

## **Wellsmith Transition Frequently Asked Questions**

### **Can I still use Accu-Chek® supplies when I'm in the ActiveHealth Management (AHM) program?**

Yes, continue to use the Accu-Chek® meter and testing strips you currently have. You can obtain additional Accu-Chek strips and lancets until the end of the year. We encourage you to refill your test strips and lancets for a 90 day supply before 12/31/20. When your supply becomes low, please contact your Cone Health pharmacy and they will contact your physician for Freestyle® (covered product when participating in AHM) prescriptions.

### **Do I need to get a different meter for AHM?**

Yes, ActiveHealth Management uses the Freestyle® Lite meter (free to members with prescription and pharmacy voucher), Freestyle® Lite strips and Freestyle® lancets. Your Cone Health Pharmacist will be happy to transition you to these new products and apply applicable coupons.

### **Will my test strips still be covered with AHM?**

Yes, the covered products, when enrolled with AHM, are the Freestyle® Lite Meter (free to members with pharmacy voucher), Freestyle® Lite strips and Freestyle® lancets. The 2021 diabetes reward program requires all participants to pay for testing supplies up front with a financial reward to the employee on a quarterly basis. The cost for test strips is \$15 per 30-day supply (after coupon) and \$5 per 30-day supply of lancets for Choice and Focus plan members. Save plan members will pay 100% of the cost of testing supplies until your deductible is met, then cost will mirror the Choice and Focus Plan. Additionally, Save plan members are eligible for the financial reward only after the deductible is satisfied.

### **Can I still use the Wellsmith app while I'm in AHM?**

No, the Wellsmith app will no longer function after November 30, 2020.

### **Can I still get assistance from Coach Chasta and Nurse Julie once I'm in AHM?**

No, ActiveHealth Management (AHM) will assign you a nurse after enrolling and they will be your main point of contact.

### **Who will my care team be with AHM?**

ActiveHealth Management works a little differently. You will not have a care-team, but you will have an AHM nurse coach to speak to on a regular scheduled basis as well as for emergent needs.

### **What if I have questions about medications, side effects or health once I'm with AHM?**

Please reach out to your provider (MD, OD, PA, or nurse practitioner) through MyChart. Your Active Health nurse is also available to call or message.

### **Will the AHM team be able to see my blood sugars while I'm in the program?**

No, Active Health Management is a telephonic program. Please be sure to track your blood sugars on paper and share it with your provider at each of your visits.

**I've been tracking my BP and nutrition in the Wellsmith app, is that possible in AHM?**

Just like Wellsmith, AHM encourages you to keep track of your health. Continue to keep track of your BP and share them with your provider at each visit. Tracking your food intake is beneficial for understanding your blood sugars, staying on track with your meal planning and managing weight. Within the MyActiveHealth website and mobile app, you can track blood pressure and nutrition, as well as exercise, weight, and sleep. Visit [www.myactivehealth.com/conehealth](http://www.myactivehealth.com/conehealth) or download the ActiveHealth app from the App Store or Google Play to start tracking.

**What should I do with my scale & Garmin step tracker?**

Continue to use both the scale & Garmin devices provided. We recommend connecting your step tracker to the [Garmin Connect app](#) to help you stay on track.

**Who do I contact if I have questions about the AHM diabetes management program?**

Please call 1-855-294-6577.

If you have additional questions regarding condition management benefits or wellness for Cone Health medical plan members, please contact LiveLifeWell at 336-832-LIVE (5483) or [livelifewell@conehealth.com](mailto:livelifewell@conehealth.com)