

Getting Started with Your CareFirst Diabetes Virtual Care Program

We're here to help you be your healthiest you. By participating in CareFirst's Diabetes Virtual Care program,* you have access to benefits that will help you manage your type 2 diabetes at no cost to you:

- Get the test strips you need shipped to your door.
- Track glucose data using your smartphone.
- Get personalized food and activity recommendations based on your goals.
- Connect with dedicated endocrinologists virtually.

Who can participate?

To be eligible for the program, you must be:

- Diagnosed with type 2 diabetes
- At least 18 years old
- Covered by CareFirst BlueCross BlueShield or CareFirst BlueChoice, Inc.
- Own a smartphone

You cannot be pregnant or have a history/diagnosis of any of the following medical conditions: severe or end-stage kidney disease, cystic fibrosis, cirrhosis or liver failure, organ or bone marrow transplant.

How do I get started?

How were you asked to join the program: through your doctor, a postcard, or an email? Whichever way you were contacted about the program is how you get can get started by referring to the chart below.

Participation	Registration Overview	Registration Tips
CareFirst Care Coordinator Doctor	Visit Onduo.com/CareFirstRefer <ul style="list-style-type: none"> ■ When prompted to confirm your coverage, select <i>No Invite Code?</i> ■ Enter your CareFirst member ID (including the 3-letter prefix) located on the front of your member ID Card. 	Enter your CareFirst member ID exactly as it appears on your card: <ul style="list-style-type: none"> ■ Include the 3-letter prefix. ■ Letters are not case sensitive. ■ Do not enter a space between the 3-letter prefix and the numbers. ■ Do not enter spaces, dashes or any other symbols.
Letter, Mailer Postcard	Follow the registration instructions on the mailer using the personal invite code included.	Enter your personal invite code exactly as it appears on the mailer. Letters are case sensitive.
Email	Follow the registration instructions in the email.	No personal invite code or CareFirst member ID is needed to register.

If you have questions or trouble signing up during the registration process, please contact Onduo directly by calling **833-446-6386** or emailing support@onduo.com.

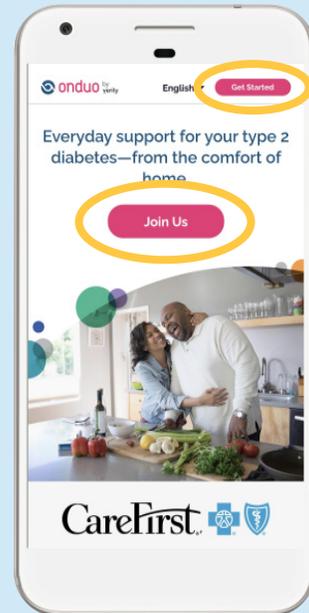
* This program is provided by Onduo, LLC an independent company that does not provide Blue Cross Blue Shield products or services.

Step by Step Registration Guide

Step 1

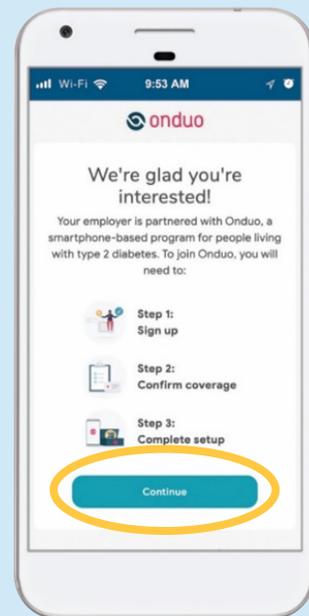
Visit the registration website on your computer or mobile phone and click *Get Started* or *Join Us*.

- Members referred by a CareFirst Care Coordinator or their doctor:
Visit Onduo.com/CareFirstRefer.
- Members who received a mailer or email:
Visit the registration website link that is listed on the communication.



Step 2

Click *Continue*.



If you have questions or trouble signing up during the registration process, please contact Onduo directly by calling 833-446-6386 or emailing support@onduo.com.

Step 3

Enter your first name, last name, date of birth and email address.

Note: Your date of birth must be correct to successfully register.

Then, click *Continue*.

Step 4

Confirm your coverage. You will either enter your CareFirst member ID or a personal invite code, depending on how you were asked to register for the program.

Members referred by a CareFirst Care Coordinator or their doctor:

Select *No invite code?*

On the next screen, enter your CareFirst member ID exactly as it appears on your card:

- Include the 3-letter prefix.
- Letters **are not** case sensitive.
- Do not enter a space between the 3-letter prefix and the numbers.
- Do not enter spaces, dashes, or any other symbols.

Then, click *Submit*.

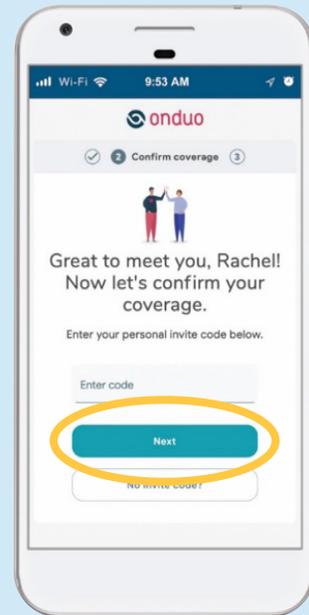
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Step 4, continued...

Members who received a mailer:

Enter your personal invite code exactly as it appears on your mailer. Letters **are** case sensitive.

Then, click *Next*.



Ineligible

If you receive this screen, you may have incorrectly entered your date of birth, CareFirst member ID or personal invite code.

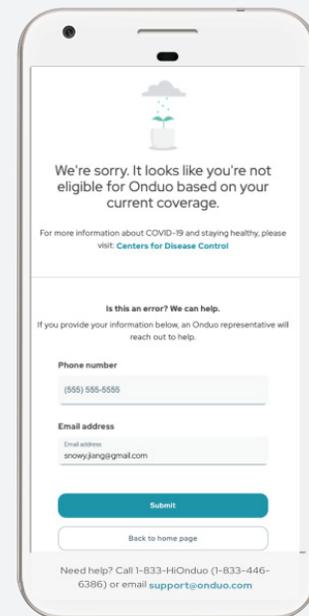
Try registering again. Double check to make sure you're entering your information correctly. Your CareFirst member ID must be entered exactly as it appears on your card:

- Include the 3-letter prefix.
- Letters **are not** case sensitive.
- Do not enter a space between the 3-letter prefix and the numbers.
- Do not enter spaces, dashes, or any other symbol.

If registering again does not work, we're here to help.

You can either:

- Enter your phone number and email address for Onduo to contact you, or
- Contact Onduo directly by calling **833-446-6386** or emailing Onduo at **support@onduo.com**.

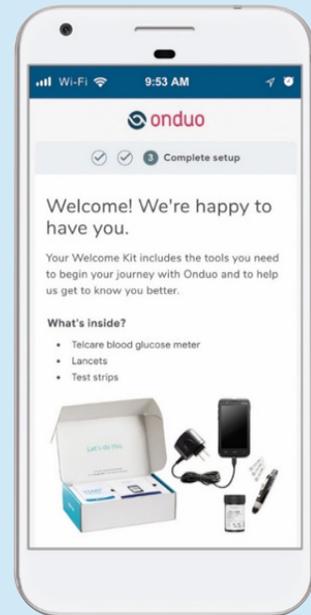


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Step 5

You have successfully registered!

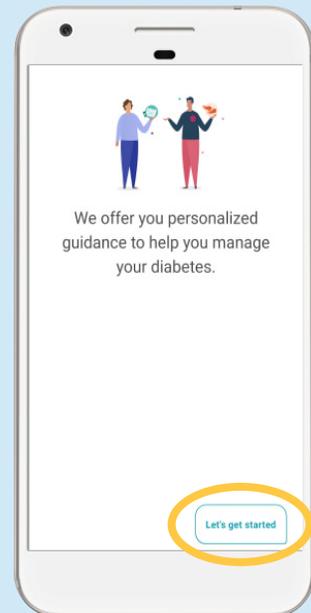
Now, simply complete two more steps to take full advantage of the benefits.



Step 6

Complete your survey by clicking *Let's get started* to receive your welcome kit in the mail. Your welcome kit includes:

- A glucose meter
- Test strips
- An at-home A1c test



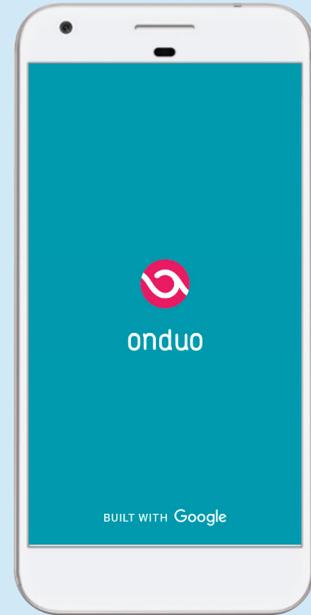
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Step 7



Your welcome kit is on the way. Be sure to download the **Onduo** app from your favorite app store. Once downloaded, you'll be able to:

- Meet with your care lead.
- Track your meals and activity.
- Set goals and enroll in challenges.



If you have questions or trouble signing up during the registration process, please contact Onduo directly by calling 833-446-6386 or emailing support@onduo.com.

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