

Omada Diabetes Management Program

Frequently Asked Questions

Participant Version

What is the Omada diabetes management program?

Omada for Diabetes® is a digital diabetes management program that delivers personalized health coaching and education to help participants manage diabetes. With expert support from a dedicated care team and smart devices to monitor your progress, you'll learn to make small changes that last — at your own pace — so you live healthier, feel better and have more energy.

Who is eligible for the program?

HealthSelect of Texas® medical plan participants age 18 and older who are identified as having Type 1 or Type 2 diabetes, including those enrolled in Consumer Directed HealthSelectSM and HealthSelectSM Secondary, administered by Blue Cross and Blue Shield of Texas (BCBSTX), are eligible to enroll. Clinically eligible participants who are enrolled in the COBRA HealthSelect medical plan will also have access to the program.

Participants must live within the 50 U.S. states, including the District of Columbia, Puerto Rico or the Virgin Islands, to have access to the program.

Is there a cost to enroll or participate?

No, there is no additional cost to enroll for eligible HealthSelectSM medical plan participants. The program is provided as a part of your medical benefits plan.

What do I get as an enrolled participant?

When you enroll in Omada for Diabetes, you get:

- Access to a personal health coach and clinical specialist
- A personalized care plan
- Tools for managing stress
- Access to an online peer group and communities

Plus, you get smart devices to monitor your blood glucose and track your progress. You keep them all.

- Two continuous glucose monitor sensors (CGMs)*†
- Blood glucose meter with all the test strips and lancets you need
- Smart scale (if clinically eligible)

Who is included in the Omada care team?

The Omada care team includes a personal health coach, certified diabetes care and education specialist (CDCES) and a behavioral health specialist if mental health support is needed. A peer group is also assigned to you for additional support. Participants who interact with their care team and peer groups are 77% more likely to reach their targeted goals.

What does the dedicated care team do?

If you have Type 2 diabetes, your personal health coach is your main point of contact. They provide one-on-one support to help you manage diabetes, weight and stress, while cheering you on along the way. If you have Type 1 or Type 2 diabetes, your CDCES is available for any diabetes-related questions and will help you understand your blood glucose levels and how to keep them under control.

What's the time commitment to participate in the program?

Participants generally participate in the program for one year to reach their health goals, but you can use the program as long as you need it and as long as it's offered as part of your HealthSelect medical plan. On average, people participate one to two hours per week.

What are the continuous glucose monitor sensors (CGMs)?

Omada offers two CGMs. A CGM is a small sensor that you place on the back of your upper arm. With a one-second scan using your smartphone, you can measure your glucose 24/7 without the finger sticks.[‡] You can see hidden highs and lows and patterns in your glucose levels over time. You'll get the first CGM to wear for 14 days after you enroll. Six months later, you'll get the second CGM to wear for another 14 days.

Do I get test strips with the blood glucose meter?

Yes, you get all the test strips and lancets you need. Refills are automatic. Omada will ship you a 90-day supply, at no additional cost, when you have a 25-day supply or less remaining.

I already see my doctor about my diabetes. Do I still need Omada?

Whether you have Type 1 or Type 2 diabetes, Omada supports your provider's current treatment plan. In fact, Omada can be your day-to-day support to compliment appointments with your provider. By monitoring your progress over time, you'll be able to share your progress with your provider(s).

How do I enroll in the program?

In this initial launch period, a BCBSTX Personal Health assistant, clinician or other staff can provide you with the direct link to enroll in the program if you are clinically eligible. This fall, information about the Omada for Diabetes program will be added to the HealthSelect website and your Blue Access for MembersSM portal.

You can also [click this link](#) to check if you are eligible for the program. You do not need a referral from your PCP, even if you are enrolled in the HealthSelect of Texas medical plan.

Will my information be safe?

Omada takes your personal health information seriously. Your participation in the program is confidential, and we follow all federal and state privacy regulations as a health care provider. Your individual health information will not be shared with your employer. To learn more, please read [Omada's Privacy Policy](#), [Terms of Use](#) and [Notice of HIPAA Privacy Practices](#) (found at the bottom of the Omada Health home page).

What if I leave my organization and am no longer a HealthSelectSM participant?

If you leave your organization and are no longer a HealthSelect medical plan participant, you will have up to a 90-day grace period during which you will be able to access your data and continue to use some tools like accessing the mobile app and health lessons. After the grace period, you will no longer have access to the Omada program or your health data within the program.

What languages are available in the mobile app and desktop version?

The Omada for Diabetes program is currently only available in English. Certain resources may be available in Spanish and can be requested after enrollment in the program.

What are the mobile device requirements to ensure a smooth experience?

For the web-based platform, you will need to log in using either Chrome, Firefox or Safari web browsers.

For the mobile version, you will need to install the Omada app via your Android or iPhone app store. Android devices require Android OS 7.0+ or higher or operating system versions. iPhone devices require iOS 16.0+ or higher operating system versions. Like other mobile applications, the app gets regular updates, which can be applied automatically or manually, depending on your phone's settings. Omada customer support staff is available to help you should you have questions related to technical problems.

Omada for Diabetes[®] is available at no cost to you when covered by your employer or health plan.

*Certain features and smart devices are only available if you meet program and clinical eligibility requirements.

†The no cost CGM excludes Medicare, Medicaid, and other government payers. The Abbott FreeStyle Libre 14 day system is available to eligible participants with a valid prescription and compatible smartphone. Setup is required for continuous glucose monitoring. The circular shape of the sensor housing, FreeStyle, Libre, and related brand marks are marks of Abbott. FreeStyle Libre 14 day system: Failure to use FreeStyle Libre 14 day system as instructed in labeling may result in missing a severe low or high glucose event and/or making a treatment decision, resulting in injury. If readings do not match symptoms or expectations, use a finger stick value from a blood glucose meter for treatment decisions. Seek medical attention when appropriate or contact Abbott at 855-632-8658 or [FreeStyleLibre.us](https://www.FreeStyleLibre.us) for safety info.

‡Finger sticks are required for treatment decisions when you see Check Blood Glucose symbol, when symptoms do not match system readings, when you suspect readings may be inaccurate, or when you experience symptoms that may be due to high or low blood glucose.