

FlyteHealth FAQ

Last update: January 30, 2025

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

General Overview

Q: What is FlyteHealth?

A: Starting March 1, 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.

If you do not qualify for this program but are looking to improve a lifestyle behavior, please contact the Healthy Emory team at healthyemory@emory.edu to explore additional resources available to you.

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](#)) or Google Play ([Android](#)). 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. Current prescriptions are valid until

June 1, 2025. Starting June 2, 2025, refills will require a FlyteHealth or an approved Emory Healthcare provider's prescription.

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: How do I obtain or maintain GLP-1 medication coverage?

A: Medications for weight loss (e.g., Ozempic, Mounjaro, Wegovy) will only be covered if prescribed by a FlyteHealth provider or an approved Emory provider. Emory Healthcare providers who can be prescribers are endocrinology, obesity medicine, or lifestyle medicine certified providers. If you decide not to sign up and engage with FlyteHealth or an approved Emory provider, you can still receive your weight loss medications; however, you will be responsible for 100% of the cost.

Emory Healthcare approved providers:

- Allison Leppke
- Michael Kraft
- Meghana Anugu
- Michele Cellai
- Rachel Annam
- Reema Dbouk
- Bilal Ahmad
- Roberto Pacifici
- Syeda Hira Zahid
- Alexandra Migdal
- William Bornstein

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 miss or need to cancel my FlyteHealth appointment?

A: If you need to cancel or reschedule your appointment, please call (844) 359-8363 at least 48 hours before the scheduled appointment time. If you miss three (3) or more appointments within a 12-month period, whether through no-shows or late cancellations, we may need to consider dismissing you from our practice. We understand that things can come up, so please let us know if you need to reschedule, and we'll do our best to accommodate you. If this situation arises, don't hesitate to get in touch with the Healthy Emory team at healthyemory@emory.edu to learn about additional resources that are available to you.

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.

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 for you or your covered dependents apply toward the annual deductible and maximum out-of-pocket.

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: If you are scheduled with a FlyteHealth provider, use the FlyteHealth app to:

- Message your care team
- Access educational materials
- Track progress and health metrics

If you are scheduled with an approved Emory Healthcare provider, you will communicate with them through MyChart.

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.