

## Frequently Asked Questions

### 1. What is Health Optimizer™ intended to do?

Health Optimizer is an application offering customized programs for individuals, age 18 or older, with type 1 or type 2 diabetes. Additional program, such as, CVS Weight Management™, may also be available after completing the eligibility survey. Please see the user guide for more information.

Below is the diabetes description:

#### Intended use

The diabetes management function of Health Optimizer™ is a Software as a Medical Device (SaMD) intended to be used by healthcare providers (HCPs) and their patients – aged 18 years and older – who have type 1 or type 2 diabetes. Health Optimizer is intended to assist patients in managing their diabetes with guidance from their providers.

#### Indication for use

The diabetes management function of Health Optimizer™ is indicated for use by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. Health Optimizer is intended to provide secure capture, storage, and transmission of blood glucose data as well as information to aid in diabetes self-management. Health Optimizer analyzes and reports blood glucose test results and supports medication adherence. In addition, Health Optimizer provides coaching messages (motivational, behavioral, and educational) based on real-time blood glucose values and trends. It includes software intended for use on mobile phones or personal computers in the home or in professional healthcare settings. The software also allows for entry of other diabetes-related healthcare information and provides educational information.

Health Optimizer is not intended to replace the care provided by a licensed healthcare professional, including prescriptions, diagnosis, or treatment.

### 2. I forgot my password. Please help!

1. Go to the Health Optimizer™ login screen.
2. Select **Forgot your password**.
3. Choose how you want to get your temporary password:
  - Email
    - a. Enter your email address.
    - b. Check your email for more information about resetting your password.
    - c. Follow the instructions in the password reset email to reset password.

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- Text message (only available if you have entered your mobile phone number in Health Optimizer)
  - a. Check your mobile device for your temporary password.

### 3. Help! I don't remember my PIN for Health Optimizer.

1. Open the app.
2. Select **Forgot your PIN**.
3. Land on the Log In page.
4. Enter your username/email and password to open Health Optimizer.
5. Enter your new 4-digit PIN.
6. Re-enter your 4-digit PIN.

### 4. How do I delete my Health Optimizer account?

1. From the Home screen, tap the **profile** icon at the top
2. Tap **Delete Account** at the bottom
3. Tap **Delete** button on the pop-up message
4. Tap **Delete** again to confirm deletion

Your data will be completely deleted and no longer visible to your care team within 7 business days.

### 5. How can I learn about SMART Visit Report® and why it's important for me to send it to my health care provider?

1. Open the app.
2. Select the **More** menu on the home screen.
3. Select **Health Information**.
4. Select **SMART Visit Report**.
5. Watch the video on **SMART Visit Report**.

### 6. I am visiting my health care provider soon and want to make sure he/she receives an updated copy of my SMART Visit Report. How do I send this?

It is best to ask your health care provider when they would like to receive the SMART Visit Report and how frequently before scheduling or sending it. Please do not send your SMART Visit Report repeatedly without checking with your provider first. You also have the option of sending a copy of the report to yourself so you can view the information.

1. Open the app.
2. Select the **More** menu on the home screen.

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3. Select **Health Information**.
4. Select **SMART Visit Report**.
5. Select your health care provider and/or yourself.
  - a. If you send the SMART Visit Report to yourself, a copy will be sent to your Message Center.
  - b. You can view a copy of the SMART Visit Report.
6. Health Optimizer will send you an email when the report has been sent to your provider.

## 7. Can I schedule my SMART Visit Report to be sent to my health care provider, so I don't forget to send it before my office visit?

Yes, you can schedule to send a SMART Visit Report. Before doing so, it is best to ask your health care provider when they would like to receive the SMART Visit Report and how frequently. Please do not send your SMART Visit Report repeatedly without checking with your provider first.

1. Open the app.
2. Select the **More** menu on the home screen.
3. Select **Health Information**.
4. Select **SMART Visit Report**.
5. Select **Schedule a Report** to schedule your report.
6. Select your health care provider and/or yourself.
7. Choose the date to send your SMART Visit Report.
8. If your health care provider would like the SMART Visit Report more frequently, you can schedule to have the report sent every 30 days or every 3 months.
9. Select **Save**.

## 8. I would like to turn off marketing emails from Health Optimizer. How do I do this?

1. Open the app.
2. Select the **More** menu on the home screen.
3. Select **Settings**.
4. Select **My Preferences**.
5. Turn **Marketing Emails** off by moving slider to the left so color changes from green to white.

## 9. Can I use Health Optimizer on both my iPhone and my iPad?

Yes, you can! However, while you can install the app on more than one device, you can only use it on one device at a time. Each time you open the app on another device, you will have to log in with your username/email and password.

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## 10. What is BG?

BG is an acronym for 'blood glucose'. It is used throughout Health Optimizer.

## 11. How do I enter my blood glucose, medications, ketones, food, or notes?

1. Open the app.
2. Select the + sign at the bottom of the Home Screen or Logbook.
3. Tap the **BG, Food, Ketones, or Medication** icon.
4. Add your entries and tap **Save**.
5. Visit the **Logbook** to see your entries.

## 12. Oops! One of my entries in my Logbook is incorrect. How do I edit this entry?

1. Select the **Logbook** menu on the home screen.
2. Find the date of the entry you wish to edit. You may need to scroll through the dates displayed along the top of the screen.\*
3. Select the date.
4. Select the entry you wish to edit.
  - a. If you want to delete the entire entry:
    - i. iPhone – slide the logbook entry to the left and tap **Delete**
    - ii. Android – press on the logbook entry and until you see the message confirming that you want to delete the entry.
5. Select the field(s) you wish to edit.
6. Edit these fields [by using backspace on the keyboard or unselecting the checkboxes].
7. Select **Save** when complete.
8. Visit the **Logbook** to view your updated entry.

*\* The mobile application only displays the last 30 days of your information.*

## 13. What should I do if my data isn't appearing in the Logbook?

If you are not seeing your data, please make sure you have internet connectivity. Still, if you have issues, close and reopen the app. If your data still doesn't appear in the Logbook, log out and log in.

## 14. How do I pair my glucose meter, ketone meter, blood pressure monitor, or weight scale?

1. Open the app.
2. Select the **More** menu on the home screen.
3. Select **Connections & Devices**.

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4. Select what you would like to pair: **Glucose Meter/Ketone Meter, Blood Pressure Monitor, or Weight Scale.**
5. Continue following instructions provided on the mobile device.

## 15. How do I chat with my care team?

If **Chat** is enabled with your account, select the **Chat** icon on the top left of the home screen.

## 16. What does it mean when my account is deactivated?

When you are no longer eligible for your enrolled program, you will see a message with the amount of days left before you lose access to the Health Optimizer app. You can still review and download your data, but you will no longer be able to enter new data and access some of the features. Please reach out to your provider/insurance for more information.

For CVS Medication-Nutrition Management™ members, your account is deactivated immediately when you are no longer eligible for your enrolled program.

## 17. How do I know which program I'm in?

Tap the **More** menu from the home screen and then tap **Settings**. Go to **My Program** and your enrolled program shows on this screen. If this program is incorrect, please contact your Care Team.

## 18. For Transform Diabetes Care (TDC) members with Type 2 Diabetes or CVS Weight Management™ member, do I have to complete the eligibility survey in one sitting?

No, you may select **Finish Later** to complete the eligibility survey at a later time.

## 19. For members in the CVS Medication-Nutrition Management™ or CVS Weight Management™ program, can I reschedule my appointment?

Yes, you may reschedule your appointment at least 24 hours in advance. Tap on the **View more** link on the Upcoming Appointment section of your Home screen. Tap **Reschedule Appointment** to change the date and/or time. If you need to cancel the appointment, please reach out to your care team.

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**20. For members in the CVS Medication-Nutrition Management™ or CVS Weight Management™ program, is there a way to upload or view lab results so my care team has my latest lab results?**

Yes, you may use **Lab Uploads** to upload relevant lab results within 3-6 months to your care team for review under the **Resources** menu. You can also view lab results and clinician notes after their review within the **Lab Results**.

**21. For members in the CVS Medication-Nutrition Management™ or CVS Weight Management™ program, why is it important for me to review medications that are added, updated or stopped by my care team in Health Optimizer?**

It is recommended to review your medications in Health Optimizer to make sure they are accurate based on discussions with your care team. You may select the checkbox next to the medication to accept the change, or if you do not accept the changes, do not select the checkboxes.

Tap **Accept** and confirm changes on the next screen so your medication list will be updated in Health Optimizer. When you accept/decline the updates or when you make changes to your medication list, your Care Team Member is notified.

**22. For members in the CVS Weight Management™ program, can I edit or change my goal?**

To edit or change your goal, you can tap on your goal in the My Goals section of your Home screen and then tap **Stop Goal** at the bottom. To set up a new goal, tap **Get Started** on My Goals of the Home Screen.

**23. For members in the CVS Weight Management™ program, can I set and work on multiple goals at the same time?**

Yes, you can set a new goal at the same time, even if you are working on another goal. Swipe right on My Goals section of the Home screen to **Get Started**.

**24. For members in the CVS Weight Management™ program, how do I stop my current goal(s)?**

You can stop your current goal(s) at any time. To do this, tap on the specific goal in the My Goals section of your Home screen and then tap **Stop Goal** at the bottom.

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**25. For members in the CVS Weight Management™ program, who can see my responses to the Medication Check-In questions that appear on my Home screen?**

You or your health care team can see your responses in the SMART Visit Report.

**26. For members transitioning to or from the Accordant program, what happens when I change Health Optimizer programs?**

You were registered in a specific program (e.g. TDC or Accordant) based on a health condition. When your eligibility changes, you will be prompted to transition between these two programs upon opening the app. Complete the additional information on the screens to start using the new program. You can also continue using the same username and password to log in.