



Frequently Asked Questions

Q: Who is eligible to enroll in Living Well with Diabetes™?

A: If you or a family member works for one of our partner companies and has diabetes, then you or your family member is eligible to enroll.

Q: Can you tell me more about the program?

A: The EosHealth Living Well with Diabetes™ program is built to support you in your diabetes management. You'll benefit from a personalized program with online nutritional and educational resources available whenever and wherever they're needed or set up a coaching session with one of our Certified Diabetes Educators (CDEs). It also helps to minimize the cost burden associated with managing diabetes. It is offered at no cost to you through a partnership with EosHealth and your employer.

Q: Is the program really free?

A: Yes, this program is free to members and their dependents living with Diabetes that enroll in the Living Well with Diabetes™ program.

Q: How does the program work?

A: There are a few key steps to the program. Step 1: Register. During that process you share information about yourself (your preferences for communication, your goals, your current biometrics like blood sugar levels, blood pressure, height, weight, etc.). Step 2: Check your blood glucose regularly. As this information is entered, the program logs and tracks your health information and you can view trends. Step 3: Take action on the goals you've set – whether it's to take more steps in a day, to lose 5 pounds, to eat more "whole foods" – and track your progress. This could include taking advantage of our educational tools, downloading and trying our recipes, participating in the community to share your challenges/successes, and many more activities. Step 4: Continue tracking your health information so that you can see progress and understand what works best for you.

Q: Is my health information secure? Who can access it?

A: Yes. Your health information is hosted in our secure, HIPAA compliant EosHealth Cloud. EosHealth coaches (every coach is a Certified Diabetes Educator) will have access to your information so they can monitor your data in order to provide you with relevant information related to your diabetes management and reach out to you in the event of a glucose level that may require attention from a clinician. Then, you select members from your care team (physician, family member, etc.) who you would like to receive your health data.

Q: What if I do not want to be contacted by nurses/educators?

A: When you register you indicate your preferences, either HOW to be contacted or IF to be contacted. We factor that into all of our outreach with the exception of low (below 65 mg/dL) or high (above 250 mg/dL) blood glucose readings. In that situation, you will receive a call from a Certified Diabetes Educator to see if you need assistance in responding to these situations.

- Q: Can other Living Well with Diabetes™ members view my health information?
A: No. Your health information will always remain private on your health profile and other members will never be able to see it. However, if you have authorized a fellow Living Well with Diabetes™ member to be added into your care team, then you can allow them to view your health information.
- Q: What are current members saying about the Living Well with Diabetes™ program? Read our members' stories [here](#) and on our [blog](#).
- Q: What materials are available online?
A: Your personal health portal for the Living Well with Diabetes™ program is online. This is where you will see your health dashboard, find education materials like videos and downloadable documents, schedule a coaching session, check your rewards program status, see helpful daily tips, and much more.
- Q: What topics can I learn about in the program?
A: We follow the American Association of Diabetes Educators (AADE) 7 self-care behaviors curriculum: healthy eating, being active, monitoring, taking medication, problem solving, reducing risks, and healthy coping.
- Q: Can I create a meal plan?
A: Yes, our EosHealth coaches will work with you to find and create your ideal, customized meal plan. Current members have found this to be one of the most useful features the Living Well with Diabetes program offers.
- Q: How do I request a coaching session?
A: To request a coaching session you login to your account on www.eoshealth.com and click on the Education/Coaching link on the right side of the page. You'll be taken to a coaching request contact form. Complete that form and one of our nurses/diabetes educators will contact you to confirm.
- Q: What kind of meter will I receive?
A: You will receive an Acon or Novo Max meter.
- Q: Can I use my current meter?
A: We can only supply strips for the Acon or Novo Max meter.
- Q: Can I share my meter with family members who also have diabetes?
A: No. Your meter is mapped to your personal account, so to ensure accurate data capture, please only allow one user per meter.
- Q: Does the Living Well with Diabetes™ program cover medication/pump supplies?
A: The Living Well with Diabetes program covers blood glucose monitoring supplies, but it does not currently cover insulin pump supplies or insulin syringes. Medications are not included.
- Q: How often will I get refills?
A: You will be reminded to place your refill order every 90 days.
- Q: How do I refill my test strips when I run out?
A: Complete the form on your health profile by signing into [your account](#) or call 1-800-945-4355.

Q: Is anyone else using this program today?

A: Yes. There are more than 2,000 members using the program today.

Q: How do I upload my blood glucose?

A: There are several ways you can upload your blood glucose readings:

1. By phone: Please call **1-877-648-5751**
2. By computer: Login to your account on www.eoshealth.com and click on "Submit BG" under the Categories list. Enter your reading and click the "Submit BG" button when you are finished.
3. By SMS or text message:
 - Text your values to **95495** on your mobile phone
 - For example, your meter reads a blood sugar of 105. Simply text **Eos BG 105** to 95495 and the value will be placed in your personal health log with a timestamp of when it was submitted.

Note: It is important to check and submit your blood glucose regularly. Monitoring your blood glucose helps you gain a better understanding of the things influencing your blood glucose reading. Sharing that information with EosHealth coaches will help to personalize your Living Well with Diabetes experience and support you in your learning. More importantly we are able to reach out to you in the event that your blood glucose may require attention from a clinician.

Q: Need more information?

A: Contact EosHealth directly at 1-800-945-4355