

A person in a blue shirt and black shorts is running on a paved road that curves through a hilly landscape. The sun is setting in the background, creating a warm, golden glow. The road has a white dashed line in the center and a metal guardrail on the right side. The hills are covered in green grass and some trees.

# Omada<sup>®</sup> FAQ

Thanks for helping get the word out about Omada. This document is designed to help you answer common questions, and you're welcome to email [support@omadahealth.com](mailto:support@omadahealth.com) for more information.

## What is Omada?

Omada<sup>®</sup> is a personalized program that empowers you to achieve your health goals. Combining data-powered human coaching, connected devices, and curriculum tailored to your specific circumstances, the program is designed to help you build healthy habits that last. Learn more and watch the two-minute video at [omadahealth.com/wgu](https://omadahealth.com/wgu).

## What is the application process?

Individuals interested in Omada can visit [omadahealth.com/wgu](https://omadahealth.com/wgu) to find out if they meet the clinical enrollment criteria to participate in the program. Those who complete the health screener and are eligible to enroll will receive an email invitation to join the Omada program.

## Are family members eligible for Omada?

Yes, adult family members (who are 18 years and older) who are covered under your health plan and meet the clinical enrollment criteria are eligible for Omada.

## How much does it cost?

**All at no additional cost to you:** If you or your covered adult dependents are enrolled in the company medical plan offered through UHC or Surest, are at risk for type 2 diabetes or heart disease, have type 2 diabetes or hypertension, or MSK joint & muscle pains and are accepted into the program, you'll receive the program at no additional cost.

## Why is my company offering this program?

By partnering with Omada, your company can offer at-risk individuals, diagnosed diabetic and hypertensive individuals and joint & muscle pain individuals the help they need to proactively manage their health and work towards positive outcomes.

## How does the Omada program work?

The program surrounds you with a variety of tools and support tailored to what you need to succeed.

- **A professional health coach** for ongoing one-on-one guidance. The coaches keep participants on track, on their best days and their worst.
- **A wireless scale to monitor progress.** Participants will receive this ready-to-use device in the mail, already synced their private account.
- **Weekly online lessons** to educate and inspire. Participants are guided through online lessons that tackle physical, social, and psychological components of healthy living. Interactive games reinforce learning and help participants make connections to real-world scenarios.
- **A small online community** of peers with similar health conditions for real-time encouragement, sharing, and support.

## How long does the Omada program last?

Through UHC and Surest, eligible customers can participate in the Omada program for unlimited time with health plan coverage. Limit one lifetime enrollment.

## How is the Omada program structured?

Omada starts with a core 16-week Foundations phase, organized into four areas:

- Changing Food Habits
- Increasing Activity Levels
- Preparing for Challenges
- Reinforcing Healthy Choices

Participants then enter the Focus phase for the remainder of the first year (and thereafter, if applicable) to continue building healthy habits.

## Do participants get to keep the tools after the Omada program ends?

Yes, all the devices that are provided by Omada during the program are meant for participants to keep.

## What privacy measures are in place?

As a healthcare company, Omada takes security and participant privacy very seriously, and operates in accordance with all applicable privacy and data protection laws. The company employs rigorous physical, technical and administrative controls to protect personal information. You can learn more about Omada's use and protection of personal information by reading the [Privacy Policy](#) and [Terms of Use](#).

## What personal information will be shared with a participant's group?

Group members can see each other's photo, first name, hometown, and introduction note. Concerning progress through the program, others in the group can see when a participant last logged in, their lesson completion progress, and a progress bar that measures weight loss as a percentage without sharing actual weight. No one in the group will be able to see a participant's private information such as weight or last name.

## What are the specific steps involved in getting started?

Here's what interested individuals can expect.

1. Visit [omadahealth.com/wgu](https://omadahealth.com/wgu)
2. Click the button to take a brief application.
3. Individuals will receive an email from [support@omadahealth.com](mailto:support@omadahealth.com) letting them know if they're accepted. If accepted, the email will provide instructions on setting up their Omada account online.
4. Participants can set up their account on their own time. No strict deadline, but the sooner they set up, the sooner they can start.
5. Within a few weeks of completing account setup, participants receive a welcome kit in the mail with their scale.
6. Groups kick off each Sunday. This entails an introductory online message from the coach, the first lesson being "unlocked," and access to the group message board. (Please be advised that Omada may choose not to kick off new groups on the Sundays before or after major U.S. holidays when those holidays may interfere significantly with shipping or group momentum.)

## What is the Omada Milestones Program? How does Omada support me while on a GLP-1 for weight loss?

WGU understands that medication alone isn't always enough. That's why we've partnered with Omada, to help eligible members using a GLP-1 for weight loss achieve their goals and maintain progress—even after stopping medication.

Effective January 1, 2026, participation in the Omada® Milestones program will be a required eligibility criterion for any member prescribed a GLP-1 weight loss medication. These prescriptions will now be subject to the Deductible and Maximum Out of Pocket for those on the High Deductible Health Plan (HDPH) and to the cost share and Maximum Out of Pocket for those on the Informed Choice Health Plan (ICHP).

### Three steps to GLP-1 medication coverage:

1. Enroll in the Omada program at [omadahealth.com/wgu](https://omadahealth.com/wgu)
2. Set up your account and enter your weight loss medication information privately and securely.
3. Use the Omada app or weight scale on at least four different days within a rolling 31-day period.

For questions about specific medications or coverage details, the CVS care team can be reached at 800.522.8159. Please consult your prescribing physician for any questions regarding your treatment or medication regimen. Please note that injectable prescriptions specifically for Type 2 Diabetes will not be impacted.

## What if individuals have questions?

If at any point in the process someone has questions about the status of their application or account, they can email [support@omadahealth.com](mailto:support@omadahealth.com), call (888) 409-8687, or check out our help center articles at [support.omadahealth.com](https://support.omadahealth.com).

**The most common cause of confusion is that people have not seen their emails from Omada, so they may want to start by checking their inbox and spam folder for emails from the @omadahealth.com domain.**

**To learn more about the program, visit [omadahealth.com/wgu](https://omadahealth.com/wgu)**

The Omada® program is administered by Omada Health, Inc., an independent third party service provider. You may be eligible for this program through WGU's United Health Care or Surest Health plans.