



Client FAQs

□ What the heck is GIThrive?

- It's an all-in-one digital gut health program. When we say "all-in-one," we mean **everything** related to better digestive health—nutrition, education, cutting-edge science, and 24/7 expert support. When we say "digital," we mean it's 100% technology-based—no lab visits or in-person appointments required. The whole program is brought together through the GIThrive app, accessible on your mobile device or computer.

□ What's included in the GIThrive program?

Optional GIThrive features include:

- **Personal Nutrition and Special Diets:** To reduce inflammation and relieve digestive symptoms
- **Daily Food Library:** Gut-healthy food (and drink) suggestions for every meal, every day
- **Smart Food & Symptom Diary:** To help you monitor progress, detect possible trigger foods and help you stay the course
- **24/7 Gut-Side Assistance™:** On-demand help from a gut health expert—anytime, anywhere
- **Expert Care Teams:** With a registered dietitian and a dedicated Health Sherpa
- **Smarter Meds Program:** Unbiased info to help you minimize side effects and ease dependence on Rx drugs
- **Interesting Education:** Self-paced courses, informative articles, and clever tips for better health
- **GutCheck Microbiome Test Kit:** To uncover bacterial imbalance in the gut and set it right with targeted nutrition
- **GIMate® Breathalyzer:** To identify trigger foods with a simple breath test
- **GIThrive App:** To tie the whole program together in one convenient place—your phone!

Available features vary by contract. For questions about which ones are best for your organization, give us a call at 888.200.5492 or email sales@vivantehealth.com

□ Who's eligible to participate in GIThrive?

- Employees and covered dependents ages 18 and up

□ 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 ¾ of adults can relate to.

□ Are there other conditions GIThrive can help with?

- Researchers 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.

❑ 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.

❑ Who makes up the GIThrive Care Team?

- Members have direct access to their GIThrive Dietitian and their behavioral health expert/care coordinator, called a Health Sherpa®. While the Dietitian and Health Sherpa are the face of the Care Team, a multidisciplinary team of experts is at work behind the scenes: pharmacists, research psychologists, microbiome scientists, gastroenterology professionals, and registered nurses.

❑ 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 will incur a charge for that month. Users can always set up a free account 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 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.