

# What you need to know about your employee benefit

QUESTION	ANSWER
<b>What is Virta?</b>	Virta is a researched-backed treatment that can help patients reduce blood sugar, lose weight and eliminate the need for diabetes medications—all without the risks, costs or side effects of additional medication or surgery.
<b>Who is eligible for Virta?</b>	Virta is available to members and eligible dependents between the ages of 18 and 79. This benefit is currently being offered to those with type 2 diabetes as part of their Humana medical plan.
<b>What are the eligibility exclusions?</b>	Members are not eligible to join Virta if they are younger than 18 years old or older than 79, have type 1 diabetes, are pregnant or nursing, been diagnosed with diabetic ketoacidosis in the past 12 months or have stage 4 or 5 chronic kidney disease or end-stage renal disease on dialysis.
<b>What is diabetes reversal?</b>	Diabetes reversal is when the blood glucose levels of a member with type 2 diabetes can be normalized without the use of medication. Reversal is defined by Virta as maintaining an HbA1c below 6.5% with the elimination of all diabetes-specific medications.*
<b>How is diabetes reversal different from traditional diabetes management?</b>	Diabetes reversal normalizes blood glucose levels without the need for medication, whereas traditional diabetes management typically serves to control A1c and slow progression of type 2 diabetes.
<b>How does the Virta treatment work?</b>	<p>Virta’s treatment focuses on an individualized nutrition approach that limits a patient’s carbohydrate intake while still consuming moderate protein and high fat. With these nutritional changes, patients are able to lower their blood sugar without medications or surgery.</p> <p>Most people living with diabetes see their medical provider every 6-12 months. Virta has redesigned the diabetes care model by providing patients with continuous, remote care from Virta medical providers who are experts in safely reducing and eliminating diabetes medications.</p>
<b>Do members need a referral?</b>	No, eligible members can apply to join Virta by visiting <a href="https://Humana.com/Virta">Humana.com/Virta</a> .
<b>What groups are eligible for Virta?</b>	New and renewing 100+ self-funded groups in all Humana markets are eligible for Virta.
<b>What is the cost for Virta?</b>	Virta costs \$225 per participant per month for the first year a patient is engaged and \$175 per participant per month after the patient’s first year in the Virta program. Virta is billed through claims for employers. Members will not have an out-of-pocket cost for Virta.
<b>How does the enrollment process work?</b>	<p>The enrollment process has five steps:</p> <ol style="list-style-type: none"> <li>1. Initial Application: Member submits their initial application through the <a href="https://Humana.com/Virta">Humana.com/Virta</a> website</li> <li>2. Intake Call: Members have a no-cost, no-obligation phone consultation with a Virta enrollment advisor who can answer questions on how Virta works</li> <li>3. Paperwork: Members submit their Health History and Release of Information (ROI) to Virta</li> <li>4. Medical Screening: Members provide a current set of lab work</li> <li>5. Virtual visit with a Virta provider: Members have a no-cost, no-obligation virtual visit with a Virta medical provider who can answer personal medical questions</li> </ol> <p>Once a member has enrolled, a Starter kit will be mailed to their home.</p>

## QUESTION

## ANSWER

**How will members interact with their Virta medical provider?**

Members will have a virtual visit with their Virta medical provider as part of the enrollment process, and then the Virta medical provider will monitor the patient's progress on Virta through the app. Patients will have annual check-ups with their Virta medical provider and additional follow-ups as needed.

**Does Virta replace the member's primary care provider?**

No, Virta is not intended to and does not replace a patient's PCP. Instead, they work with them. Virta communicates via fax (for regular updates) and offers ad hoc e-consults with a member's existing providers to ensure continuity of care.

**How does Virta get connected with a member's primary care provider?**

A member will provide Virta with their PCP information during the enrollment process. Virta will then send an introductory letter via fax to the member's PCP informing them of the member's participation in Virta and providing contact information for a patient's Virta provider should the PCP choose to connect.

**How soon can members expect to see results?**

Most Virta patients see meaningful results in a matter of weeks and are able to sustain this success with the support of their Virta health coach and medical provider.

**Are performance guarantees available?**

Virta puts 100% fees at risk for groups with 5000+ lives who have pharmacy coverage through Humana and at least 25 attributed members participating in Virta. Groups who carve out pharmacy do not qualify for performance guarantees. Performance guarantees are not available for groups with fewer than 5000 lives.

*Important note for new groups: For groups who meet the above criteria for performance guarantees but are new to Humana, Humana requires access to the historical pharmacy and medical claims data for the group for the previous year in order to honor performance guarantees.*

*Performance guarantees are based on targets of 1) HBA1c reduction, 2) weight loss, 3) diabetes-specific medication cost reduction.*

**What does the Virta treatment include?**

Medical supervision from a Virta medical provider: A metabolic health specialist provides continuous medical supervision, check-ups and safe medication reductions.

Personal health coach: A nutrition and behavior expert answers questions, helps patients form habits and keeps patients accountable.

Tools for biomarker feedback: Measuring blood glucose, ketones, weight and more helps Virta personalize the Virta Treatment to each patient's individual biochemistry.

An app for easy access: Virta's easy-to-use mobile and desktop app provides immediate access to care—no waiting rooms and no lines.

On-demand resources: Patients can learn the basics from a structured online curriculum and access a library of guides and food options for any dietary preference.

Private Virta patient community: Patients can connect with other Virta patients to find support and share tips in a positive, moderated environment.

**Will Virta work with members with type 1 diabetes?**

No. Type 1 diabetes is an autoimmune disease that cannot be reversed or cured.

**What happens if a member stops participating after joining Virta?**

If a Virta patient decides to dis-enroll or if they've been inactive for more than 30 days, Virta will direct the patient back to their PCP. Virta will continue support for 30 days and refill medications for 30 days, as well as let the PCP know the patient has decided to disengage. Members who choose to dis-enroll from the program do not have to return any of the equipment included in the starter kit.

**What is included in the Virta Starter Kit?**

- Body weight scale that automatically transmits readings to the Virta app
- Blood glucose and ketone testing meter with ketone and glucose testing strips
- Lancets and alcohol swabs
- Protein food scale
- Magnesium tablets and bouillon cubes
- Helpful printed Virta materials and references
- Blood pressure cuff (as needed)

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\* Type 2 diabetes cannot be cured; the disease will return if lifestyle changes are not successfully maintained. Diabetes reversal is defined by Virta as maintaining an HbA1c below 6.5% with the elimination of all diabetes-specific medications.

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- You may file a complaint, also known as a grievance:  
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618  
If you need help filing a grievance, call **866-440-6556** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 866-440-6556 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you. 866-440-6556 (TTY: 711)

**Español (Spanish):** Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 撥打上面的電話號碼即可獲得免費語言援助服務。

**Tiếng Việt (Vietnamese):** Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오 .

**Tagalog (Tagalog - Filipino):** Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

**Русский (Russian):** Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

**Kreyòl Ayisyen (French Creole):** Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

**Français (French):** Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

**Polski (Polish):** Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

**Português (Portuguese):** Ligue para o número acima indicado para receber serviços linguísticos, grátis.

**Italiano (Italian):** Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**日本語 (Japanese):** 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

**فارسی (Farsi)**

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Diné Bizaad (Navajo):** Wóda hí béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jii'k'eh saad bee áká'ánída' áwo'déé níká'adoowól.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك.