

## NATIONAL DIABETES PREVENTION PROGRAM - NETWORK PROVIDERS

### Frequently Asked Questions

#### Who is Solera Health?

Solera Health (Solera) is a vendor which Anthem Blue Cross and Blue Shield has partnered with to help administer the National Diabetes Prevention Program for the Kentucky Employees' Health Plan (KEHP), effective September 1, 2019. Solera will help identify qualified members and enroll them in a National Diabetes Prevention Program class that best fits their needs.

#### What is the National Diabetes Prevention Program?

The National Diabetes Prevention Program helps participants lose weight, adopt healthy habits and significantly decrease their risk of developing type 2 diabetes. The program meets weekly for 16 weeks and then at least monthly for the balance of a year. The program helps participants build the skills and confidence needed to make lasting changes by eating healthier, increasing physical activity, and managing the challenges that come with lifestyle change.

#### My organization is a National Diabetes Prevention Program provider who currently coaches KEHP members. How will this impact the delivery of my coaching?

Any KEHP member enrolled prior to September 1, 2019, will continue uninterrupted. Members enrolled in your National Diabetes Prevention Program after September 1, 2019, must be referred from Solera and follow a different administrative process (information below).

#### How does my organization become a Solera network National Diabetes Prevention Program provider?

In order to continue receiving new KEHP member referrals into your National Diabetes Prevention Program classes after September 1, 2019, your organization must contract with Solera. The contracting time line can vary, taking anywhere from a few weeks to six or more months. Solera will be reaching out to all Kentucky National Diabetes Prevention organization to explain the contracting process. **If you wish to learn more about becoming a Solera network National Diabetes Prevention Program provider prior to this outreach, please email: [alice.gerken@soleranetwork.com](mailto:alice.gerken@soleranetwork.com) for more details.**

#### How do KEHP members find out if they qualify and enroll in the National Diabetes Prevention Program?

KEHP members who are identified as having prediabetes or who score as high risk for developing type 2 diabetes can qualify for the program. Members can visit [solera4me.com/kehps](https://solera4me.com/kehps) and take a 1-minute quiz to see if they qualify. If qualified, members can enroll via this website or they can call **1-844-206-3728**.

#### How will KEHP members be connected to Kentucky National Diabetes Prevention Program organizations moving forward?

If qualified via the above mentioned 1-minute quiz, KEHP members can enroll via [solera4me.com/kehps](https://solera4me.com/kehps) or they can call **1-844-206-3728**. Solera will match members to National Diabetes Prevention Program providers which best align with their preferences, including: delivery method, class location, time of day, etc. Once matched, Solera will connect the member to their preferred National Diabetes Prevention Program provider. The Solera matching process is based upon member choice. Members can choose the provider which works best for their unique schedule and lifestyle.

Solera4me is provided by Solera Health, an independent company.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

\*For participants who complete four weeks of activity meeting Diabetes Prevention Program guidelines. Applies to select Fitbit models; limited to one per person. Solera Health reserves the right to substitute an alternate tracker.