FlyteHealth FAQ

The following FAQ addresses questions regarding the medical weight management benefits of FlyteHealth.

General Overview

Q: What is FlyteHealth?
A: Starting February 3, 2025, Emory has partnered with FlyteHealth to offer virtual weight management services. FlyteHealth connects eligible employees and adult dependents (18+) with obesity specialists, including physicians, nurse practitioners, and dietitians, to create personalized treatment plans for effective weight management. Care is delivered through the FlyteHealth mobile app, ensuring convenient access to resources and progress tracking.

Q: Why did Emory partner with FlyteHealth?
A: FlyteHealth provides expert care and resources for managing weight and coordinating with Emory providers to manage related health conditions such as diabetes, hypertension, and sleep apnea. This partnership complements your primary care physician's services, ensuring specialized support for your weight management journey.

Q: Who is eligible?
A: Employees and adult dependents (18+) enrolled in an Emory-sponsored Aetna health plan with a BMI of 30 or higher—or a BMI of 27 or higher with a weight-related health condition (e.g., diabetes, sleep apnea) —are eligible to participate. Participants must be located in the U.S.

Q: How do I enroll?
A: Visit www.joinflyte.com/emory, click "Get Started," and complete the application form. Once FlyteHealth determines your eligibility, they will contact you with the next steps.

Q: What services does FlyteHealth provide?
A: Services include:
- Virtual consultations with obesity specialists
- Personalized weight management plans
- Meal and activity tracking tools
- Connected devices for weight and blood pressure monitoring
- Educational content on health and weight management
- Prescription medications when appropriate

How It Works

Q: How does FlyteHealth work with my primary care physician?

A: FlyteHealth coordinates closely with your primary care physician to share treatment updates and develop a tailored weight loss plan. All communication is conducted via a HIPAA-compliant platform.

Q: How do I begin after registering?
A: After enrolling, you'll receive an email with instructions on creating a password for the FlyteHealth app. Download the app from the App Store ([iOS](link)) or Google Play ([Android](link)). Complete the onboarding steps, including consent forms and a Health Risk Assessment, then schedule your first appointment.

Q: What lab tests are required before my first visit?
A: Required tests include:
- Complete Blood Count (CBC)
- Comprehensive Metabolic Panel (CMP)
- Hemoglobin A1C (HbA1C)
- Lipid Panel
- Thyroid-stimulating hormone (TSH)

Upload results from the past 12 months through the FlyteHealth app or complete new tests via your preferred local lab (e.g., Emory, Quest, LabCorp).

Medications and Insurance

Q: Are weight-loss medications covered?
A: Medications prescribed by FlyteHealth physicians or approved Emory providers are covered under Emory's prescription benefit plan. Prescriptions issued before February 3, 2025, are valid until May 6, 2025. After this date, refills require a prescription from a FlyteHealth physician.

Q: Will my medication cost change?
A: No, there will be no change to the cost of the medication. For specific details, refer to your insurance formulary or contact CVS/Caremark.

Q: Is participation mandatory for GLP-1 medication coverage?
A: Yes, participation in FlyteHealth is mandatory to receive coverage for GLP-1 medications (e.g., Ozempic, Mounjaro, Wegovy). You will be responsible for 100% of the medication cost without enrollment.

Q: After my first appointment with FlyteHealth, are follow-up appointments required?
A: Attending follow-up appointments with the FlyteHealth care team (medical doctors, nurse practitioners, registered dietitians) is a requirement of the program and necessary for medication safety. FlyteHealth is unable to process prescription refills for patients who have not been seen in the past six months by their FlyteHealth MD/NP.

Q: What happens if I don't show up for a FlyteHealth appointment?
A: A no-show fee will apply if an appointment is missed without proper notice. For visits with the medical team (medical doctor or nurse practitioner), the fee is $75. For visits with a registered dietitian, the fee is $50. If FlyteHealth has a credit card on file for you, it will be automatically charged. If a credit card is not on file, an invoice will be sent to you via email and text. Your next appointment cannot be scheduled until payment of any existing no-show or late cancellation fees is complete.

Q: What happens if I need to cancel my FlyteHealth appointment?
A: Appointments can be canceled 48 hours before the appointment. A late cancellation fee will apply if an appointment is canceled less than 48 hours in advance. For visits with the medical team (medical doctor or nurse practitioner), the cancellation fee is $75. For visits with a registered dietitian, the cancellation fee is $50. If FlyteHealth has a credit card on file for you, it will be automatically charged. If a credit card is not on file, an invoice will be sent to you via email and text. Your next appointment cannot be scheduled until payment of any existing no-show or late cancellation fees is complete.

Q: What happens if I miss multiple FlyteHealth appointments?
A: If you miss three (3) or more appointments within a 12-month period (in any combination of no-shows and/or late cancellations), you may be dismissed from our practice.

Q: Will I still receive my medications from CVS?
A: Yes. If you take maintenance prescription medications for ongoing medical conditions, you must fill your 90-day prescriptions through one of the following options:

- A CVS retail pharmacy
- An Emory pharmacy
- Target, Costco, Kroger, and several independent pharmacies

Note: If you attempt to fill a maintenance prescription at a pharmacy other than the above options, you will be charged the full retail cost. This includes medications for conditions such as high blood pressure, heart disease, asthma, diabetes, and birth control.

Prescription drug coverage is part of your medical plan, and you pay a percentage of the cost through co-insurance. You do not need to meet your deductible first. Prescription drug coverage is administered through CVS/Caremark. To determine your coverage tier or cost, call 866-601-6935.

Q: What are the associated costs associated with engaging with FlyteHealth?
A: Coverage varies by plan.

- **Aetna POS plan:** The POS Plan allows employees and adult dependents (18+) to receive services from the network of providers at no additional cost.
    - Labs cost will follow the plan parameters
- **Aetna HSA plan:** All eligible expenses incurred by you or your covered dependents throughout the plan year apply towards meeting the annual deductible.

Q: What if I lose insurance coverage?
A: FlyteHealth offers a self-pay option through their FlyteHealth Direct program. Contact FlyteHealth for details of associated costs.

Support and Technical Assistance
Q: How often will I meet with FlyteHealth providers?
A: Consultation frequency depends on your personalized care plan. Regular follow-ups ensure the plan remains effective and aligned with your goals.

Q: What support is available between visits?
A: Use the FlyteHealth app to:
- Message your care team
- Access educational materials
- Track progress and health metrics

Q: What should I do if I encounter app issues?
A: For technical assistance, Call FlyteHealth support at (844) 359-8363.

Q: Are FlyteHealth providers available on weekends?
A: Providers are available Monday through Friday, 8 a.m. - 6 p.m. Eastern Time.

Appeals and Privacy

Q: How do I appeal a decision by a FlyteHealth provider?
A: Appeals are reviewed on a case-by-case basis. Contact your provider through the FlyteHealth application for assistance. The FlyteHealth medical leadership team will evaluate your case.

Q: Will my personal health information be shared?
A: FlyteHealth is HIPAA-compliant and does not share your personal health information without explicit written consent. Your data will not be used for marketing or sold to third parties.

For further questions, contact FlyteHealth support at (844) 359-8363 or visit
www.joinflyte.com/emory.