



# Walmart's Metabolic Health Program with Twin Health

## Frequently Asked Questions

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### Program Overview

Welcome to your Twin Health benefit! Everyone's body is different, influenced by factors like sleep, stress, genetics, and lifestyle. That's why Twin Health doesn't take a one-size-fits-all approach to healing your metabolism. Instead, we use real-time data to create your personalized Digital Twin™ — a digital model of your metabolism that helps us tailor a plan to help you lose weight, take control of chronic conditions, and reduce or eliminate medications safely and sustainably.

### Program Basics

#### What is the Twin Health benefit?

The Twin Health benefit offers programs that help you take control of chronic metabolic conditions like type 2 diabetes, prediabetes, and obesity by targeting the root cause: a dysfunctional metabolism. To do this, Twin Health provides a dedicated Care Team and smart devices like a continuous glucose monitor (CGM) and smartwatch, lab work, and a personalized app to use while enrolled in a Twin Health program.

#### What is the Digital Twin™?

It's a real-time model of your metabolism built using thousands of data points from smart devices, lab results, and lifestyle inputs. It helps your Twin Health Care Team create a personalized treatment plan that suggests small, manageable changes based on your unique body and lifestyle.

#### Which Twin Health programs are available to me?

Subject to eligibility requirements, Twin Health programs help you:

- **Type 2 Diabetes:** Take control of type 2 diabetes through blood sugar monitoring, weight loss, and medication elimination.



- **Prediabetes:** Lower A1C and manage weight to prevent type 2 diabetes.
- **Healthy Weight:** Lose weight safely and sustainably.

## Who is eligible?

Walmart offers the Twin Health benefit as a fully-covered benefit to you and your dependents aged 18+ if you are enrolled in the Premier PPO Plan, Contribution HRA Plan, Saver HSA Plan, or the Personalized Wellbeing Copay Plan. Twin Health will evaluate whether you meet clinical eligibility requirements and are a medically appropriate candidate for the program through a review of health data and blood work. Clinical eligibility requirements include but are not limited to the following:

- **Type 2 Diabetes:** a diagnosis of type 2 diabetes, and/or use of glucose-lowering medications (not including metformin)
- **Prediabetes:** An A1C of 5.7–6.4, as determined by a Twin Health ordered lab, with no glucose lowering medication (not including metformin)
- **Healthy Weight:** A BMI equal to or greater than 40

Even if you meet these basic clinical eligibility requirements, certain conditions may mean that the Twin Health program is not medically appropriate for you. These conditions include pregnancy, cancer, and end-stage renal disease.

## How much does it cost to participate in a Twin Health program?

Twin Health is a fully covered benefit, which means there is **no cost** for participating in a program. All sensors, labs, and care team services are included for your use while enrolled in the program. You'll only pay for medication copays or out-of-pocket costs (if applicable) while on certain medications before they're potentially reduced or eliminated.

## Care and Support

### What is the role of my Twin Health Care Team?

Your Twin Health Care Team may include providers, nurses, and a dedicated Health Coach. They monitor your health data, adjust medications, track your progress, and provide ongoing support, including after-hours support, when needed.

### What does my Health Coach do?

Your Twin Health Coach may help with:



- Understanding and applying your nutrition recommendations
- Logging meals and completing daily tasks in the app
- Setting goals for nutrition, sleep, and exercise
- Offering encouragement and support every step of the way

### **What if I already have a Primary Care Provider?**

Twin Health does not replace the role of your primary care provider. We focus on improving metabolic health and supporting blood sugar management for those with type 2 diabetes, prediabetes, and weight-related concerns. We do not adjust medications outside of those related to diabetes and/or weight loss. Any lab results and medication eliminations will be communicated via fax to your primary care provider and shared with you.

### **How are medications managed?**

Once you enroll in a Twin Health program, your weight loss or glucose-lowering medications will be managed by Twin Health's Care Team. You may continue taking your current medications when you begin the Twin Health program, but as your metabolic health improves, your Care Team may recommend reducing or eliminating certain medications.

## **Nutrition, Lifestyle & Results**

### **How flexible is the Twin Health nutrition approach?**

The Twin Health programs are tailored to your metabolism and lifestyle, and are not designed to be restrictive. Early on, we focus on foods and habits that reduce inflammation and help you normalize your blood sugar. As your health improves, you can begin to reintroduce more foods. Your Health Coach will also help you manage dietary needs like fasting, finding locally available, affordable foods, or cultural preferences.

### **Is this keto?**

Twin Health isn't keto. While some initial "green" foods might be labeled as keto due to their low sugar and carb content, we focus on:

- Resetting your metabolism
- Reducing inflammation
- Steadying your blood sugar

As your body heals, foods with sugar and carbs can be reintroduced into your diet. Unlike keto's one-size-fits-all approach, Twin Health offers a personalized and sustainable



approach that is made for your body and lifestyle. We use information from wearable smart devices, lab work, and meal logs to tailor suggestions that help your body heal!

### **Can I still enjoy alcohol or my favorite foods?**

It's possible. In the beginning, you may need to pause alcohol and certain foods. As your body progresses, these foods may be reintroduced. You can discuss your food preferences, goals, and progress with your Twin Health Coach every step of the way.

### **How quickly will I see results?**

Most participants see progress within a few months, but it depends on your body, history, medications, and consistency with the program. Twin Health focuses on long-term, sustainable change.

### **What kind of results can I expect?**

Results vary, but among Twin Health participants, we've seen\*:

- 73% eliminate medications
- 2.2-point drop in A1C
- 17 lbs average weight loss (for BMI 40+)
- 70% improve inflammation

\*As of April 2025, based on average member results using Twin Health data. Individual results may vary

## **Sensors, Labs & Technology**

### **What is included in my Twin Health Kit?**

Upon enrollment, you'll receive a kit with smart devices to track your progress to use while enrolled in the program (note: actual devices may vary by individual based on their program):

- Continuous Glucose Monitor (CGM) – tracks blood sugar in real-time
- Smartwatch – tracks steps, heart rate, and sleep
- Smart Scale – tracks weight, BMI, muscle mass, and more
- Blood Pressure Cuff – supports heart health tracking

### **How long will I need to wear sensors?**

You'll use all of the provided sensors (fitness tracker, CGM, scale, BP cuff) at the start. As your Digital Twin is built, your Care Team will advise you on which devices can be phased out based on your progress. If you need help setting up your sensors, you can find [instructions](#) online or meet with Twin Health's dedicated enrollment team for 1:1 support.



### **Do I need a smartphone?**

Yes. You'll need an iPhone 6s or a newer model, or a compatible Android device to sync your CGM and access the Twin Health app. Tablets or iPads aren't supported at this time.

### **Can I participate if I travel or have a busy lifestyle?**

Yes. Your Digital Twin adapts wherever you are, and your Coach can help you plan for travel, meals, or changes in routine. The app continues to support your progress from anywhere.

### **Can my Primary Care Provider order the required labs?**

The lab work that Twin Health orders is more comprehensive than typical lab work ordered by a primary care provider. Lab work is at **no cost** to you and we'll ensure that the results are sent directly to your Twin Health Care Team. You will be asked to use a Twin Health partner lab (usually Quest Diagnostics or LabCorp, or a mobile lab unit if you're not within 50 miles of a partner lab) in order to fulfill your lab work.

### **How often do I need lab work?**

Depending on your program, lab work may be required at least twice a year, or as much as once every three months, to monitor your progress.

### **How long can I participate in the program?**

You can remain enrolled as long as the Twin Health benefit is offered by Walmart and you continue to meet all program eligibility requirements.

## **Enrollment and Support**

### **How do I enroll in a Twin Health program?**

You or an eligible family member can start the enrollment process by registering through [this page](#), or scanning the QR code to get started. You may need your insurance card to complete your registration. You may also be asked to schedule the first enrollment call with the Twin Health Care Team. Once your eligibility is confirmed, your Twin Health account will be activated and you'll receive your Twin Health Kit to support your journey toward metabolic healing.



**If you have more questions, visit [connect.twinhealth.com/Walmart](https://connect.twinhealth.com/Walmart) or contact your Twin Health Coach for personalized support.**