



Danielle
Personal Health Coach

Welcome to Kannact! My name is Danielle and I'm your new Personal Health Coach. Inside you will find your glucometer and supplies. Please let me know if there is anything I can do to help.

Danielle
Coach Danielle



Q How can a Kannact Health Coach help me?

A Our coaches work with you to set and achieve real, impactful goals personalized to you. Coaching often focuses on assessing your diet, nutrition, and weight loss strategies. The coach also helps with increasing your knowledge about your chronic condition, the importance of establishing positive social support, stress relief, and other factors that can affect your health outcomes.

Q How can my family help in the process?

A Family and trusted friends are valuable resources for your health! Through this service they can be connected to your real-time information. They will receive alerts when your blood glucose readings are out of range on their phone or email. So, whether they live near or far, they can provide you additional support!

We offer Spanish-speaking health coaches

FQ_1a



ENROLL TODAY

www.kannact.com/ARBenefits

or

Call Us **844.279.4153**

Email Us support@kannactnow.com



KANNACT FAQ

Kannact is a new plan benefit provided at no-cost for ARBenefits members and their dependents managing **diabetes** and related illness.

- ◆> Glucometer, and testing supplies delivered to your doorstep.
- ◆> Private web portal, where your glucose readings are tracked automatically
- ◆> Access to a certified health coach to help you better manage diabetes and achieve your health goals

Q Why is ARBenefits offering Kannact?

A We know how overwhelming the self-management of diabetes can be. This is why the plan is offering this benefit at no-cost to the member. The Kannact service gives you the tools and support to help you manage diabetes in your day-to-day life. We believe that with better health, you can get back to living life to its fullest.

Q Why is Kannact reaching out to me?

A ARBenefits sends Kannact a list of potential applicants. Kannact then uses this list to introduce our service to potential participants. You may request removal from the contact list at any time.

Q If I'm self-managing diabetes, why should I enroll this service?

A We all have busy schedules, and sometimes taking time for yourself and your health is left on the backburner. Diabetes, however, requires steadfast daily routines to stop or reverse negative trends in blood sugar levels. You face many care related decisions as you self-manage every day. Kannact Health Coaches support you in incorporating healthy lifestyles into your daily routine and are there to help should an emergency happen.

Q What are the results we can expect with Kannact?

A Participants—just like you—demonstrated exceptional progress after 12 months using the service. This includes a reduction in average blood glucose levels by more than 35 mg/dl, which is equivalent to a drop of 1 point in HbA1c (hemoglobin) levels.



Q What is the relationship between Kannact and my provider?

A Kannact does not replace your physician. We work with you in the time in-between doctor's visits to help you achieve goals related to your care plan. We provide reports that you can share with your physician or provider.

Q How long is the service?

A You have access to Kannact as long as you are an ARBenefits member or covered dependent. You can sign up anytime because enrollment is always open.

Q How does the glucometer send my readings?

A Kannact sends you a Bluetooth glucometer that transmits readings over bluetooth connection. If you're out of network, the meter can store up to 900 readings that are then sent when the device has connection.

Q How many glucose test strips does it include?

A Kannact gives you unlimited strips based on your usage. Kannact ships out supplies quarterly according to the amount of strips your doctor prescribed you. We'll send you more strips within two weeks of your supply running out. No need to run to the pharmacy for emergency strips!

Q Why do they assign me a Health Coach?

A Coaches are trusted allies and partners who are personally assigned to support and guide you in achieving your health goals. Kannact coaches are clinically trained, and they work with you on everyday barriers and challenges of living with diabetes.

Q Why are they asking about my medical history?

A Kannact offers coaching at no-cost to the member along with your glucometer, testing supplies, and tools to self-manage diabetes. Medical professionals run the service, and they need your medical history or lab data to help you design a plan for you to improve your health. This information is confidential, and we won't sell or divulge any participant information to any unauthorized party.

Q What training does a Kannact Health Coach have?

A Each coach meets rigorous educational requirements and are certified by the American Association of Diabetic Educators (AADE).

Q Can I enroll with Kannact if I am currently a member in the AHM program?

A All currently enrolled members in the AHM program can automatically transition to Kannact simply by enrolling at www.kannact.com/ARBenefits today!

Q What insulin testing supplies will I receive?

A Insulin users will be provided with syringes and needles for insulin injection. Insulin and other medications are NOT included in the Kannact services.

