

Take Charge of Your Diabetes

As a CareFirst BlueCross BlueShield (CareFirst) member, you have access to support resources that can help you live a longer, healthier life.

What is The Diabetes Virtual Care Program?

The program is a partnership between CareFirst and Omada Health¹ that helps you manage diabetes and reach your health goals. With support from a dedicated care team and smart tracking tools, you'll make lasting changes at your own pace.

Who is eligible for the program?

All CareFirst members who are 18 years and older and have a diagnosis of type 2 diabetes with an A1C level of 8% or greater are encouraged to apply to the program.

I already see my doctor about my diabetes. Do I still need the program?

The program provides day-to-day support that complements your doctor's treatment.

What are the program features?

You get a program valued up to \$1,700—at no cost to you (if eligible), that includes a personal health coach and clinical specialist, a personalized care plan, tools for managing stress, and online peer groups.

Plus, you get smart devices to monitor your blood glucose and track your progress: two continuous glucose monitor sensors (CGMs)*†, a blood glucose meter with all the test strips and lancets you need, and a smart scale* (if eligible).

How does the program work?

The program guides you through a new health focus each week by covering topics like nutrition, physical activity, blood pressure monitoring, and more. You'll get interactive lessons, support from a personal health coach, and tools to help you build lasting habits. Your coach will help you take control of your health in a way that works for you.

What is a continuous glucose monitor (CGM), and how does it work?

A CGM is a small sensor worn on the back of your upper arm that tracks your glucose levels 24/7, with no fingersticks required. With a quick scan using your smartphone, you can see patterns in your glucose levels, helping you better understand your body. The program provides two CGMs, one at enrollment and another six months later, each worn for 14 days. A prescription is required, but CareFirst makes the process quick and easy.

How do I communicate with my health coach?

You can connect with your health coach through the Omada app using private messaging or the group board. Your coach is there to support and guide you, and you can decide how often and in what way you'd like to engage—whether that's regular check-ins, quick questions, or goal-focused updates.

What's the time commitment?

The program is flexible, so you can participate whenever you want. Most members spend about 1-2 hours per week and stay in the program for at least a year, building healthy habits at their own pace.

How much does the program cost?

The program is available at no cost to you as part of your CareFirst health benefits.

Will my information be safe?

We take your personal health information seriously. Your participation in the program is confidential and we follow all federal and state privacy regulations. To learn more, please read the Privacy Policy, Terms of Use and Notice of HIPAA Privacy Practices.

How do I get started?

If you meet the program eligibility requirements, you can call a CareFirst registered nurse at **833-944-1335** to get started with your enrollment.



*Certain features and smart devices are only available if you meet program and clinical eligibility requirements.

†The no cost CGM excludes Medicare, Medicaid, and other government payers. The Abbott FreeStyle Libre 14 day system is available to eligible participants with a valid prescription and compatible smartphone. Setup is required for continuous glucose monitoring. The circular shape of the sensor housing, FreeStyle, Libre, and related brand marks are marks of Abbott. FreeStyle Libre 14 day system: Failure to use FreeStyle Libre 14 day system as instructed in labeling may result in missing a severe low or high glucose event and/or making a treatment decision, resulting in injury. If readings do not match symptoms or expectations, use a finger stick value from a blood glucose meter for treatment decisions. Seek medical attention when appropriate or contact Abbott at 855-632-8658 or FreeStyleLibre.us for safety info.

Images, including apps, do not reflect real members or information about a specific person.

¹ Omada Health is an independent company offering certain care management and coordinated clinical care programs for eligible individuals, as further described at omada.com.

Omada Health services are meant to be used in conjunction with regular in-person clinical services and not intended to replace routine primary care.

CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc., which are independent licensees of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.