



Walmart's diabetes benefit, provided by myAgileLife: FAQ

What's Walmart's diabetes benefit, provided by myAgileLife?

This no cost text messaging-based coaching program can help you take control of your diabetes. It's like having a digital health coach in your pocket. And, if you're enrolled in most Walmart medical plans, you'll qualify for lower copays on certain covered diabetes medications by participating in myAgileLife.

Who's eligible for the program?

Walmart associates and their covered family members with Type 1 or Type 2 diabetes who are enrolled in the Premier, Contribution, Saver, or a Local Plan are eligible for myAgileLife.

How does the text-based coaching program work?

After you sign up for the program, you'll receive up to three messages a day. The messages are designed to help you stay on track with diet, exercise, medicines, and preventive health screenings. Over time, the messages taper off to just a couple a week. Topics include:

- Blood glucose and how to monitor it
- Diabetes medications and how to use them effectively
- Healthy eating and exercise, with tips on how to make both a regular part of your life
- Heart health, how it relates to diabetes, and what you can do about it
- Complications to watch out for and how to avoid them

How does the medication discount work?

You'll pay reduced copays for certain diabetes-related expenses after you meet any required deductibles, as defined by your plan's prescription benefit. Reduced copays only apply to qualified medications and are subject to your plan requirements. For questions please contact your plan's third-party administrator or **call OptumRx® at [1-844-705-7493](tel:1-844-705-7493)**.

Is the program effective?

The myAgileLife Diabetes program was developed by a team of physicians, clinicians, and behavioral scientists in partnership with the University of Southern California's Keck School of Medicine. They conducted a clinical trial and published results showing that the program can empower people to take control of and manage their diabetes more effectively.*

*Implementation and Evaluation of an Automated Text Message-Based Diabetes Prevention Program, <https://pubmed.ncbi.nlm.nih.gov/36946537/>

Does my information stay private?

Absolutely. The program is completely confidential, and your personal health information will be protected.

How much can I save on insulin and other medications?

The following drug classes qualify for reduced copays*, assuming 90-day supplies using Walmart Mail Order home delivery only (all covered drugs are generics, except where otherwise noted):

- Diabetes Medications and supplies:
 - Insulin Therapy (\$25 Relion brand or \$50 select brand copays)
 - Select diabetes monitoring supplies (\$20 copay)
 - Non-Insulin Hypoglycemic Agents like lancets (\$2 copay)
- Blood Pressure & Cardiovascular Medications:
 - Ace Inhibitors (\$2 copay)
 - Angiotensin II Receptor Blockers (ARBs) (\$2 copay)
 - Lipid/Cholesterol Lowering Agents (\$2 copay)
- Depression Medications:
 - Selective Serotonin Reuptake Inhibitors (SSRIs) (\$2)

If you have questions about whether your prescriptions qualify for the reduced copays, call OptumRx® at [1-844-705-7493](tel:1-844-705-7493).

*Copays apply after participants meet their deductible. Reduced copays only apply to prescription drugs eligible for coverage under the terms of the plan. All other plan terms and conditions apply. For questions, please refer to your benefits information or call OptumRx at 1-844-705-7493.

Do I have to stay in the program to get the medication copay discount? What if I stop partway through?

Yes, enrollment and continued participation in the program are required. It's a small investment of time to help you live a healthier lifestyle by managing your diabetes. If you do stop the program at any point, you will no longer receive the reduced copays.

How do I get started?

1. Enroll online at One.Walmart.com/Diabetes. You'll need your ID number from your Walmart plan ID card and your facility number to confirm eligibility.
2. Opt-in to the text messaging program. You will be sent a text after completed step #1. Reply "YES" to the text message received from 63141.
3. Move your diabetes related prescriptions to a 30- to 90-day mail order script at Walmart Home Delivery Pharmacy. If you're not already using that service, call Walmart Home Delivery at [1-866-855-0740](tel:1-866-855-0740).

More questions?

- For questions about text-based coaching, call myAgileLife Diabetes at [1-855-955-1905](tel:1-855-955-1905).
- For questions about medications or to convert your script to a 30- to 90-day mail order script, call Walmart Home Delivery at [1-866-855-0740](tel:1-866-855-0740).
- For other questions, chat with a People Services Representative at One.Walmart.com/BenefitsChat or call [1-800-421-1362](tel:1-800-421-1362).