

DIABETES MANAGEMENT

Frequently asked questions



What is Diabetes Management?

The Diabetes Management program helps make living with diabetes easier by providing you with a connected meter, unlimited strips and lancets and coaching.

My doctor says I have prediabetes or am at risk of developing diabetes. Is Diabetes Management a good fit for me?

No, Diabetes Management is designed to support individuals diagnosed with type 1 or type 2 diabetes.

Will I really receive all the strips and lancets I need?

Yes! No matter if you check once a week or multiple times a day, with Teladoc Health you receive unlimited strips and lancets at no cost to you.

Is this really no additional cost for me? How can that be?

Yes! The Diabetes Management program is being offered at no cost to you. Shipping is included, too. You are not billed anything for joining.

How do I join?

It's easy and takes only a few minutes! Once the benefit is live, there will be multiple ways to enroll. More information coming soon.

What happens after I join?

After you enroll, you'll be shipped the Welcome Kit that includes the meter and all the strips and lancets you need to check your blood sugar. You'll receive access to the member website where you can personalize the program and access your readings.

Can I cancel my membership?

Yes, you can cancel at any time for any reason.

Is my information confidential?

Teladoc Health takes your privacy seriously. Your health information is protected by federal and state laws, including HIPAA. Please see the Notice of Privacy Practices for more information on how Teladoc Health uses your health information www.teladochealth.com/legal/notice-of-privacy-practices.

How do I reorder strips and lancets?

You will be able to re-order supplies in four ways:

1. Through the member website
2. Through your meter
3. Through the mobile app
4. By calling Member Support

What kind of credentials does my coach carry?

Coaches hold a variety of nationally recognized credentials and certifications to support members.

How often will I receive communications from Teladoc Health, and how can I adjust the frequency or opt out?

Frequency varies depending on the preferences you set for your account. You can customize what out-of-range readings a coach should contact you about by logging in to your account, once activated.

Enrollment details coming soon