EncircleRx Weight Loss:
Weight management program

Teladoc Health

Frequently asked questions

To further support your health and well-being, we're offering **EncircleRx℠** – a new weight management program that includes coverage for select prescription weight management medications

What medications are included?

Wegovy®, Zepbound® and Saxenda® are medications approved by the U.S. Food and Drug Administration (FDA) for weight management. These medications, along with healthier behaviors, including a reduced-calorie diet and increased physical activity, help address chronic weight management issues.

What are the coverage requirements for a weight loss medication?

For a medication to be covered, you must:

1. Join and participate in the Teladoc Advanced Weight Management program, which is available at no extra cost to you;[1]
2. Meet other clinical criteria through a prior authorization (also known as coverage review); and
3. Engage in a trial of behavioral modification and dietary restriction for at least 3 months prior to taking the medication.

What's Teladoc Health?

Teladoc Health is a virtual health program that provides comprehensive care programs across several areas including weight and obesity management at no cost to the member. They are grounded in clinical expertise, designed to support members on their journey to achieving and maintaining cardiometabolic health. Specifically, their Advanced Weight Management program (AWM) was built for EncircleRx to provide support for members who are taking GLP-1 weight loss medications.

How do I get started with Teladoc Health?

Based on your medication or medical history, Teladoc Health may have already reached out to you. If you have this communication in your email inbox, you can follow the link and the corresponding directions.

Sign up by downloading the Teladoc Health mobile app.

If you have not received a communication from Teladoc Health and you want to check eligibility or cannot find the communication, you can navigate to the Express Scripts Health Solution portal tab:

- Existing members visit esrx.com/healthsolutions and log in. If a member does not have a login, they can register by clicking the register now button on the login screen or by visiting express-scripts.com/frontend/registration-ui/#/welcome.

If you have trouble enrolling, you can reach out to Teladoc Health at mysupport@email.teladochealth.com.

I brought my weight loss prescription to my pharmacy, but they were unable to fill the medication. What is going on?

Being able to receive a prescription for a weight loss medication is dependent on two things: active enrollment and/or engagement with Teladoc Health and an active prior authorization. If you are not enrolled in Teladoc Health Advanced Weight Management (AWM), directions for enrollment will be sent to you shortly after your pharmacy first receives your prescription. If you are enrolled, it is important that you maintain active participation with Teladoc Health.

If you currently are enrolled and engaged with Teladoc Health, your prescription may require either a new or renewed coverage review. The necessary requirements for your coverage review will be sent automatically to your prescriber.

Prior to receiving a prescription for a weight loss medication, I was already enrolled in Teladoc Health. Do I have to start over or re-enroll?

No, if you are already enjoying the benefits of Teladoc Health and are now enrolling or have already enrolled in EncircleRx, you will not need to enroll for the new Teladoc Health Advanced Weight Management program. If you currently do not have a scale, Teladoc Health will provide one when you start a weight loss medication.

What does "active engagement" with Teladoc Health mean?

Active engagement is defined as four weigh-ins and four app engagements per month. Examples of app engagements are:

- Food log activity
- Expert health coaching interactions
- Health coach in-app messaging and content sharing
- Action plan creation, progress, completion
- Web/mobile app logins
- Completion of any weight management lessons
- Member support outreach

- Health summary report sharing
- Fitness tracking
- Registered dietitian – nutrition visit
- Mental health activity

A weigh-in simply requires stepping on your scale and allowing it to record your weight for the day.

Once I am enrolled in Teladoc Health AWM, what happens next?

In the first 30 days of the program, you will:

- Activate your scale sent by Teladoc Health
- Complete your first lesson
- Connect with a coach
- Set a goal in Action Plan
- Sync your steps

I was already on weight loss medication therapy. What does this all mean for me?

If you were already on a weight loss medication, you will be required to enroll in Teladoc Health AWM, and your coverage review will be re-evaluated based on the updated criteria.

If I am approved, are there limits to how long I can be on my weight loss medication? If I stop my weight loss medication, what support is provided?

No, currently there are no limits to how long you can be on your weight loss medication. If your medication is discontinued for any reason, you can still participate in the Teladoc Health program. Teladoc Health can provide you with the tools and education to make this transition a successful one and can continue to provide reinforcement and coaching — there is no need to stop using Teladoc Health even if you are no longer taking your weight loss medication.

If I have additional questions, who can I reach out to?

Ways to get in touch with Teladoc Health:

- Registered member: membersupport@email.teladochealth.com
- Non-registered/enrollment questions: mysupport@email.teladochealth.com
- Phone number: 800.Teladoc (800.835.2362)

If you have additional questions about the EncircleRx program or your coverage review, you can reach Express Scripts® Pharmacy Benefit Services via the number provided on your prescription ID card.

1. Plan design coverage may apply.

2. Centers for Disease Control assnd Prevention (CDC) website, "Adult BMI Calculator." Last reviewed: September 2, 2022. cdc.gov/healthyweight/assessing/bmi/adult_bmi/english_bmi_calculator/bmi_calculator.html. Cigna Healthcare does not endorse or guarantee the accuracy of any third-party content and is not responsible for it. You agree to use third-party content at your own risk.