

# DIABETES, WEIGHT MANAGEMENT, & GI SUPPORT

## Frequently Asked Questions

### Q. Who is eligible to participate in Digbi?

A. Partners and dependents on a Schreiber medical plan that meet the required eligibility requirements for Digbi have access to the program at no cost. To check eligibility go to <https://digbihealth.com/sf> and click on "Am I Eligible"

### Q. How does the program work?

A. You'll receive an at-home testing kit within a week, which includes a Genetic Test, a Gut Microbiome Test, and an Abbott Libre Continuous Glucose Monitor. Follow the provided instructions to collect samples and return the kits using pre-labeled shipping. Connect your Apple or Google Health Apps with the Digbi App by navigating to settings and refreshing under "Apple Health". Finally, start engaging with your health coach on the app and upload meal pictures for scoring while you await your test results.

### Q. What is included in the Digbi program?

A. When you become a Digbi member, you'll receive an at-home testing kit within a week, which includes a Genetic Test, a Gut Microbiome Test, and an Abbott Libre Continuous Glucose Monitor. You also get full access to your own dedicated health coach and educational resources within the app.

### Q. How do I sign up?

A. Signing up is easy. Go to <https://digbihealth.com/sf> and click on "Am I Eligible" and complete Digbi's quiz and onboarding questionnaire. You'll then be ready to meet your Health Coach and receive your kit in the mail. Follow the prompted instructions to finalize registration and enrollment.

### Q. What is the time commitment?

A. The full duration of the Digbi program is one year (52 weeks). For best results, it is recommended that you take a photo of each meal/snack/item you consume. You can also chat with your health coach as needed. Please note after your collection kits have been mailed back to Digbi it can take 1-2 months to receive all your results back.

### Q. How do I access my personalized program?

A. The Digbi mobile app is your centralized hub for your program, where you can submit photos of your food, track your progress and chat with your Health Coach. Make sure you have the Digbi app downloaded (available for download from Google Play or Apple Store), so you can log in from there.

### Q. Who can I contact if I have questions?

A. Need help? Reach out to Digbi at [digbi@digbihealth.com](mailto:digbi@digbihealth.com) or call them at (508)-443-4424.