

Digbi Health FAQ

Q: What is Digbi Health?

A: Digbi Health is a digital therapeutics company that focuses on personalized nutrition and lifestyle-based therapies for chronic illnesses. Digbi leverages insights from genetics and the gut microbiome to create tailored care plans for individuals struggling with weight management, digestive disorders, and mental health issues. The Digbi platform provides remote monitoring, dietary interventions, behavioral coaching, and care coordination to address the root causes of these conditions. Digbi is like a blueprint of what your body needs.

Q: What is a CGM and how does Digbi use it for my care?

A: Using a Continuous Glucose Monitors (CGM) is a powerful tool in managing your health journey, especially for those who are pre-diabetic, overweight, or have Type II Diabetes. By tracking your glucose trends, optimizing your diet, incorporating physical activity, managing stress and sleep, and making data-driven adjustments, you can take control of your health and achieve your wellness goals. You will need to register for Digbi to link your CGM to the Digbi app.

Q: Do I have to enroll in Digbi Health?

A: Members who wish to be on a weight management GLP-1 are required to be enrolled in Digbi. Otherwise, enrollment is voluntary.

Q: Will there be a cost for Digbi?

A: There will be no cost for Digbi. Digbi may write prescriptions for you that may involve co-pays at the pharmacy, but there is no cost for the program.

Q: How long will it take for my Digbi Kit(s) to arrive?

A: Digbi kits should arrive within 2-5 business days. After you submit your samples and send them back to the lab in the prepaid envelope provided, it will take 4-6 weeks for you to receive your report. The sooner you take your sample and return it, the sooner you will get your results.

Q: I see that the Digbi provided health kit includes a glucose monitoring device. If I'm diabetic, would this device eliminate the need for traditional diabetic test strips?

A: Digbi only sends the glucose monitoring device for 2 weeks to get an understanding of the member's glucose response. It is not meant to replace long-term diabetes test strips.

Q: Can I use Digbi instead of a doctor?

A: While Digbi Health plans and recommendations are based on strong, curated research, it cannot replace the care of your licensed physician. However, Digbi has partnered with several healthcare professionals. Please reach out to Digbi@Digbihealth.com if you would like to take part in a medically supervised weight loss or diabetes management program.

Q: I don't feel my provider through my care team at Digbi is the right 'fit' for me. Can I switch?

A: Yes! Once enrolled, you are assigned a care team, which includes a provider. If you are not happy with your selected team, you are able to switch and find a team that works better for you.

Q: Do I need to have my blood drawn?

A: For members who wish to be prescribed a GLP-1, recent blood work will be required. The results will allow Digbi to tailor the best nutrition plan for your biology.

Q: If someone has sleep apnea but also qualifies for Digbi due to weight or other comorbidities, would this be something Digbi would help with or is the decrease in cases that are reported just informational as far as how the program helps overall health?

A: Yes! Digbi will treat this comorbidity.

Q: What happens if someone loses weight using a GLP-1 and gets to the point of being under the BMI threshold? Would they no longer qualify?

A: Correct, members will need to go through the reauthorization process after 6 months. If they fall below the BMI threshold, they will not qualify for the re-authorization.

Compliance Q&A:

Q: Does Digbi carry malpractice insurance for the following: medical professional liability, technology errors and omissions, cyber liability, product liability, bodily injury from system outages?

A: Yes, Digbi has malpractice insurance for all of the above.

Q: Can you provide the name/s of the laboratory and certifications of the facilities who are going to provide testing on DNA samples required by Digbi?

A: Digbi works with LabCorp to provide DNA testing samples.

Q: Digbi is not a medical diagnostic tool or approved by the FDA. The peer-reviewed research supporting specific protocols is limited. Science on gut health tests are emerging, but not conclusive. Digbi's website promises to use the data to "predict" conditions, not treat them, so won't use of this tool delay access to treatment for some patients?

A: There is no delay in access to care through the Digbi program. Members can voluntarily engage in chronic condition management at any time. For example: those seeking weight management support with a GLP-1 medication will need to complete the Prior Authorization process developed by PRISM. However, if they meet the criteria, care will proceed without delay. The CGM used in the program is an FDA-approved medical diagnostic tool. Additionally, Digbi's genetic and gut microbiome tests are supported and distributed by respected national organizations such as LabCorp. Further, the American Diabetes Association and other leading institutions, have recognized the important role of the gut microbiome and genetics in managing chronic conditions.

Q: Digbi claims to follow HIPAA guidelines on its web page. However, HIPAA doesn't apply to every health app. How do I know my personal health data will remain private and protected?

A: HIPAA applies to Digbi and Digbi fully complies. Beyond HIPAA, Digbi is SOC 2 Type II certified. This independent audit goes beyond HIPAA and ensures that Digbi's entire data infrastructure meets rigorous standards for security, availability, and confidentiality. Digbi does NOT sell or share patient data.

Q: Digbi is partnered with Novo Nordisk, the maker of Wegovy. Digbi's website states some users may be granted a prescription only to Wegovy from a long list of GLP-1 medications on the market. If that is the case, won't that limit patient choices and limits prescriber's regardless of clinical need?

A: Digbi can prescribe many medications and does prescribe non-diabetic GLP-1 medications covered under the plan design.