
GENERAL

Question:

What is Vida Health?

Answer:

Vida is a digital platform that offers personalized health programs and live, one-on-one support from an expert health coach — all through an easy-to-use mobile app and website.

When you sign up with Vida, you'll share your health goals and preferences. Vida will use that information to tailor a program to your needs, and you'll pick a coach to support you along the way. Your program will include helpful resources like videos, lessons, recipes, and more, plus easy progress tracking. You'll also be able to connect any fitness trackers or health devices you use.

Question:

Who is eligible for Vida through Northrop Grumman?

Answer:

All U.S. employees, spouses and dependents 18 and over enrolled in the Anthem medical plan are eligible for Vida Health at no charge.

Question:

What kind of health coaching can I receive through Vida?

Answer:

At Vida, we handpick the best coaches and health experts from across the country. Whether you're just starting your health journey, training for your next marathon, or somewhere in between, our coaches can help you reach your personal goals. Here are a few examples of things we can help with:

- Nutrition, including support for specialized diets (gluten-free, paleo, vegan, keto, and more)
- Exercise and strength training, from getting started to prepping for competitions
- Coping with stress
- Improving sleep
- Managing diabetes, blood pressure, or cholesterol
- Tackling pre-diabetes or other risk factors, so they don't lead to chronic disease
- Handling asthma or COPD

Question:

Can I only participate if I have a chronic condition?

Answer:

No. Whether you are looking to get (or stay) fit, lose weight, handle stress, prevent disease, manage a chronic condition, or meet another health goal, we have expert coaches available to help.

Question:

Can I choose my coach?

Answer:

Absolutely. After you download the Vida Health app, you'll be prompted to create an account and choose your preferred program. Then we'll ask you a few questions, including what kind of coaching style you'd like — for example a cheerleader type, drill sergeant, listener, or something else.

We'll recommend some coaches that could be a good fit, and then the choice is up to you.

Question:

Can I change coaches if it doesn't work out with my first coach for some reason?

Answer:

Absolutely. To request a change, go to the **Home** screen in your Vida app, tap the gear icon in the upper right, then tap **Request New Coach** . You'll complete a brief survey so we can match you with a new coach that's the best fit for your style and goals.

PRIVACY

Question:

What happens to the information I provide to Vida?

Answer:

All personal information that you share through Vida's app is confidential and is securely stored in encrypted databases. Vida Health is fully HIPAA-compliant. If you wish to have your information deleted, please contact privacy@vida.com.

Question:

What type of information will Northrop Grumman receive?

Answer:

Vida and Northrop Grumman take your personal health information very seriously. Your individual data will only be accessible to your Vida Health team and select health apps you connect to Vida. Vida will NOT share your individual participation, results, or any personally identifiable health information with Northrop Grumman.

3RD-PARTY DEVICES AND APPS

Question:

Can I connect other health and fitness devices or apps to my Vida account?

Answer:

You can! Connecting your fitness -tracking apps and devices to Vida is a great way to stay on track towards your health goals. We support integration with 100+ apps and devices, including:

- Fitbit
- Garmin
- iHealth
- Jawbone
- Runkeeper
- Strava
- Withings/Nokia Health
- Apple Health (e.g. Loseit, MyFitnessPal) (iOS only)

If you were using a device previously provided by Livongo, you will not be able to pair with Vida as it is specific to the Livongo programs. However, once you enroll with Vida, talk to your health coach and request a new device for the Vida program.

Question:

How do I connect another device or app to my Vida account?

Answer:

When you log into Vida for the first time, you'll see a task on the **Home** screen that says **Connect Devices & Apps** . Tapping this will guide you through the device setup process. If you decide to add or change a connected device/app at a later time, follow these steps:

1. Make sure the device/app you'd like to connect is set up and that data tracking is working properly.
2. Log into the Vida app.
3. Go to the **Home** screen, tap the gear icon in the upper right, then tap **Connect Devices & Apps** .
4. Select the device/app you'd like to connect and follow the on-screen instructions.
5. Repeat these steps if you need to connect more devices or apps.

Question:

Why isn't my device or app syncing to Vida?

Answer:

First, please make sure your device is properly connected (see previous FAQ: "How do I connect another device or app to my Vida account?"). If you've checked this and are still having problems, please email us at support@vida.com or call Vida at 855-442-5885.

Question:

Can I order a device through Vida?

Answer:

Devices such as a digital scale, glucometer (as well as test supplies), or blood pressure cuff may be available to you for free after your first coach consult, and if you meet Vida clinical criteria for a device. The order form for devices will be found in the Vida app for those eligible.

Question:

I have my own glucometer. Do I need to request a new one from Vida?

Answer:

If you have your own glucometer, you can likely sync it with the Vida app if it has bluetooth connectivity. If you are not able to sync your device, you can also manually enter your data into the Vida app if you prefer to continue using that device. If you were previously a member of the Livongo program and need a new glucometer, talk to your Vida coach to see if you are eligible to order a new one.

Question:

I have a CGM (continuous glucose monitor). Can I sync data from my CGM to the Vida app?

Answer:

Yes you can! Consult with your Vida Coach on steps to take to set up the CGM connection as it varies based on device.

TECHNICAL ISSUES

Question:

I was asked for a credit card when signing up. Isn't Vida provided to eligible Northrop Grumman employees at no charge?

Answer:

Vida is indeed available at no charge to eligible Northrop Grumman employees, spouses and dependents over 18 that are on the Anthem medical plan. If you're seeing a credit card request in error, email us at support@vida.com or call Vida at 855-442-5885 and we can help you get set up.

Question:

I forgot my password. Can you help?

Answer:

Sure thing. Simply open the Vida app and tap **Login**. On the login screen, tap **Forgot your password?** and enter the email address associated with your account. We will send you an email with instructions on how to change your password.

Didn't receive an email? You can reach out to us directly at support@vida.com or call Vida at 855-442-5885.

Question:

How do I change my password?

Answer:

To change your password, simply go to the **Home** screen in your Vida app, tap the gear icon in the upper right, then tap **Change Password**. From there, follow the on-screen instructions.

Question:

How do I change the email address associated with my Vida account?

Answer:

Please email us at support@vida.com or call Vida at 855-442-5885 to change your email address.

Question:

My spouse or dependent is having trouble signing up. How do they sign up through my employer benefits?

Answer:

Your family members (including spouses and dependents ages 18+) are eligible to use Vida's services at no charge through your employer benefits. Spouses and dependents should use their own name, email and DOB to enroll. If asked for Employee ID, then they should use the employee's information.