



Leaving the Concordia Health Plan: What you can and can't take with you.

You've heard the saying, "You can't take it with you." Well, as you leave the Concordia Health Plan, you may not be able to take all your wellness benefits with you, but you do have the option to continue in some of the programs in which you're enrolled.

For those programs you can't take with you, you'll have access to them until the end of the month when your CHP benefits end.

What to do before service ends / What happens when service ends



- Save any biometric data you had completed through Quest or LabCorp.
- Redeem Vitality Bucks.
- Apple Watch:
 - > *If currently enrolled*, you'll no longer be able to complete workouts to pay down the monthly cost of your watch. However, you'll still be responsible for the full monthly payment. Payments will continue on the 17th of the month to the card you have connected to your Apple Watch enrollment until the full price of your watch has been paid. If you wish to pay the balance of your watch in one lump sum, you may do so by calling Vitality's Customer Care at 877-224-7117.
 - > *If not currently enrolled*, do not enroll in this program as you'll be liable for the full price of the watch, without the ability to work down the cost of monthly payments after your access to Vitality has ended.
- Taxable rewards: Any rewards earned through Vitality during your time enrolled in the CHP are subject to tax by federal law. Redeem any Vitality Bucks that you've earned before your CHP coverage ends. **At the end of the year, you'll receive a 1099 detailing the amount of taxable rewards you accrued during your Vitality participation this year.** Use this when working with your tax professional/filing your taxes.



- You can continue to access the Quantum Health portal for prior visit information.
- You'll no longer be able to start new cases after your CHP benefits end.



If currently enrolled, ask your physical therapist:

- How to maintain your progress or for referral to local PT.
- You allowed to keep the Sword kit for as long as you need it for maintenance. When you're ready to return it, simply use the return label and follow the instructions. If you need a return label, ask your PT.
- Directions on how to return the therapy kit.

If not currently enrolled:

- **Do not enroll**, as most treatment plans take 8-12 weeks to complete.



- Ensure your account is associated with a non-work email.
- Continue to use the program at no cost!

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- Ensure your account is associated with a non-work email.
- Continue to use the program at no cost!
 - Terminated members have 90 days to continue working with their coach and utilizing the program at no cost. Omada will send reminders as full deactivation approaches.



You'll have the option to continue treatment at a discounted price (paid out of pocket) or end treatment.

If you choose to continue treatment:

- Notify Diabetes Management Plus with Teladoc Health, formerly Livongo of your intent to do so to arrange out-of-pocket payment.
- Nothing changes in care; you continue to work with your coach.

If you choose to end treatment:

- Testing supplies are no longer available for reorder. However, the blood sugar monitor will continue to be useable.
- Access to your coach and the Diabetes Management Plus with Teladoc Health, formerly Livongo community will end.
- Before your account terminates, use one of the following options to export your testing data:
 1. Go to your meter, click "Support" and you can have your health summary emailed, faxed or texted to you.
 2. From your login on the Diabetes Management Plus with Teladoc Health, formerly Livongo website, download the health summary report to your computer.

No matter which option you choose, no equipment returns are required.



You'll have the option to continue treatment at a discounted price (paid out of pocket) or end treatment.

If you choose to continue treatment:

- Notify Virta of your intent to do so to arrange out-of-pocket payment.
- Nothing changes in care; you continue to work with your coach.

If you choose to end treatment:

- Your coach will guide you through the process of exiting care.
- Your coach will update your primary care physician with any needed information about your care within the Virta program.
- Termination of care will generally occur within 30 days of notice.

No matter which option you choose, no equipment returns are required.



You or a household member can call for an Employee Assistance Program (EAP) code up to 30 days after the date your employment ends. However, online access will be terminated on the last day of employment. You can call Evernorth for historical information. EAP visits are available until all sessions are used or the EAP code expires - whichever comes first.

Questions?

Call our office at **888-927-7526** from 7 a.m. to 6 p.m. Central Time Monday-Friday and we'll be happy to assist you.