



VIVANTE HEALTH / GITHRIVE CLIENT FAQs

Who's eligible to participate in GIThrive?

Employees and covered dependents ages 18 and up

FYI, anyone enrolled in GIThrive is a "member."

How does Vivante Health let employees know the program is available to them?

Announcement emails

Workplace posters

Listing on the company intranet benefits site with links, videos and other GIThrive info

Mailed postcards and telephone outreach (optional)

When Vivante does outreach to employees, will they single out those with a medical condition?

No, all outreach communications are sent to all eligible employees, regardless of health status. Messaging may vary to garner engagement with those who have diagnosed GI conditions, but these folks will not be singled out.

How does Vivante reach those who just have moderate symptoms, not a chronic condition?

Outreach materials, like the *Does your gut need help?* quiz, address common symptoms like heartburn, diarrhea, constipation, and gas—things $\frac{3}{4}$ of adults can relate to.

Are there other conditions GIThrive can help with?

Science is finding new links almost every day between gut health and things like anxiety, depression, weight management, allergies, asthma, eczema and psoriasis. When digestive health improves, the results go far beyond the gut.

How much does it cost participants?

Nothing! As a first-dollar benefit, there's no out-of-pocket cost to participating members—no copay or deductible.

Can this save my company money?

Yes! As GIThrive members reduce or eliminate the use of expensive medications, employers see cost savings. Better symptom management also results in fewer ER visits and hospital admissions, better health outcomes, fewer missed work days, and enhanced productivity.

VIVANTE HEALTH / GITHRIVE CLIENT FAQs

Does the Care Team change, or will members always have the same Care Team?

Dedicated Care Teams are available to their assigned members when they're on duty. Because Vivante Health is a 24/7/365 company, on-call Care Team experts step in for seamless support after hours.

Is a nurse always part of the Care Team?

On-call nurses supplement the Care Team and are available 24/7/365.

If someone signs up for GITHrive and just looks around, will that be a charge?

Yes, setting up a premium GITHrive account (with registration code) will incur a charge for that month. Users can always set up a free account (no registration code) to look around, but they won't be able to access all the program features. They can also visit VivanteHealth.com to learn more about GITHrive before registering for a premium account.

How do physicians feel about this service?

They appreciate it! The GITHrive program doesn't replace doctor's orders; rather, it bridges gaps so that patients can follow their doctor's advice. The program also helps members communicate with their providers by providing electronic reports (on request) and facilitating clinical conversations.



832-548-4525
sales@vivantehealth.com
VivanteHealth.com

JLABS @ TMC, 2450 Holcombe Blvd.
Houston, Texas 77021