

DIABETES PREVENTION PROGRAM

Frequently Asked Questions

Who is Solera Health?

Solera Health is a vendor that Blue Shield of California has partnered with to help administer the Diabetes Prevention Program (DPP). Solera will help identify qualified members and enroll them in an DPP program that best fits their needs.

What is the Diabetes Prevention Program?

Also known as the DPP, the Diabetes Prevention Program helps participants lose weight, adopt healthy habits and significantly decrease their risk of developing type 2 diabetes. The program meets weekly for 16 weeks and then monthly for the balance of a year. The program teaches participants to make lasting changes by eating healthier, increasing physical activity, and managing the challenges that come with lifestyle change.

How effective is the DPP in reducing the risk of type 2 diabetes?

The Diabetes Prevention Program (DPP) has been proven by the National Institutes of Health (NIH) and the Centers for Disease Control (CDC) to decrease the risk of developing type 2 diabetes by 58% for those who lose 5 – 7% of their body weight via changes in diet and exercise.

What's included in the program?

There are many versions of the lifestyle change program, but most include the following components:

- 16 weekly lessons, followed by monthly sessions for the rest of the year
- Lifestyle health coach to help set goals and keep participants on track
- Small group for support and encouragement
- Helpful tools, like wireless scales and fitness trackers.

Who is eligible for the program?

The Diabetes Prevention Program is a new preventive benefit for Blue Shield of California members.

There are two ways that members can qualify:

- Via blood screening with fasting plasma glucose of 100-125mg/dL (or A1C of 5.7-6.4) **and** BMI > 25 (> 23 if Asian)
- Or via a 1-minute CDC risk screener at solera4me.com/shield

How do members find out if they qualify?

Members who are identified as having prediabetes or who score as high risk for developing type 2 diabetes can qualify for the program. Members should visit solera4me.com/shield and take a 1-minute quiz to see if they qualify.

If they're qualified, how do members enroll?

Members should visit solera4me.com/shield to learn more about the program and to enroll; or they can call 888-206-3730 to enroll over the phone. Once enrolled, members will receive a Welcome Email from Solera with instructions on how to complete the registration process with their matched DPP provider. Members must complete the registration process with their DPP provider to begin the program.

Is there a cost to members for participating?

This program is at no cost to members. Once a member enrolls in the program on Solera4Me.com, Blue Shield will receive a claim from Solera to cover the processing and program services for this preventive benefit. Members may receive an Explanation of Benefits (EOB) from Blue Shield for this benefit. No action is necessary if a member receives an EOB. DPP is a covered preventive benefit.

Who should I contact if I have questions about the program?

Call Solera at 888-206-3730 if you have questions.