



MASSACHUSETTS

DIABETES CARE: VIRTA HEALTH





Personalized care and support for members with type 2 diabetes

We support our members diagnosed with diabetes. Using claims data and other analytics, we identify members who may benefit from personalized care solutions, such as interactive tools, educational resources, coaching, and supplemental care support. These solutions serve as adjuncts to care members may already be receiving from their health care providers. This fact sheet focuses on solutions offered by Virta Health.



ABOUT VIRTA HEALTH

Virta Health, an independent company, helps patients reverse type 2 diabetes without surgery and achieve full remission without medication. Through a mobile app and a clinical support team, they offer the following to eligible members available at no additional cost:

-  Physician-led care
-  Education
-  Nutrition therapy
-  Coaching

Working together to keep patients healthy

Coordinating with primary care, Virta serves as just one arm of a member's care team with its virtual endocrinologists, nurses, certified diabetes educators, and coaches.

Virta supports you by:

- Providing patients with digital access and enhanced support to achieve their health goals
- A focus on monitoring and patient safety
- CCD health information exchange and robust primary care coordination pathways



Who can participate

- Adult commercial HMO/POS and PPO members* ages 18-79
- Members with smartphone access
- Members who speak English or Spanish.

* Does not include Federal Employee Program members; members who are pregnant or nursing; members who have Stage 4 or 5 chronic kidney disease or end-stage renal disease on dialysis.

For More Information



Visit bluecrossma.com/provider to learn about Virta Health and all our diabetes care solutions.



Call your network management representative at **1-800-316-BLUE (2583)**.



Members can enroll or learn more about Virta at virtahealth.com/join/bcbsma.

VIRTA HEALTH'S CLINICAL PROGRAM

Progress reports shared with the PCP

At a regular cadence beginning with enrollment, Virta coordinates with primary care to share clinical progress notes including:

- Relevant monitoring lab & clinical (HbA1c, lipid panel, glucose, weight, other type 2 diabetes info).
- Trended patient-reported biomarkers: blood glucose, weight, BMI, and blood pressure.
- Summarized diabetes medication reconciliation (sent at regular intervals; not every time a change is made).
- Progress toward achieved goals.

Key milestones and index events such as hospitalization are communicated with the PCP.

Reported clinical outcomes

Patient outcomes*

1.3

HBA1C
REDUCTION

>5%

AVG
WEIGHT LOSS

**Based on one-year completers of Virta Health's clinical trial. Reported as of June 2023.*

Lab monitoring

Virta collects labs at enrollment and then every six months afterwards.

- If the member receives labs through their PCP or other health care provider, they can provide a copy to Virta or Virta can access them electronically.
- If the member needs to receive labs, Virta uses LabCorp or Quest at no cost* to the member.

**Additional costs may be incurred for labs obtained from an out-of-network provider.*



Deprescribing protocols

Virta providers follow established clinical protocols:

- Focused on safely and appropriately reducing and eliminating diabetes medications as glucose normalizes following adoption of dietary changes.
- For patients with cardiovascular or renal indications, evidence-based pathways are deployed for GLP-1 receptor agonists, SGLT-2 inhibitors, and DPP-4 inhibitors.

When patients are referred to treating providers

Virta refers members back to their treating providers for:

- Management of hypertension and lipids.
- Depression, anxiety, or other mental health conditions. Virta refers members to appropriate care.
- Urgent or emergent care. Members are advised to seek in-person care. Virta coaches advise members with emergent symptoms to seek care and will alert their Virta provider.
- For hypoglycemia, members receive automated alerts in the app to treat lows and are advised to seek immediate care as needed. The Virta provider is alerted and the care team will adjust medications if necessary.