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DIABETES PREVENTION

Frequently asked questions



What's the Diabetes Prevention Program?

The Diabetes Prevention Program is a CDC-recognized program that helps reduce your risk of developing type 2 diabetes.

My doctor says I have prediabetes or am at risk of developing type 2 diabetes. Is this program a good fit for me?

Yes, this program supports individuals with prediabetes. The Diabetes Prevention Program is designed to reduce your risk of developing type 2 diabetes.

My doctor never diagnosed me with prediabetes. Can I still see if I qualify?

Yes, based on the questions you answer while registering, you might qualify for the Diabetes Prevention Program.

Is this really no additional cost for me?

Yes! The Diabetes Prevention Program is being offered at no cost to you. Shipping is included too. You are not billed anything for joining.

How do I join?

It's easy and only takes a few minutes! Visit TeladocHealth.com/hello/BCBSM, answer a few easy questions about you and your health to register, and find out which program(s) you qualify for. Next, download the Teladoc Health app and log in. You may also join by calling Member Support at 800-835-2362.

What happens after I join?

After you join, you'll be shipped the Teladoc Health Welcome Kit that includes the smart scale. You'll also be asked to download the Teladoc Health mobile app.

Can I cancel my membership?

Yes, you can cancel at any time for any reason. Just call Teladoc Health at 800-835-2362 or email membersupport@teladochealth.com.

Is my information confidential?

Teladoc Health takes your privacy seriously. Your health information is protected by federal and state laws, including HIPAA. Please see our Notice of Privacy Practices for more information on how Teladoc Health uses your health information www.Teladoc.com/notice-of-privacy-practices/.

What kind of credentials does my Teladoc Health coach carry?

Teladoc Health coaches are trained Diabetes
Prevention Program lifestyle coaches, as required by the
CDC. All coaches are trained to focus on providing
personalized support based on what our members
need.

How often will I receive communications from Teladoc Health, and how can I adjust the frequency or opt out?

Frequency varies depending on the preferences you've set for your account. You can opt out of communications by logging in to your account and choosing "Notifications" in the drop-down menu located at the top right of the screen.

Visit TeladocHealth.com/hello/BCBSM to get started.

Las comunicaciones del programa Teladoc Health están disponibles en español. Al inscribirse, podrá configurar el idioma que prefiera para las comunicaciones provenientes del medidor y del programa. Para inscribirse en español, llame al 800-835-2362 o visite TeladocHealth.com/Bienvenido/BCBSM

The program is offered at no cost through your employer's sponsored Blue Cross Blue Shield of Michigan and Blue Care Network health plan to members and covered dependents who have prediabetes and meet specific health criteria. You are receiving this notification because you may qualify for the program.

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We take your privacy seriously. Your identifiable health information, like blood sugar readings, are protected through federal and state laws, including Health Insurance Portability and Accountability Act (HIPAA), and will not be shared with any third party in a manner that violates federal or state law.

Teladoc Health is an independent company that provides chronic condition management services on behalf of Blue Cross Blue Shield of Michigan and Blue Care Network.

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