

# Diabetes Prevention Program

## Frequently Asked Questions

### What is Solera Health?

Solera Health is a vendor that **Blue Cross of Idaho** has partnered with to administer the Diabetes Prevention Program (DPP). Solera will help identify qualified members and enroll them in a program that best fits their needs.

### What is the Diabetes Prevention Program?

Also known as the DPP, the Diabetes Prevention Program helps participants lose weight, adopt healthy habits and significantly decrease their risk of developing Type 2 diabetes. The program teaches participants to make lasting changes by eating healthier, increasing physical activity and managing the challenges that come with lifestyle change. There are different ways to participate: 100 percent online in a digital program or in-person at a location near you. If you choose to participate in-person, you will need blood test results to sign up.

### What's included in the program?

Programs generally offer the following components:

- 12 months of access to program tools and support
- Lifestyle health coach to help set goals and keep participants on track
- Small group for support and encouragement
- Helpful tools, like wireless scales and fitness trackers

### How effective is the DPP in reducing the risk of Type 2 diabetes?

The DPP has been proven by the National Institutes of Health (NIH) and the Centers for Disease Control and Prevention (CDC) to decrease the risk of developing type 2 diabetes by 71 percent for individuals over 60 years old who lose 5 – 7 percent of their body weight through changes in diet and exercise. The NIH and CDC are independent organizations that offer health information that you may find helpful.

### Who is eligible for the program?

The DPP is a covered preventive benefit for **Blue Cross of Idaho** members that qualify through the health quiz.

### How do members find out if they qualify?

Members who are identified as having prediabetes or who score as high risk for developing type 2 diabetes can qualify for the program. Members should visit [GoSolera.com/BCIdaho](https://www.gosolera.com/BCIdaho) and take a one-minute quiz to see if they qualify.

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### How do I sign up?

You can qualify and enroll by taking the short health quiz at **Blue Cross of Idaho** or call 844-309-4338. The Solera health quiz will determine if you qualify and then match you to programs that best fit your needs. You will be provided instructions to register with the program you chose. Enrollment is not complete until you register with your chosen program.

### Is there a cost for participating?

This program is at no cost to members. Once you enroll in the program, **Blue Cross of Idaho** will receive a claim from Solera to cover the processing and program services for this preventive benefit. You may receive an Explanation of Benefits (EOB) from **Blue Cross of Idaho** for this benefit. No action is necessary if you receive an EOB.

### When will I receive a Fitbit®?

Only members that qualify for a weight management program are able to earn a Fitbit as part of the program. After you have been actively participating in the program, you will receive an email from Solera with a unique code to redeem a Fitbit. Call Solera or ask your health coach if you have questions about what it means to “actively participate”. You can earn the Fitbit within the first two to nine weeks in the program. For any technical questions about how to use the Fitbit, members should contact Fitbit support at [help.fitbit.com/cwsupport](https://help.fitbit.com/cwsupport).

### When will I receive my scale?

You will receive a scale only if you qualify for a DPP and select a digital option. The scale will be shipped once enrollment is complete, typically within five to seven days.

### Who should I contact with questions about the program?

Call Solera at **844-309-4338** or email [support@gosolera.com](mailto:support@gosolera.com) if you have additional questions.