**Frequently Asked Questions**

**1. What is the Welldoc**® **App designed to do?**

Welldoc is an application offering customized programs for individuals, age 18 or older, based on the selection(s) of one or more health condition(s): prediabetes, diabetes, heart failure, and/or high blood pressure. Additional programs, such as, mental well-being or weight management, may also be available for use.

Below are condition specific descriptions:

• **Diabetes**

# Intended use

The Welldoc® App includes Welldoc Diabetes and Welldoc Diabetes Rx, which is

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. Welldoc Diabetes and Welldoc Diabetes Rx are intended to assist patients in managing their diabetes with guidance from their providers. Welldoc Diabetes Rx requires a prescription.

# Indication for use

The Welldoc® App combines the FDA cleared medical device functionality of Welldoc Diabetes and Welldoc Diabetes Rx with other non-FDA cleared wellness and educational/self-management products.

Welldoc Diabetes is indicated for use by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. Welldoc Diabetes is intended to provide secure capture, storage, and transmission of glucose data as well as information to aid in diabetes self-management. Welldoc Diabetes analyzes and reports glucose test results and supports medication adherence. In addition, Welldoc Diabetes 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.

Welldoc Diabetes Rx adds the following prescription use only insulin management features:

* For bolus insulin users with type 1 or type 2 diabetes, Welldoc Diabetes 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.
* For basal insulin users with type 2 diabetes, Welldoc Diabetes Rx includes an

Insulin Adjustment Program (IAP) which calculates appropriate long-acting basal

insulin doses for titrating insulin levels based on configuration by a healthcare provider. The healthcare provider must activate the IAP and configure it with patient-specific parameters.

* For bolus insulin users with type 2 diabetes, the Welldoc Diabetes Rx IAP calculates appropriate dose adjustments of bolus insulin based on configuration of a healthcare provider. Qualified type 2 diabetes patients are those who are not achieving glycemic targets despite optimization of their basal insulin dose or their current bolus insulin regimen.
* For premixed insulin users with type 2 diabetes, the Welldoc Diabetes Rx IAP calculates appropriate dose adjustments of premixed insulin based on the configuration of a healthcare provider. Qualified type 2 diabetes patients are those who are not achieving glycemic targets and who do not take other types of insulin.

Welldoc Diabetes and Welldoc Diabetes 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 Welldoc App Non-FDA Functions

**Hypertension, Heart Failure, Prediabetes, Behavioral Health**

The other disease state-focused products in the Welldoc App are non-FDA-cleared wellness and educational/self-management products and DO NOT interact with Welldoc Diabetes or Welldoc Diabetes Rx functions. They are intended to help people with hypertension, heart failure, or mild mental health conditions better manage and live well.

* **Hypertension (High Blood Pressure)**

The Welldoc App hypertension function is intended to promote, track, and encourage healthy choices among individuals – aged 18 years and older – with existing diagnoses of hypertension (high blood pressure). The Welldoc App is not intended for diagnosis or treatment and does not replace a physician’s judgement in any way.

* **Heart Failure**

The Welldoc App heart failure function is intended to promote, track, and encourage healthy choices among individuals – aged 18 years and older – with existing diagnoses of heart failure. The Welldoc App is not intended for diagnosis or treatment and does not replace a physician’s judgement in any way.

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

The Welldoc App 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.

* **Behavioral Health (Mental Well-being)**

The Welldoc App can also support mental well-being among individuals – aged 18 years and older – by promoting wellness, the active process of making choices toward a healthy and fulfilling life in adults. It is not designed to diagnose or treat specific medical disorders or mental health conditions. The Welldoc App is to be used for selfdevelopment and educational purposes only.

The Welldoc App mental well-being functions may be used by people who are experiencing sadness, but it is not intended to be used by someone who has, or may have, a major depressive disorder. Those individuals should seek help from a licensed healthcare provider.

The Welldoc App mental well-being functions may be used by healthy individuals who would like to better manage their sleep. The Welldoc App is not designed to identify, diagnose, treat or rule out the possibility of a sleep disorder like obstructive sleep apnea. If the sleep strategy does not seem helpful within a few weeks, consider being evaluated by a licensed healthcare provider.

The Welldoc App mental well-being functions may be used by individuals who feel anxious or worry but is not intended for individuals who have, or may have, an anxiety disorder. If you have symptoms that are disabling and severe and/or are interfering with your everyday activities, you should not work with the Welldoc App but seek the help of a licensed healthcare provider.

The Welldoc App mental well-being functions may help healthy individuals who feel they want to reduce their use of drugs and alcohol. However, the Welldoc App is not intended to be used by those who have addiction to, or overuse, drugs or alcohol and does not contain any tools to help individuals suffering from addiction. If you are concerned that you have an addiction, you should immediately seek the help of a licensed healthcare professional. The Substance Abuse and Mental Health Services Administration Helpline can help you find local treatment services. The Helpline’s phone number is 1-800-662HELP (4357).

You also have the option to enroll in the Weight Management program. The Welldoc App weight management function is intended to promote, track, and encourage healthy choices and behaviors among individuals – aged 18 years and older. The Welldoc App is not intended for diagnosis or treatment and does not replace a physician’s judgment in any way.

1. **I forgot my password and/or username. Please help!** 
   1. Go to the Welldoc App login screen
   2. Select on either: **Forgot Username** or **Forgot Password?**
   3. Enter your email address
   4. Choose how you want to get your username and/or temporary password\*
      * Email (check your email for more information)
      * Text message (only available if you have entered your mobile number in the Welldoc App)

*\*Important! Temporary password will expire 2 hours after you receive it*

1. **Help! I don’t remember my PIN for the Welldoc App.** 
   1. Open the Welldoc App 2. Tap **Forgot your PIN?**
   2. Enter your username/email and password to open the Welldoc App
   3. Enter your new 4-digit PIN
   4. Re-enter your 4-digit PIN

1. **How do I create a new PIN for the Welldoc App?**
   1. Open the Welldoc App
   2. From the home screen, tap the **More** menu and then tap **Settings**
   3. Select **PIN** and then **Change PIN**
   4. Enter your current 4-digit PIN
   5. Create a new 4-digit PIN
   6. Re-enter your 4-digit PIN

1. **How do I delete my Welldoc App 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.

1. **I’m not sure what health conditions I selected during registration. Where can I view them?**

Tap the **More** menu from the home screen and then tap **Settings** > **My** **Preferences** > **Selected** **Program**.

1. **I need to change the health conditions that I selected during registration. How do I do so?**

If you need to update your health conditions due to an error or a change in your health, please contact Customer Care at 1-888-327-5345.

1. **How do I enter my blood glucose (BG), blood pressure, weight, medications, food, sleep, or activity?** 
   1. Within the Welldoc App, select the **+ Enter** button at the bottom of the Home screen or Logbook
   2. Tap on the appropriate icon (BG, blood pressure, weight, medications, food, sleep, or activity) to record
   3. Check the date, time, and type to make sure it’s correct
   4. Enter your reading/information and additional notes
   5. Tap **Save** in the top right-hand corner
   6. Visit the **Logbook** to see your entries

1. **One of my entries in my Logbook is incorrect. How do I edit this?** 
   1. Select **Logbook**
   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:

* + 1. *iPhone* – slide the logbook entry to the left and tap **Delete**
    2. *Android* – press on the logbook entry until you see the message confirming that you want to delete the entry
  1. Select the field(s) you wish to edit
  2. Edit these fields [by backspace on the keyboard or unselecting the checkboxes]

***Note:*** *You may not edit journal entries that are part of an action plan, but you can review them in the Action Plan screen.*

* 1. Tap **Save** when complete
  2. Visit the **Logbook** to view your updated entry

*\* Only the last 30 days of data are displayed. If a user would like to review data older than 30 days, please contact the Customer Care team at 1-888-327-5345.*

1. **How often should I rate my mood, anxiety, or sleep?**

It is not necessary to complete these ratings every day, but more entries may help you get better insights on how a particular strategy may be working or not working for you. Unlike the mood and anxiety ratings, which can be entered as many times as desired through the Mood or Anxiety entry via the **+ Enter** button at the bottom of the Home screen or Logbook.

The sleep entry is limited to once a day because the rating is for the previous night’s sleep only. Users are able to track sleep for previous days through the Sleep entry via the **+ Enter** button at the bottom of the Home screen or Logbook.

1. **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. Still, if you have issues, close and reopen the Welldoc App. If your data still doesn’t appear in the Logbook, log out and log in.

1. **How can the Health Report help my health care provider?**

The Health Report summarizes the data you enter in the Welldoc App such as your medications, sleep, blood pressure readings, notes, weight trends, heart failure symptoms, food choices, and/or exercise, depending on your program. This information may be used by your health care provider to adjust your treatment plan. The Health Report provides the data to your health care provider but does not specifically make any clinical suggestions.

***Note:*** *No Health Report is available for the Welldoc App users in the Mental Well-being program.*

1. **How are Health Reports sent to the health care provider?**

It is best to ask your health care provider when they would like to receive the Health Report. Please do not send your Health 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 in your Message Center.

* 1. Within the Welldoc App, select the **More** menu on the home screen
  2. Select **Health Information**
  3. Select **Health Report**
  4. Select or add your health care provider, and/or select yourself
  5. The Welldoc App will send you an email when the report has been sent to your provider

1. **Can Health Reports be scheduled to be sent to a health care provider?**

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

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

1. **How do I pair my activity tracker, glucose meter, blood pressure monitor, or weight scale with the Welldoc App?** 
   1. Within the Welldoc App, select the **More** menu on the home screen
   2. Select **Connections & Devices**
   3. Select what type of device(s) you would like to pair
   4. Follow the onscreen prompts to pair your device(s)

***Note:*** *Connected devices are not applicable for users in the Mental Well-being program.*

1. **The Welldoc App 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 health condition(s).

For more information, you can visit the following section of the AHA website: [https://www.heart.org/en/healthy-living,](https://www.heart.org/en/healthy-living) ADCES [https://www.diabeteseducator.org/,](https://www.diabeteseducator.org/) and

CDC’s National Diabetes Prevention Program <https://www.cdc.gov/diabetes/prevention/resources/curriculum.html>

1. **Who developed the recipes, educational articles, and videos in the Welldoc App?**

Recipes and educational content in the form of articles and videos are clearly marked with their sources. Content contributors include government sources such as the U.S. Department of Agriculture, U.S. Department of Health and Human Services, and CDC, as well as private companies such as the Meredith Corporation, The Wellness Network, and Welldoc. Mental Well-being meditation resources were developed and provided by Meditation Oasis. All materials are reviewed by subject matter experts prior to inclusion in the Welldoc App.

1. **Why can’t I hear the audio in videos or audio files within the Welldoc App?**

The Welldoc App uses your phone’s native audio player. Ensure the audio player is working with other audio files on your phone. Contact your device manufacturer if you still encounter problems.

1. **I would like to turn off marketing emails from the Welldoc App. How do I do this?** 
   1. Within the Welldoc App, select the **More** menu on the home screen
   2. Select **My Preferences**
   3. Turn **Marketing Emails** off by moving slider to the left so the color changes from green to white

1. **Can I edit or change my goal?**

To edit or change your goal, you can tap on your goal in the My Goals section of your Home screen and then tap **Stop Goal** at the bottom. To set up a new goal, tap **Get** **Started** on My Goals of the Home Screen.

1. **Can I set and work on multiple goals at the same time?**

Yes, you can set a new goal at the same time, even if you are working on another goal. Swipe right on My Goals section of the Home screen to **Get Started**.

1. **How do I stop my current goal(s)?**

You can stop your current goal(s) at any time. To do this, tap on the specific goal in the My Goals section of your Home screen and then tap **Stop Goal** at the bottom.

1. **For people with diabetes, what should the A1C target be and how does the Welldoc App 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 the Welldoc App, selecting **More** from the home screen, tapping **Settings** and then **My Preferences**. The Welldoc App does not “practice medicine” but coaches you based on your personal target range and the standards set forth by the American Diabetes Association.

1. **What is a normal blood pressure and how does the Welldoc App decide what my blood pressure needs to be?**

As medical science evolves, the concept of what is a normal blood pressure has been updated in recent years. The American Heart Association (AHA) states that to be considered normal, the systolic blood pressure (upper number) should be less than 120 mm Hg and that the diastolic blood pressure (lower number) should be less than 80 mm Hg. Note that this range is for the general population.

For more information from the American Heart Association on what is considered normal blood pressure, visit their website: [https://www.heart.org/en/health-topics/high-bloodpressure](https://www.heart.org/en/health-topics/high-blood-pressure)

1. **For people with high blood pressure and/or heart failure, what should the blood pressure target be and how does the Welldoc App know how to coach about it?**

If you are diagnosed with high blood pressure, your blood pressure target should be determined by your health care provider. Many people with heart failure also are being treated for high blood pressure and managing your blood pressure may be recommended by your health care provider. You can indicate your target by opening the Welldoc App, selecting **More** from the home screen, tapping **Settings** and then **My Preferences**. The Welldoc App does not “practice medicine” but coaches you based on your personal target range and the standards set forth by the American Heart Association. If you also have diabetes, the Welldoc App also coaches based on the standards set forth by the American Diabetes Association.

The messages that you receive when you measure your blood pressure vary based on what we call blood pressure zones. These zones are based on a table of standard blood pressure ranges developed by the AHA that you can see at the link below, as well as expert opinion.

The Welldoc App considers the very high blood pressure zone to be when a user’s recorded systolic blood pressure is >180 mmHg and/or diastolic blood pressure is ≥100 mmHg (more conservative than the AHA’s diastolic threshold of ≥120 mmHg threshold).

For more information from the American Heart Association about the different ranges or zones of blood pressure, visit the following section of their website:

[https://www.heart.org/en/health-topics/high-blood-pressure/understanding-blood-pressurereadings](https://www.heart.org/en/health-topics/high-blood-pressure/understanding-blood-pressure-readings)

For more information about the actions to take when your blood pressure is very high, visit the following section of the American Heart Association website: [https://www.heart.org/en/health-topics/high-blood-pressure/understanding-blood-pressurereadings/hypertensive-crisis-when-you-should-call-911-for-high-blood-pressure](https://www.heart.org/en/health-topics/high-blood-pressure/understanding-blood-pressure-readings/hypertensive-crisis-when-you-should-call-911-for-high-blood-pressure)

1. **For people with high blood pressure, the Welldoc App provides coaching and education on lifestyle changes, dietary sodium and potassium, and fruits and vegetables. Where does that information come from?**

If you are using the Welldoc App to manage your high blood pressure, you will receive coaching based on a “heart healthy” diet, such as the DASH diet, which has been shown to improve high blood pressure in multiple scientific studies.

These diets are recommended by the American Heart Association and you can find more information about them here: [https://www.heart.org/en/health-topics/high-bloodpressure/changes-you-can-make-to-manage-high-blood-pressure/managing-blood-pressurewith-a-heart-healthy-diet](https://www.heart.org/en/health-topics/high-blood-pressure/changes-you-can-make-to-manage-high-blood-pressure/managing-blood-pressure-with-a-heart-healthy-diet)

1. **For people with heart failure, how does the Welldoc App know how to coach about heart failure symptoms?**

The Welldoc App cannot practice medicine. The coaching about symptoms-related to heart failure that the Welldoc App provides is based on standards of care and content developed by the American Heart Association. These symptoms may include difficulty breathing, rapid weight gain, swelling, and dizziness.

For more information from the American Heart Association about these symptoms, visit the following section of their website: [https://www.heart.org/en/health-topics/heartfailure/warning-signs-of-heart-failure](https://www.heart.org/en/health-topics/heart-failure/warning-signs-of-heart-failure)

The symptoms tracker in the Welldoc App for users with heart failure is also based on a paper version of the symptom tracker that you can find on the following section of the American Heart Association website: [https://www.heart.org/-/media/files/health-topics/heartfailure/hf-symptom-tracker.pdf?la=en](https://www.heart.org/-/media/files/health-topics/heart-failure/hf-symptom-tracker.pdf?la=en)

Please note that ultimately, your personal health care provider knows you best and understands your specific medical situation and treatment plan. You should always follow your health care providers medical advice about your symptoms.

1. **For people with heart failure, the Welldoc App provides advice and education on lifestyle changes. Where do these recommendations come from?**

Lifestyle changes that may help people with heart failure include quitting smoking, paying attention to weight, tracking fluid and sodium intake, limiting alcohol, eating a heart-healthy diet, getting appropriate vaccinations, monitoring your blood pressure and symptoms, and seeking help in a timely manner.

These standard recommendations for all people with heart failure can be found on this section of the American Heart Association website: [https://www.heart.org/en/healthtopics/heart-failure/treatment-options-for-heart-failure/lifestyle-changes-for-heart-failure.](https://www.heart.org/en/health-topics/heart-failure/treatment-options-for-heart-failure/lifestyle-changes-for-heart-failure) The Welldoc App is designed to help you keep track of these lifestyle and self-management activities.

1. **For people trying to prevent type 2 diabetes, why does the Welldoc App choose the weight loss goal?**

The diabetes prevention program in the Welldoc App 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*](https://www.nejm.org/doi/full/10.1056/NEJMoa012512)

1. **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, the Welldoc App 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.

1. **What are the qualifications of the Lifestyle Coaches for the diabetes prevention program in the Welldoc App?**

The Lifestyle Coaches in the Welldoc App are trained to use a CDC-approved curriculum and have the knowledge and skills to effectively deliver the program. Training of all coaches is provided by organizations that have an agreement with the CDC to provide the training.

1. **How do people in the diabetes prevention program contact a lifestyle coach in the Welldoc App?** 
   1. From the main menu, tap the **chat** icon
   2. Type your message
   3. Attach images or other files
   4. Tap to send the message
2. **For type 2 diabetes prevention, how do I review WelldocU courses that I’ve already completed?** 
   1. From the main menu, tap **Learn**
   2. Tap **WelldocU**
   3. Select the course that you would like to review

1. **For type 2 diabetes prevention, the Welldoc App provides coaching and education on lifestyle changes to achieve weight loss. Where does that information come from?**

If you are using the Welldoc App for prediabetes or type 2 diabetes prevention, you’ll receive lifestyle change information within the courses and coaching messages in the Welldoc App.

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*](https://www.nejm.org/doi/full/10.1056/NEJMoa012512)

1. **What if I feel like hurting myself or others while using the Welldoc App?**

The Welldoc App is not a healthcare provider, and does not provide medical advice, diagnosis, or treatment. If you have been diagnosed with a medical condition, then consult with your healthcare provider before using the Welldoc App. If you feel like hurting yourself or others, seek help from a licensed mental health professional.

If you are thinking about or planning to harm yourself or someone else, call 912, go to the nearest hospital emergency room, or call the 988 Suicide & Crisis Lifeline at 988 or 1-800273-TALK (8255). Their web site is: [https://988lifeline.org/.](https://988lifeline.org/)

Here are some additional resources that you might find helpful:

* + If you are hard of hearing, you can chat with a Lifeline counselor 24/7 by:
    - TTY: Use your preferred relay service or dial 711 then 988 o Online chat via <https://988lifeline.org/chat/>

* + If you are a Veteran or service member with hearing loss, or any person concerned about someone who is, there are several ways to contact the Veterans Crisis Line:
    - Send a text message to **838255**
    - Online chat via <https://www.veteranscrisisline.net/get-help-now/chat/>

* + Prestamos Servicios En Español: 1-888-628-9454

1. **How do I decide which pattern and strategy to select on the Mental Well-being screen?**

You can review a description of each pattern and strategy to help you determine which ones to follow first. You should notice improvement in the first few weeks of using an action plan. If you select one and feel like it isn’t helping you, go back to the home screen and make another choice. If you don’t find the Welldoc App helpful, consider seeking the help of a licensed professional.

1. **What are Action Plans on the Mental Well-being screen?**

When you identify a pattern to work on, the system suggests the strategies that have been shown over the years to help individuals with the selected pattern. Once you read the description of the pattern and select it, the system will guide you through the process of working on the strategy in your everyday life.

Note that the Welldoc App contains six core strategies: (1) problem solving, (2) getting back in the game, (3) social skills, (4) changing assumptions, (5) anxiety reduction, and (6) sleep. Note that the same strategies may be recommended for different patterns. In these cases, the strategies are the same, but the way you use them may be different. Maintaining the improvement that you gain from completing each strategy may depend on how well you incorporate the strategy in your everyday life.

1. **Within the Mental Well-being screen, how do I stop a current action plan if I want to start a new one and can I restart an action plan that I stopped in the middle of where I left off? How long does it take to complete an action plan?**

You may stop your current action plan at any time by selecting the **delete** icon on the top right-corner of Active action plan of the Mental Well-being screen. Then you will be able to select another pattern and action plan to work on by tapping on **Work on something new**. If you decide to stop an action plan in progress before completing it, it will not be saved and you cannot jump back into the middle; you will need to re-start it from the beginning.

Each action plan is different. Some people only work on one or two items for a week and feel like they have gotten the most they can from a particular action plan. Others may continue to work with an action plan for several weeks.

1. **The Mental Well-being features provides coaching and education on healthy living and how to make behavioral changes. Where does that information come from?**

The makers of the Welldoc App worked with nationally renowned experts in behavioral health and wellness to develop the content used in this program. This content includes evidence-based strategies that have shown to help improve wellness, boost mood, reduce worry, and promote better sleep. The strategies were adapted for the digital experience by the clinical and design teams at Welldoc.