Omada FAQ

What is Omada?

Omada is an online behavioral counseling program designed to help at-risk individuals combat obesity-related chronic disease. Participants in the Omada program learn how to make modest health changes that could lead to weight loss and reduced risk for type 2 diabetes and heart disease. Learn more and watch the 2-minute video at omadahealth.com/mission

How do I apply?

Individuals interested in the Omada program can visit omadahealth.com/mission to take a 1-minute health screener and find out if they meet the clinical enrollment criteria to participate in the program. The risk screener asks a few questions about height, weight, and health conditions. Those who 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 covered under your Blue Cross and Blue Shield of Texas health plan and meet the clinical enrollment criteria are eligible for Omada.

How much does it cost?

If you or your adult family members are enrolled in our Blue Cross and Blue Shield of Texas health plan and are at risk for type 2 diabetes or heart disease, the Omada program is included in your benefits.

Why is City of Mission offering this program?

Sixty percent of Americans are now at risk for chronic disease. By partnering with Omada, City of Mission can offer at-risk individuals the help they need to proactively manage their health and work towards positive outcomes.

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How does the Omada program work?

Omada's approach combines proven science with personalized support to help participants build healthy habits that last—whether that's around eating, activity, sleep, or stress. The program includes:

- A professional health coach for 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 peer group for real-time support. Participants are matched with like-minded participants for added encouragement and accountability.

How long does the Omada program last?

One year or more.

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.

How is Omada different than other weight loss programs?

Losing weight can be incredibly difficult. Omada's human-centered design, empathetic health coaches, and smart technology work together to ensure members stay committed over time. As such, engagement rates far exceed those of typical weight-loss programs.

Do I get to keep the tools after the Omada program ends?

Yes, all the tools that are provided to you by Omada during the Omada program are yours to keep.

What privacy measures are in place?

As a healthcare company, Omada takes security and participant privacy very seriously, and we operate in accordance with all applicable privacy and data protection laws. We employ best-in-class physical, technical and administrative controls to protect your personal information. You can learn more about our use and protection of personal information by reading our Privacy Policy and our Terms of Use.

What personal information will be shared with my group?

Your small group members will have access to limited information about you as you go through the Omada program together. Group members can see each others' photo, first name, and hometown, and they can read the introduction note you write. Concerning your progress through the program, your group can see when you last logged in, your lesson completion progress, and a progress bar that measures your weight loss as a percentage without sharing your actual weight. No one in your group will be able to see your private information such as your weight or last name.

What are the specific steps involved in getting started?
Here's what interested employees can expect.

1. Visit omadahealth.com/mission
2. Click the button to take the 1-minute risk test.
3. If the results indicate a risk for prediabetes participants can then complete a brief online application.
4. In 1-2 days they'll receive an email from support@omadahealth.com letting them know if they're accepted. If someone is accepted, the email will provide instructions on setting up their Omada account online.
5. Participants can set up their account on their own time. No strict deadline, but the sooner they set up, the sooner they can start.
6. Within 1-2 weeks of completing account setup, participants receive a welcome kit in the mail with their scale and other tools.
7. 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 we 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. If you sign up near a holiday, we'll stay in touch and may delay your kick off by one week.

What if I 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, call (888) 409-8687, or check out our help center articles at 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/mission