



# Frequently Asked Questions

## EMPLOYEE

### What is the Twin Health Program?

- The Twin Program helps individuals heal their disrupted metabolism and **reverse their type 2 diabetes**
- This is possible through Twin's Whole Body Digital Twin™ technology, which learns the unique needs of each individual and provides **personalized treatment and recommendations**
- We take the complexity out of healing a damaged metabolism by providing our members with a **dedicated care team** and **easy-to-use mobile app**
- Working with their health coach, members make **simple diet and lifestyle changes** according to a **completely personalized treatment plan** to:
  - Normalize blood sugar
  - Reduce their medications
  - Feel better with improved energy and mood

### Who can participate in the Twin Program?

- Any full-time associate, spouse or adult dependent (18 and over) on the company's medical plan(s) with a type 2 diabetes diagnosis.
- Participants must also have continued access to a phone compatible with the Dexcom Continuous Glucose Monitor (CGM) device.
- Additionally, participants must have the ability to wear a fitness tracker throughout the day.

### Who will manage my type 2 diabetes?

- Your Twin care team, which includes a Health Coach, Registered Nurse, and Provider (Physician Assistant, Nurse Practitioner, or Medical Doctor), will manage and oversee your T2D care.

### What is the cost for the Twin Program?

- The Twin program is a covered benefit by your employer. There are no additional out-of-pocket costs for any sensors (scale, continuous glucose monitor, Garmin watch,

# Frequently Asked Questions

## EMPLOYEE

etc.) or for your Twin Care Team (Provider, Registered Nurse, and Health Coach) who are available to assist you every day. All labs ordered by Twin are covered by Twin. Your only out-of-pocket expenses are medication copays and the cost of select supplements that will help you be successful in the program.

### What does a Health Coach do?

- Your personal health coach is with you every step of the way, helping to support you throughout your Twin journey. Your health coach will:
  - Teach you about Twin nutrition (and what to shop for)
  - Help you learn to use the Twin app to log foods, complete daily tasks, and set up the sensors
  - Assist you with setting nutrition, exercise, and sleep goals (and explain why they matter)
  - Be available by phone or the app's chat feature for questions, concerns, or unlikely urgent situations
  - Monitor your health data daily to help you stay safe and on track
  - Coordinate with your Twin provider who will make medication changes and oversee your care
  - Provide encouragement, motivation, and guidance to help you reverse your diabetes

### Do I have to have a smartphone to participate?

- Yes, your smartphone device must be compatible with Dexcom's continuous glucose monitor, one of the key sensors that helps build your Whole Body Digital Twin™. iPhone 6s and above and select Androids are compatible with Dexcom. Twin receives continuous data points from your device into the Twin App, therefore iPads or Tablets are not compatible with our Program.

### I am not living with type 2 diabetes, but I have prediabetes. Can I still participate?

# Frequently Asked Questions

## EMPLOYEE

- We are currently enrolling individuals with a T2D diagnosis.

### **Will my Primary Care Physician (PCP) be updated by Twin Health?**

- Twin will notify your PCP of your participation in the Twin program and provide regular updates on your lab results & diabetes medication changes. You should plan to continue to see your PCP regularly, especially if you have other conditions that are being treated in addition to your diabetes.

### **Can I use the Twin Program with FreeStyle Libre for 14 days?**

- The Twin App is only compatible with Dexcom's continuous glucose monitor. We make the transition from any other glucose monitoring device seamless.

### **How does Twin build a digital replica of my metabolism?**

- Your Whole Body Digital Twin™ is created using health signals from non-invasive wearable sensors.

### **How long do I have to wear my sensors?**

- The program is designed to become easier as time progresses. Initially, while we are building your digital twin, you will use all 4 sensors (Garmin watch, Dexcom continuous glucose monitor, scale, and blood pressure cuff).
- As your Whole Body Digital Twin™ is created, your clinical care team will advise you on which sensors will no longer need to be utilized. The duration of how long you have to wear each device depends on your individual response to our precision treatment plan made just for you.

### **My lifestyle is busy and I travel a lot for work. Can I still participate?**

# Frequently Asked Questions

## EMPLOYEE

- Absolutely! Our health coaches work to customize meals that work for you and your lifestyle.

### **I have an upcoming visit with my PCP. Can I ask my PCP to complete my labs for Twin during my visit?**

- We recommend waiting and visiting one of our preferred lab locations to complete your comprehensive lab panel. This will be free of charge and your lab results will be sent directly to your Twin Care Team.

### **Will I still be able to participate in Twin after Year 1?**

- Yes. A second year will be made available for continued health optimization as long as your employer continues to offer Twin as a covered benefit.