

## 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](https://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](mailto: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/](https://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](https://TeladocHealth.com/hello/BCBSM)  
to get started.**