit Report.
8. If your health care provider would like the SMART Visit Report more frequently, you can schedule to have the report sent every 30 days or every 3 months.
9. Select **Save**.

8. **I would like to turn off marketing emails from Healthfirst Cares. How do I do this?**
1. Open the **Healthfirst Cares** app.
2. Select the **More** menu on the home screen.
3. Select **Settings**.
4. Select **My Preferences**.
5. Turn **Marketing Emails** off by moving slider to the left so color changes from green to white.

9. **Can I use Healthfirst Cares on both my iPhone and my iPad?**

Yes, you can! However, while you can install the app on more than one device, you can only use it on one device at a time. Each time you open the app on another device, you will have to log in with your Healthfirst NY username and password.

10. How do I enter my blood glucose (BG), blood pressure, weight, medications, food, sleep or activity?

1. Open the **Healthfirst Cares** app.

2. Select the **+** sign at the bottom of the Home Screen or Logbook.
3. Tap on the appropriate icon (BG, blood pressure, weight, medications, food, sleep, or activity) to record.
4. Check the date, time, and type to make sure it's correct.
5. Enter your reading/information and additional notes.
6. Tap **Save** in the top right-hand corner.
7. Visit the **Logbook** to see your entries.

11. Oops! One of my entries in my Logbook is incorrect. How do I edit this entry?

1. Select the **Logbook** menu on the home screen.
2. Find and select the date of the entry you wish to edit.
   Note: You may need to scroll through the dates displayed along the top of the screen.*
      a. If you want to delete the entire entry:
            i. iPhone – slide the logbook entry to the left and tap **Delete**
           ii. Android – press on the logbook entry and until you see the message confirming that you want to delete the entry.
3. Select the field(s) you wish to edit.
4. Edit these fields [by using backspace on the keyboard or unselecting the checkboxes].
5. Select **Save** when complete.
6. Visit the **Logbook** to view your updated entry.

* The mobile application only displays the last 30 days of your information.

12. What should I do if my data isn't appearing in the Logbook?

If you are not seeing your data, please make sure you have internet connectivity and all your data is synced with the server. Still, if you have issues, close and reopen the app. If your data still doesn't appear in the Logbook, log out and log in.

13. How do I pair my activity tracker, glucose meter, blood pressure monitor, or weight scale with Healthfirst Cares?

1. Open the **Healthfirst Cares** app.

2. Select the **More** menu on the home screen.
3. Select **Connections & Devices**.
4. Select what type of device(s) you would like to pair.
5. Follow the onscreen prompts to pair your device(s).

14. **Healthfirst Cares emphasizes the importance of physical fitness and weight management. Where does that information come from?**

The coaching regarding healthy living and the education provided in Learn are based on information from the American Heart Association (AHA), Association of Diabetes Care & Education Specialists (ADCES), and CDC, depending on your program.

For more information, you can visit the following section of the AHA website: https://www.heart.org/en/healthy-living, ADCES https://www.diabeteseducator.org/, and CDC's National Diabetes Prevention Program https://www.cdc.gov/diabetes/prevention/resources/curriculum.html

15. **For people trying to prevent type 2 diabetes, how do I review Diabetes Prevention Program courses that I've already completed?**
1. From the main menu, tap **Learn**
2. Tap **hfcares U**
3. Select the course that you would like to review

16. **For people trying to prevent type 2 diabetes, Healthfirst Cares provides coaching and education on lifestyle changes to achieve weight loss. Where does that information come from?**

If you are using Healthfirst Cares for prediabetes or type 2 diabetes prevention, you'll receive lifestyle change information within the courses and coaching messages in Healthfirst Cares. This information comes from the CDC's PreventT2 curriculum. The PreventT2 curriculum is based on the original 2002 Diabetes Prevention Program trial* and follow-up studies. It promotes modest weight loss (5-7%) and increased physical activity through a 12-month lifestyle change program and also reflects new literature on self-efficacy, physical activity, and diet.

The PreventT2 curriculum can be viewed in its entirety here: https://www.cdc.gov/diabetes/prevention/resources/curriculum.html
*The Diabetes Prevention Program Research Group. Reduction in the incidence of type 2 diabetes with lifestyle intervention or metformin. N Engl J Med. 2002;346:393–403

17. **For people trying to prevent type 2 diabetes, why does Healthfirst Cares choose the weight loss goal?**

The diabetes prevention program in Healthfirst Cares is based on the evidence from the original Diabetes Prevention Program (DPP) trial that showed losing 5% to 7% of your starting weight can help you prevent or delay type 2 diabetes.* That's 10 to 14 lbs for a 200 lb person. You may choose a goal of 5%, 6%, or 7% weight loss. Other weight loss goals are not permitted because they are not consistent with the DPP framework; however, you should always discuss with your health care provider what goal is right for you.

The Diabetes Prevention Program Research Group. Reduction in the incidence of type 2 diabetes with lifestyle intervention or metformin. N Engl J Med. 2002;346:393–403

18. **For people trying to prevent type 2 diabetes, why can't a new weight loss goal be set after achieving the initial weight loss goal?**

While you may continue to track and lose weight, Healthfirst Cares will coach you about the importance of keeping off the original 5% to 7% weight loss in order to help prevent or delay type 2 diabetes, consistent with the CDC's PreventT2 curriculum.

19. **For people with diabetes, what should the A1C target be and how does Healthfirst Cares know how to coach about it?**

If you are diagnosed with diabetes, your A1C target should be determined by your health care provider. You can indicate your target by opening Healthfirst Cares, selecting **More** from the home screen, tapping **Settings** and then **My Preferences**.
Healthfirst Cares does not "practice medicine" but coaches you based on your personal target range and the standards set forth by the American Diabetes Association.