

## Virta FAQ

### What is Virta, and why is it being offered?

Veradigm will be offering Virta as a benefit to support associates using a GLP-1 for weight loss who are enrolled in a BCBS medical plan. Virta's sustainable approach to weight loss combines research-backed tools, nutritional guidance, and personalized support to help you achieve lasting results.

### How much does Virta cost?

Virta is fully covered by Veradigm.

### I'm already taking a GLP-1 for weight loss today. What do I need to do to enroll with Virta and continue my prescription?

In order to continue taking your medication, you must enroll with Virta. The enrollment process includes a video appointment with a Virta provider. The Virta care team will walk you through your care options with Virta and you will make a shared decision. If that includes continuing on your GLP-1, they will ask about your preferred local pharmacy and will work to submit the paperwork for your refill. Please make sure you budget adequate time to complete the enrollment process to avoid lapses in your medication.

### I am taking a GLP-1 today, how long do I have to get started with Virta in order to continue receiving my prescription?

You will receive (or may have already received) a letter officially informing you that you must go to Virta in order to continue the prescription. You can register beginning January 1, 2026 (please do not try to register before this date, the Virta team won't be able to support you before the launch date). Typically, it takes a few days to get started and then additional time to meet with a provider. Timing will depend on your personal schedule and appointment availability. **You must register by April 1, 2026**, if you wish to continue your weight loss prescription through your Veradigm benefits.

## Why do I need to go to Virta for my GLP-1 weight loss care?

Virta is our new metabolic health benefit. They offer added levels of support for anyone looking to lose weight or address other metabolic health challenges that other providers typically aren't able to provide. With Virta you get a dedicated care team who continuously monitors your health, mitigates side-effects, and tailors lifestyle and nutrition support to your specific preferences and life circumstances. The care team is available as much as you need them, daily if you want, to support your progress and ensure your success.

## I am currently working with a provider or dietitian, do I have to stop seeing them?

Virta respects your existing clinical relationships and encourages you to keep them. During sign-up, you can share your providers' details, and Virta will keep them updated on your care. While some engagement with Virta's health coach and clinician is required for safety, you control how much you interact with your health coach. Most members find value in having their Virta care team available anytime through the app.

## I'm less interested in making nutrition changes, do I still need to work with Virta to get a GLP-1?

Yes, Virta is our metabolic health benefit. In addition to supporting individuals looking to lose weight or address other areas of their metabolic health through nutrition-first approaches, they are also experts in managing metabolic health medications. Going forward, any member seeking a GLP-1 for weight loss that meets the FDA criteria will be required to work with Virta to ensure members receive the proper level of medication and side-effect support.

## How does Virta decide which weight loss offering is best for me?

Registered Nurses ('RN' 'Nurse Navigators') will guide you to a Virta member pathway through a welcome call using shared decision making with the you.

During the call, the nurse will:

- Understand the your goals and history with weight gain/loss
- Introduce you to Virta's Nutrition Therapy and assess the your readiness for change using this approach
- If you voice an intention to use a GLP-1 and demonstrate appropriate clinical need (or is already taking a GLP-1):

- Prepare you to begin or continue your GLP-1 by reviewing the risks and benefits of GLP-1 therapy and Virta's adherence requirements for GLP-1 therapy to get prescriptions refills in the future.
- Consider if Nutrition Therapy or Lifestyle support is a better starting point to pair with the GLP-1 based on the discussion on Nutrition Therapy.

### Who is eligible for a GLP-1 for weight loss?

The FDA guidelines recommend that individuals must meet one of the following criteria. Some clients may have additional requirements beyond this guidance.

- $BMI \geq 30$  BMI
- $BMI \geq 27$  BMI AND a weight related comorbid condition

Per FDA guidelines, members already on a GLP-1 do not need to meet the above criteria in order to receive a refill prescription.

### What kind of GLP-1 support does Virta provide for weight loss?

Virta prescribes GLP-1s for weight loss based on FDA criteria and guidelines. Every Virta member on a GLP-1 for weight loss gets support from a dedicated care team that titrates the dose, manages side effects, and supports the member in making lifestyle and/or nutrition therapy changes. Prescriptions are written on a month by month basis and members must track their medication adherence and ongoing engagement to continue receiving the prescription.

### What does the member's Virta care team look like?

Every member has a dedicated Virta care team they work with throughout their care journey. Every member has a provider as part of their care team who manages care, provides oversight, and monitors biomarker data and health over time. If you are on a medication, the provider makes prescribing/deprescribing decisions together with you. You will also receive dedicated coaching support for nutrition and behavior change. For members on a GLP-1 for weight loss, coaching is provided by a team member with RN certifications, so the member has an added layer of support for questions on side effects or what to expect on a GLP-1.