

What is Virta?

Virta is a leading telehealth provider clinically proven to reverse type 2 diabetes without medication, calorie restrictions, or surgery.

Reversal is defined as HbA1c less than 6.5% and eliminating diabetes medications, excluding metformin.¹

What results can members achieve with Virta?

Outcomes among one year completers of Virta's clinical trial²:

1.3%	63%	31lbs
HbA1c Reduction	Medication Elimination	Avg Weight Loss

1 How does Virta fit in with the member's current care team and PCP?

Virta employs our own providers, licensed in all 50 states, to provide diabetes care for members in partnership with their health coach. Virta functions as a specialist focused on diabetes care, additive to the member's relationship with their PCP. Virta's providers advocate for our members to seek care regularly for health maintenance and medical conditions outside Virta's scope of practice.

2 What updates will the PCP receive from Virta?

When a member provides Virta with their PCP's contact information during enrollment, Virta provides fax updates to the member's PCP at enrollment, 14 days post enrollment, when a diabetes medication is started or stopped, and when the member is released from Virta's care. Progress reports will include:

- Member-reported biomarkers: blood glucose, weight, BMI, and blood pressure (if clinically relevant)
- Comparison to prior values
- Diabetes Rx changes

3 Will Virta order labs for members? How will PCPs see the lab results?

During enrollment, Virta either collects recent lab results for the member (if available) or sends the member to get new labs. Once enrolled in care, Virta will order labs every 6-months for the member. If the member has had labs completed through their PCP or health plan and provides Virta with a copy of those lab results, or if those labs are shared through the Health Information Exchange, Virta can access those in lieu of ordering new labs.

Virta will send members to LabCorp or Quest for labs (included in care, at no cost to the member).

Note—additional costs may be incurred for labs obtained from an out-of-network provider.

4 What deprescribing protocols do the Virta providers follow?

Virta providers follow established protocols, focused on safely and appropriately reducing and eliminating diabetes medications as glucose normalizes following adoption of dietary changes. The primary focus is on avoiding hypoglycemia, by initially deprescribing medications with a risk of inducing low blood glucose (insulin, sulfonylureas, and meglitinides).

Virta takes the American Diabetes Association standards of care guidelines into consideration with regards to continuation of medications such as GLP-1 receptor agonists and SGLT-2 inhibitors in patients with cardiovascular or renal indications. In patients without cardiovascular or renal indications for SGLT-2 inhibitors, Virta providers eliminate these medications due to potential risk for euglycemic DKA. GLP-1 receptor agonists and DPP-4 inhibitors are generally reduced or eliminated when glucose is well-controlled.

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What is Virta's scope of practice with regards to hypertension, lipids, mental health, or other conditions?

Virta is focused on the care and reversal of type 2 diabetes and metabolic syndrome. Virta defers management of conditions such as hypertension, lipids or mental health to the member's PCP, except in acute instances when Virta will direct the member to emergency care. As referenced in Virta's clinical trial outcomes, Virta generally sees improvements in blood pressure, lipid profile, and ASCVD risk, although there is of course some individual variability.

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Are there exclusions for participating in Virta?

The following criteria excludes individuals from care in Virta's type 2 diabetes reversal care:

- Younger than 18 or older than 79 years old
- Type 1 diabetes diagnosis
- Pregnant or nursing
- Does not speak English or Spanish
- No smartphone access
- Stage 4 or 5 chronic kidney disease or end stage renal disease on dialysis

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How does the Virta Care team triage acute symptoms?

Virta provides all members guidance that Virta is not an emergency clinic, and advises that they seek in-person care locally if they have an urgent or emergent health event. If the member messages Virta about emergent symptoms, Virta coaches will tell the member to seek care and the coach will alert the member's Virta provider.

Regarding hypoglycemia, there are automated alerts in the app instructing members to treat lows and if/when to seek immediate care. The Virta provider is also alerted, and the member's care team will troubleshoot and adjust medications as needed.

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What happens if a Virta member gets admitted to the hospital?

When someone is hospitalized, Virta communicates with them via app or phone calls while in the hospital (with medical management of course being managed by the hospital team). Virta is available to talk with the hospital team as needed. Upon discharge, Virta asks the member to update their care team with any medication changes, and to verify their med list in the member app, with special attention towards any changes in diabetes medications. Virta closely monitors and adjusts medications as needed based on their glucose control after discharge.

In terms of communicating with the PCP, Virta updates the PCP on the medication list via the next scheduled fax, or in the very rare instance where the hospitalization is related to their diabetes care, Virta would communicate directly with the PCP to discuss the care plan.

1 Virta's reversal target is defined as achieving HbA1c <6.5% without the use of diabetes medications, or only metformin.

2 Hallberg SJ et al. Diabetes Ther. 2018; 9(2): 583-612. Outcomes among one year completers (83% retention in Virta Treatment; 90% retention in Standard Care). Rx refers to the net change in diabetes prescription volume at one year (which excludes metformin) compared to baseline and multiple insulins prescribed to a patient were counted as one rx.

For more information, visit www.virtahealth.com/join

If you have any questions, please reach out to Virta's Provider Support team at 844-847-8216 or providersupport@virtahealth.com.

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How does Virta fit in with other diabetes resources and programs (diabetes management, diabetes educators, dietitians etc.) available to members and patients?

Virta is an added benefit to members who are interested in the opportunity to reverse their diabetes (normalize HbA1c and eliminate medications through lifestyle changes). Not all members will enroll in the Virta treatment. Virta addresses diabetes reversal with different goals and outcomes than management.

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How does the Virta Care team instruct patients to navigate triage type situations, such as feeling hypoglycemic?

Virta gives all patients guidance that Virta is not an emergency clinic, and if they have an emergent health event like acute chest pain, stroke symptoms, severe pain, etc, they should seek care locally as they would normally, and not wait for Virta to respond.

If the patient messages Virta about emergent symptoms, Virta coaches will tell the patient to seek care, and alert the Virta provider.

For issues like hypoglycemia, there are automated alerts in the app giving them instructions on how to treat lows and if/when to seek care right away. If they have a low, the Virta provider also gets alerted, and the patient's care team will troubleshoot, adjust meds, and direct to care, as needed.

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What happens if a Virta patient gets admitted to the hospital?

When someone is hospitalized, Virta communicates with them via app or phone calls while in the hospital (with medical management of course being managed by the hospital team). Virta is available to talk with the hospital team as needed. On discharge, Virta asks the patient to update their care team with any medication changes, and to verify their med list in the app, with special attention towards any changes in DM meds. Virta closely monitors and adjusts meds as needed based on their glucose control after discharge.

If you have any questions for Virta, please reach out to Virta's Provider Support team at 844-847-8216 and or through providersupport@virtahealth.com. (customer-name) fully covers the cost of Virta (valued at over \$3,000) for you and your eligible family members with type 2 diabetes or prediabetes. Virta is also covered for those with a BMI of 30 or greater who are interested in safe and sustainable weight loss.

*Hallberg SJ et al. Diabetes Ther. 2018; 9(2): 583-612. Outcomes among one year completers (83% retention in Virta Treatment; 90% retention in Standard Care). Rx elimination refers to the percent of total diabetes prescription medications at one year (excludes metformin) compared to baseline.

N= 3876 Virta Enterprise patients with T2D. Baseline HbA1c was laboratory measured. In the absence of follow up laboratory data, eA1c is derived from a proprietary model which estimates A1c on each day based on baseline information and actual biomarker data recorded on each patient in the last 120 days. The median absolute error is 0.23. Weight loss utilizes 3d average carried forward from last recorded in case of missing data at one year. Rx elimination is the percentage of non-metformin diabetes medications at baseline discontinued one year into treatment; if a patient was prescribed multiple insulins, all insulins had to be deprescribed to consider the medication to be eliminated.

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