

Noom Weight Management and Diabetes Prevention

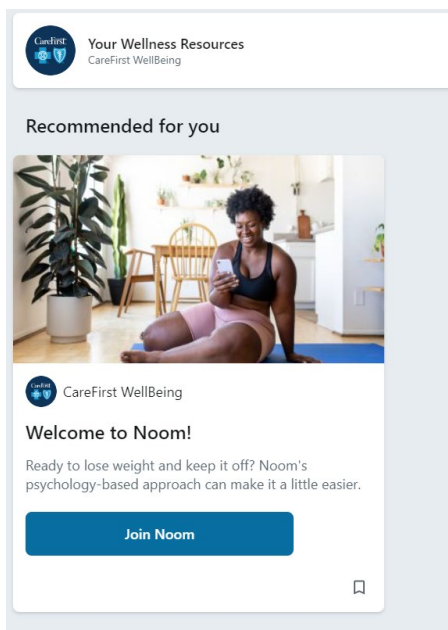
Member Frequently Asked Questions

Is there a cost to participate in Noom?

There is no cost for members to participate in Noom.

How can I enroll in Noom?

You can enroll by logging in to CareFirst WellBeing, and either clicking on the Noom tile (under *Recommended for You*) or selecting *Your Wellness Resources* then *Health & Fitness*. You will be able to choose Noom from the line up of programs.



To enroll in Noom, you'll need to complete a qualification assessment to determine program eligibility. You must have a BMI of 25 or greater, or meet criteria established by the CDC as being pre-diabetic or high risk for pre-diabetes/diabetes.

Can I sign up with Noom directly?

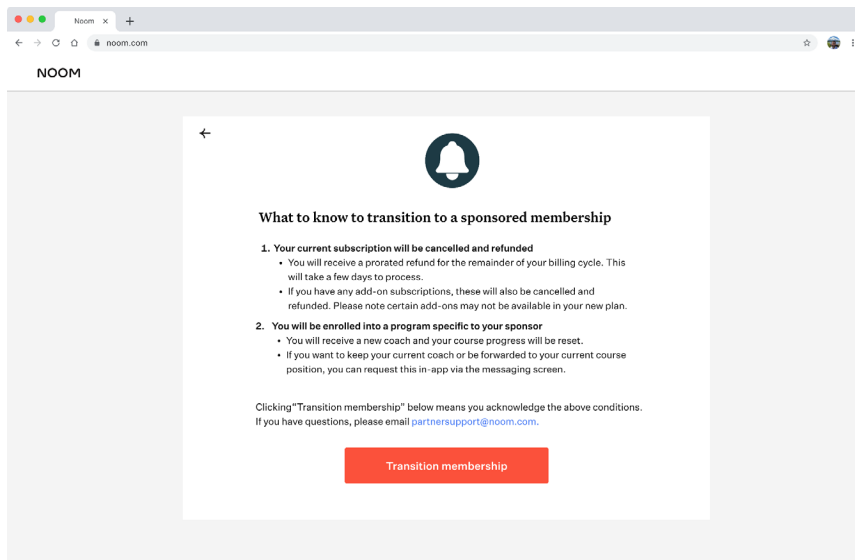
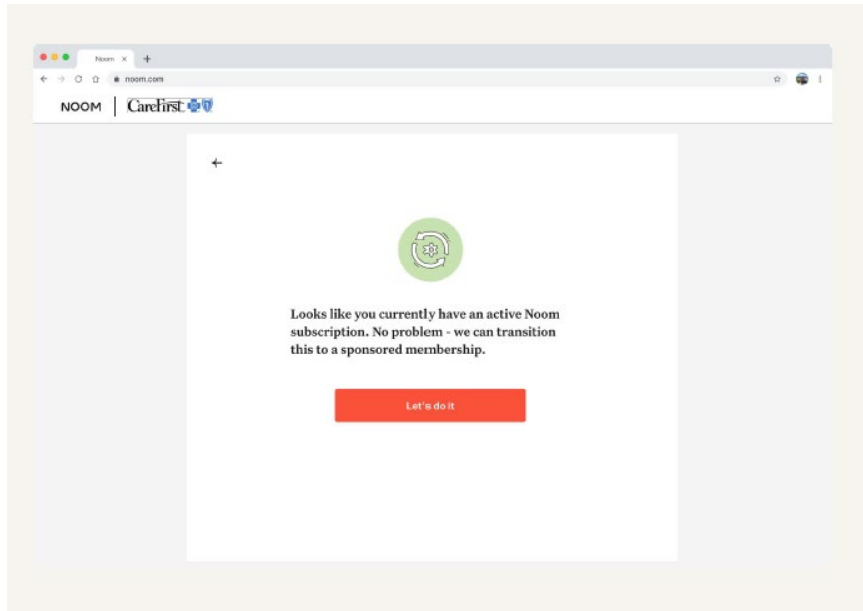
To ensure that you are identified as a CareFirst member, we encourage you to sign up through [CareFirst WellBeing](#).

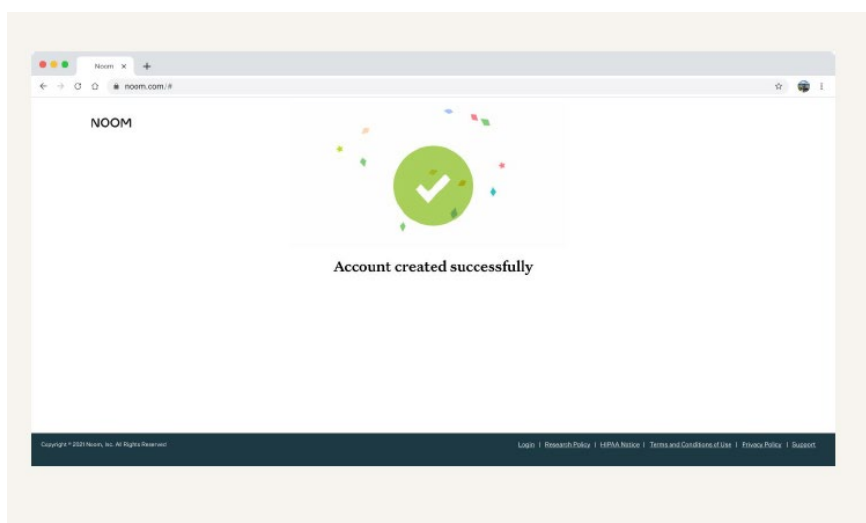
If you are already registered for CareFirst WellBeing, you can visit go.noom.com/carefirst to get started.

If I am currently registered with Noom, can I convert my account to the free version offered through CareFirst?

Yes, you can convert your current personal account to a CareFirst account. The easiest way to convert your account is during the enrollment process.

If you are using the same email address as your personal account, Noom will be able to identify and notify you of your existing account and ask you if you'd like to transition it. (See screen shots below.)





Once you agree to the prompts, your account will be converted. If you are due a refund, it will be automatically processed and issued within 24 hours on your behalf, and typically shows up on your account within 3-5 business days.

You can also reach out to the support team at partnersupport@noom.com for help with transitioning your account and receiving any applicable refunds.

What can I expect when I transition my current Noom account to a CareFirst account?

When you transition your account, your program with Noom will be reset. However, you can decide whether you'd like to start fresh or work with your coach to fast forward to where you left off in the curriculum.

Can I continue working with my same coach?

It's possible you may receive a new coach through the CareFirst program. You can request your original coach, and every effort will be made to honor your request.

Please note, if you are moving from the Weight program to the diabetes prevention program (DPP), you will not be able to continue working with your current coach. DPP follows specific a curriculum that observes the Centers for Disease Control guidance, and all coaches are specially trained. If you transition into DPP, you will be assigned a new coach.

Can my spouse and family sign up for Noom?

Most members who are 18 years and older and covered by CareFirst medical insurance may participate. If you purchase your health insurance on your own (not through an employer) or through the Federal Employee Plan, you are not eligible for Noom.

Are there program limitations, regionally or nationally?

The CareFirst WellBeing program and portfolio of health solutions, including Noom, is only available in the U.S. It is not available internationally.

Does Noom support additional languages besides English?

Currently, Noom is only available to CareFirst members in English.

Are there any eligibility requirements?

Yes. To be eligible for the program, you must have a BMI of 25 or greater, or meet criteria established by the CDC as being pre-diabetic or high risk for pre-diabetes/diabetes.

Who can I contact for support?

Members can email Noom support at partnersupport@noom.com.

Does Noom integrate with other apps? (Fitbit, My Fitness Pal, etc.)

Yes, Noom integrates with all major fitness devices and apps (e.g., Fitbit, Garmin, i-Health, Polar, Withings), as well as onboard pedometer functionality.