

## Naturally Slim FAQ's

### How do I Register?

Go to [www.naturallyslim.com/HealthSelect](http://www.naturallyslim.com/HealthSelect) and click the 'Apply Now' button and complete the online registration. Once you are accepted, you will be notified via email.

### Who is eligible for the program?

Naturally Slim is available to eligible employees, spouses and dependents 18 and older (excludes Medicare primary participants) enrolled in HealthSelect of Texas or Consumer Directed HealthSelect, who have a BMI of 23 or higher.

### How do I know if I completed my registration?

You will receive a confirmation email at the email address you provided during the enrollment process. If you did not receive a confirmation email, please check your spam filter to ensure the mail didn't get caught there. If it did, please add 'info@naturallyslim.com' to your Contact list or SafeSender list to ensure you receive all future emails from Naturally Slim. If you did not receive an email, please contact us at [support@naturallyslim.com](mailto:support@naturallyslim.com) so we can verify that your application is complete.

### Are the meetings in person?

The Naturally Slim program is an online program so there is no need to attend any meetings in person. You can watch your lessons and interact with the program whenever it is convenient for you.

### What will I eat?

At Naturally Slim we want you to learn habits that you can use for a lifetime. For years our culture has tried to change what you eat and we all have struggled for success. At Naturally Slim we want to change your eating habits, not what you eat. We will not have required meals, calorie counting, or ask you to buy specific meals. The meals that you typically enjoy now will remain the same. We will have some items that can be helpful in the program that will be discussed in the first video.

### What is the time commitment?

The videos should take less than one hour to watch, except for the first week which is slightly longer (approximately 1½ hours). Each lesson is broken up into multiple short videos so you can watch whenever it is convenient to your schedule. During the first ten weeks, your lessons are weekly so all the weekly videos need to be watched within the next 10 days (7 day class period plus a 3-day extension, if necessary). During the subsequent skill maintenance phases of the

program, you will have more time to complete your lessons.

### **How long is the program?**

The program starts with ten weekly lessons, approximately one hour in length, to teach you the core principles. Each lesson is broken up into small videos so you can watch the entire lesson in one sitting or break it up into multiple sittings when it is convenient for you. Throughout the program you will have access to a dashboard to track your weight loss, tips and quizzes to keep you motivated, and tools to communicate with coaches and other participants.

Research shows that participants that continue to check in after learning the core principles are the most successful. So, after the first ten weeks, lessons are bi-weekly for the next fourteen weeks. At this point, you will have learned the core principles so lessons will focus on reinforcing those skills and helping you apply them in real life. After that, you will have a new lesson once a month for six months which will focus on long-term weight maintenance.

### **Is the program completely online? Is there a book or anything to accompany the program?**

Yes, you will receive a Welcome Kit via regular mail at the address you provided in your application. It includes:

- Participant Manual – This manual includes general information about the program as well as the food diary, which you will learn more about in the program.
- Tape Measure – Allows you to take your measurements before and after the program to see how many inches you lose.
- Food Items – There is a Food Awareness exercise during the first week of the program so you will use these foods for that exercise. (Food items containing peanuts are included in the welcome kit so if you or someone in your family has a peanut allergy, please don't consume those items.)

### **Do I have to complete the program on a desktop computer? Can I use my smartphone or tablet?**

You can use any type of electronic device with Internet connectivity to participate in the Naturally Slim program including a desktop, laptop, smartphone, tablet, etc. In fact, there is even an iPhone and Android app which you can use to watch your lessons and apply the skills to your daily life.

### **Will I have access to coaches/counselors in the program?**

Yes, you will have access to a team of counselors that are ready to assist you at any time. Additionally, there is an entire online community that includes counselors, past participants and current participants available to share tips or answer questions whenever you need it.

**Will my personal information be shared?**

No, the information you provide to Naturally Slim will be considered confidential and will only be available to you and the Naturally Slim program professionals. Your health plan may receive reports of Naturally Slim aggregate enrollment data for billing and claims processes. Otherwise, the information you provide to Naturally Slim is confidential and available only to you and Naturally Slim and its affiliates involved in conducting and evaluating the program. Naturally Slim cannot sell or otherwise divulge any participant information to any unauthorized party.