



Healthfirst + Welldoc[®]

The Healthfirst Cares powered by

Welldoc[®] App now supports prediabetes!

The Healthfirst Cares powered by Welldoc App (“Healthfirst Cares”) is an FDA-cleared Class II medical device app for Healthfirst members aged 18 years and older who have been diagnosed with prediabetes or type 2 diabetes.* Fueled by advanced artificial intelligence (AI), the Healthfirst Cares App delivers personalized, real-time feedback and guidance, creating a safe, accessible space for patients to learn about their health and stay motivated. Patients can manage and track their health while sharing crucial health data and insights with their care team.

The Healthfirst Cares App is not intended to replace the care provided by a licensed healthcare professional. In fact, it is designed to support your treatment plan and to help improve patient outcomes. Eligible members may soon be asking you about the Healthfirst Cares App. If any of your patients do inquire, here are some key features about the Healthfirst Cares App you can share with them.

*Healthfirst Cares powered by Welldoc App Rx/OTC is an FDA-cleared medical device intended for use by healthcare providers and their adult patients with type 1 or type 2 diabetes. Healthfirst Cares combines the FDA-cleared medical device functionality of Healthfirst Cares (OTC) and Healthfirst Cares Rx with another non-FDA-cleared wellness and educational/self-management product. For full labeling information, visit welldoc.com/hfcares.

Provider Alert

Key Features



Personalized Digital Coaching

Personalized digital coaching messages, backed by patient-generated data, help patients with prediabetes receive precise coaching that supports weight, activity, and blood pressure entries. Real-time insights, tips, reminders, and education help patients stay far more engaged, and more likely to self-manage their prediabetes.



Clinically Based Education

An AI-driven educational curriculum, adapted from CDC, ADCES, and AHA* programs, meets patients where they are in their journey. And, with concise and digestible articles and videos, the app can help cultivate awareness and knowledge that supports lasting lifestyle changes.



Sync Devices and Data Sources

Patients can seamlessly connect to 400+ devices and data sources, including activity trackers, weight scales, blood pressure monitors, and lab and pharmacy data. In addition, patients have the option to manually enter data.



Personalized Reports, Trends, and Insights

Easily track health progress with reporting that analyzes patient-generated data to show trends and patterns over time, helping patients understand what affects their health and providing care teams with data and insights between office visits.



Nutritional Support and Guidance

The Healthfirst Cares App has a robust set of nutritional tools that make it easy for patients to track meals, view nutritional information, and plan their meals. Supported by real-time guidance, patients with prediabetes can make more informed nutritional decisions each day.



SMART Reminders

Patients can set up medication reminders by entering their medications manually or by securely importing them from the pharmacy—so that they never miss a dose.

*Centers for Disease Control and Prevention (CDC); Association of Diabetes Care & Education Specialists (ADCES)
American Heart Association (AHA)

Provider Alert

How do patients access the Healthfirst Cares App?

Eligible members can search for “Healthfirst Cares” in Google Play or the App Store to download the Healthfirst Cares App.

If they have a Healthfirst NY Mobile App account, they should select “Login” and enter their existing account information. If they do not have a Healthfirst NY Mobile App account, they should select “Sign up.”

View and download resources for the Healthfirst Cares App here: [HFproviders.org](https://www.healthfirst.org/providers).

Questions?

If your patient has any questions, they can call the Member Services phone number on their Member ID card.

Healthfirst Cares powered by Welldoc® App (“Healthfirst Cares”) is Software as a Medical Device (SaMD) intended for use by healthcare providers (HCPs) and their patients—aged 18 years and older—who have type 1 or type 2 diabetes. Healthfirst Cares is intended to assist patients in managing their diabetes with guidance from their providers. Healthfirst Cares has two versions—Healthfirst Cares (OTC) and Healthfirst Cares Rx. Healthfirst Cares combines the FDA-cleared medical device functionality of Healthfirst Cares (OTC) and Healthfirst Cares Rx with another non-FDA-cleared wellness and educational/self-management product. Healthfirst Cares (OTC) and Healthfirst Cares Rx should not be used by patients with gestational diabetes or patients using an insulin pump. Improper use of Healthfirst Cares (OTC) and Healthfirst Cares Rx may result in unsafe recommendations that could result in hyperglycemia or hypoglycemia. The privacy and security of your personal information is very important to us. We protect it in accordance with the Health Insurance Portability and Accountability Act.

Coverage is provided by Healthfirst Health Plan, Inc., Healthfirst PHSP, Inc., and/or Healthfirst Insurance Company, Inc. (together, “Healthfirst”).