

## For brokers and producers only

Date: May 28, 2020

Market: **All Groups (excludes Medicare Supplement, Consumer Direct and Student Health Plans)**

### Updates to Sharecare's Scale Back Weight Management Program

This communication is to inform you of two updates to the Scale Back program. Originally, the program focused on diabetes prevention through lifestyle change. We have recently enhanced the program's focus on weight loss as obesity is a risk factor for diabetes.

Members will still complete an online risk assessment to determine their eligibility and their results will determine whether they are eligible for the diabetes prevention track or the weight management track.

There has also been a slight change to the online path to access the program. Members can still access Scale Back by logging in to their Sharecare account and selecting *Achieve* then *Programs*, but will now need to select *Scale Back* instead of *Prevent Diabetes*. From there, the user experience remains the same.

Because of these recent system updates, members may have experienced issues accessing Scale Back via the Sharecare mobile app. If the member does not have automatic updates turned on in their device's settings and they have issues with Scale Back, they will need to manually update the Sharecare app. Web/online users are not impacted by the system updates.

For the latest Scale Back materials, including a member flier and prediabetes and lifestyle postcard mailers, please visit the [Wellness and Blue Rewards page](#) under the *Group Resources* section of the broker portal. These [FAQs](#) are available for you to reference if questions arise regarding program updates.

#### For more information

If you have any questions, please contact your broker sales representative.