



## Healthfirst + Welldoc<sup>®</sup>

**Together, we're helping diabetes patients take charge of their health.**

Healthfirst, in collaboration with Welldoc, has developed the Healthfirst Cares powered by Welldoc App, an FDA-cleared Class II medical device app for Healthfirst members aged 18 years and older diagnosed with type 1 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 diabetes and stay motivated. Patients can manage and track their diabetes—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 powered by Welldoc App. If any of your patients do inquire, here are some key features about the Healthfirst Cares App you can share with them.

\*Welldoc Diabetes 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. For full labeling information, visit [welldoc.com/hfcares](https://welldoc.com/hfcares).

# Provider Alert

## Key Features



### Personalized Digital Coaching

The Healthfirst Cares App provides personalized digital coaching messages, backed by patient-generated data, to ensure precise coaching as the patient tracks and engages with the app. Real-time insights, tips, reminders, and education help patients stay far more engaged, and more likely to self-manage their conditions.



### Clinically Based Education

An AI-driven educational curriculum, adapted from CDC, ADCES\* and American Heart Association programs, meets patients where they are in their journey. With concise and digestible articles and videos, the app can help cultivate awareness and knowledge about chronic conditions over time.



### Sync Devices and Data Sources

Patients can seamlessly connect to 400+ devices and data sources, including activity trackers; vital health data, such as weight, blood glucose, and blood pressure; 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 supported by real-time guidance and insights that make it easy for patients to plan, capture, and track their meals, helping them 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. They can also set reminders to stay on track with annual diabetes screenings and tests.

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

# 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.HFproviders.org).

### 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 a Software as a Medical Device (SaMD) intended to be used 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. 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”).