

FlyteHealth

FAQs

Q: Why was my prescription denied?

A: As of July 1, 2023, medications prescribed for weight loss or weight management are covered if they are prescribed by a FlyteHealth physician. FlyteHealth is a medical weight loss program offered to eligible State employees and Partnership health plan members and their enrolled adult family members. (More information about FlyteHealth: joinflyte.com/care-compass).

If your prescription was written before June 30, 2023, and covered by the state of Connecticut health plan, you will be able to continue refilling your prescriptions. However, you are welcome to take advantage of this new benefit at any time, which offers access to a premier weight loss program.

Q: Is there a minimum age requirement?

A: The FlyteHealth program is available to enrolled State of Connecticut health plan members and dependents who are 18 years or older and meet the program requirements.

Q: What is FlyteHealth?

A: FlyteHealth is your care team that will guide your weight loss journey. These medical professionals consist of physicians, nurse practitioners, and registered dietitians who specialize in helping people manage their weight as well as treat some of the complications that come with excess weight, including diabetes, heart disease, sleep apnea, and liver disease.

Q: How do I know if I'm eligible for this program?

A: Eligible state plan employees and their adult dependents who have a BMI of 30 or higher or who have a BMI of 27 or higher AND a weight-related health condition (such as diabetes, sleep apnea, cardiovascular disease, or liver disease) can apply for the FlyteHealth program. To determine your eligibility, click the [Get Started](#) button to apply and see if you're eligible..

Q: Is my family eligible for this program?

A: Family members who meet the above criteria and are eligible for the FlyteHealth program.

Q: How does the program work?

A: You will meet with a doctor who will create a personalized treatment plan for you based on your health history, genetics, lifestyle, and readiness to change. Your doctor will likely order a series of lab tests and will ask you to fill out a Health Risk Assessment on the FlyteHealth Patient app to help them create your customized plan.

You'll have more frequent check-ins with your dietitian and nurse practitioner to monitor your progress, troubleshoot any challenges, make modifications if necessary, and make sure you have everything you need to succeed.

Your treatment plan will be as unique as you are, but it may include starting new prescription medications or changing the ones you are already on; meal and recipe planning; goal setting; using connected devices to track your weight and blood pressure; slowly adding activity to your schedule; telehealth visits with your care team as well as regular communication with them through the app; and reading articles and taking courses that will arm you with knowledge throughout your journey.

Q: How do I sign up?

A: Visit joinflyte.com/care-compass, click the Get Started button, and fill out the application form. If you are deemed eligible, you will be automatically enrolled in the FlyteHealth program. If you are not eligible, you will receive an email or phone call with further instructions.

Q: Is this a covered benefit? How does my insurance cover this?

A: This is a covered benefit for eligible state plan employees and their adult dependents. You will be charged for any prescriptions associated with your care in accordance with the coverage you have under CVS/Caremark and the same tier structure applies.

Q: What happens if I don't show up for a FlyteHealth appointment?

A: A no-show fee will apply if an appointment is missed without proper notice. For visits with the medical team (medical doctor or nurse practitioner), the fee is \$75. For visits with a registered dietitian, the fee is \$50. If FlyteHealth has a credit card on file for you, it will be automatically charged. If a credit card is not on file, an invoice will be sent to you via email and text. Your next appointment cannot be scheduled until payment of any existing no-show or late cancellation fees is complete.

Q: What happens if I need to cancel my FlyteHealth appointment?

A: Appointments can be canceled 48 hours before the appointment. A late cancellation fee will apply if an appointment is canceled less than 48 hours in advance. For visits with the medical team (medical doctor or nurse practitioner), the cancellation fee is \$75. For visits with a registered dietitian, the cancellation fee is \$50. If FlyteHealth has a credit card on file for you, it will be automatically charged. If a credit card is not on file, an invoice will be sent to you via email and text. Your next appointment cannot be scheduled until payment of any existing no-show or late cancellation fees is complete.

Q: What happens if I miss multiple FlyteHealth appointments?

A: If you miss three (3) or more appointments within a 12-month period (in any combination of no-shows and/or late cancellations), you may be dismissed from our practice.

Q: How will I get refills going forward?

A: If your prescription was written before June 30, 2023, you will be able to continue refilling your prescriptions. However, you are welcome to take advantage of this new benefit at any time, which offers access to a premier weight loss program.

Q: Why was the prescription from my FlyteHealth provider denied at the pharmacy?

A: Many Weight Management Medications require a Prior Authorization (PA). Once a medication is prescribed, it can take up to 5 business days to process. If your medication was prescribed by a FlyteHealth provider and denied, you can wait 5 days and call the pharmacy to reprocess

your prescription. We do not recommend going to your pharmacy without calling first as there may be other issues delaying processing. If your prescription is still getting denied after 5 business days, please contact Caremark at **(800) 318-2572**.

Q: What is the FlyteHealth Patient app?

A: The app is how you will connect with your providers. It's also where you can log meals, exercise, and your weight, and it has a ton of educational content about losing and maintaining weight.

Q: Once I'm registered, what should I do first?

A: If you haven't already, you will receive an email notifying you of your enrollment in FlyteHealth and asking you to create a password. Click the link in the email and create a very secure password known only to you. Registration for the FlyteHealth program is required before using the app. A link to download the app will also be included in your registration email.

After that, complete all the items in the checklist (uploading insurance info, signing consent forms, completing all of the questionnaires, etc.) and then you'll be ready to schedule your first appointment.

Q: Who do I talk to if I'm having trouble registering for Flyte?

A: If you have filled out the application at joinflyte.com/care-compass and haven't received a notification, or if you have questions about downloading the app or filling out the Health Risk Assessment, please call FlyteHealth at **844-359-8363**.

Q: After my first appointment with FlyteHealth, are follow-up appointments required?

A: Attending follow-up appointments with the FlyteHealth care team (medical doctors, nurse practitioners, registered dietitians) is a requirement of the program and necessary for medication safety. FlyteHealth is unable to process prescription refills for patients who have not been seen in the past six months by their FlyteHealth MD/NP.