



Frequently Asked Questions

GENERAL

Question:

What is the Vida Medical Weight Loss program?

Answer:

Vida's Medical Weight Loss program is an online program that helps you reach your health goals. It's part of your GIC benefits at no extra cost to you.

You will work with a dietitian who will give you the attention that serious weight loss deserves. Making changes in what, how, and why you eat and move your body is the first step. You'll make an eating plan with foods you like, so you can shed pounds and keep up energy.

This isn't about willpower. It's about powerful, science-backed weight loss.

Your care team can also help you with other health goals, like building strength, boosting energy, or improving blood pressure or cholesterol.

Depending on your progress, you may meet with a Vida medical provider to talk about additional treatment options, including medicine. They'll check your health history, medicines, and lab results and can order new labs if needed.

You'll also get helpful tools like videos, lessons, and recipes. You can even connect fitness trackers or other devices to make tracking your progress easy. (See most common list in ["3rd-Party Devices and Apps"](#) below).

Question:

Who can use Vida's Medical Weight Loss program through the Commonwealth of Massachusetts Group Insurance Commission (GIC)?

Answer:

If you get your prescription coverage through CVS Caremark and are 18 or older, you and your covered family members can use Vida's Medical Weight Loss program **at no cost**.

To join Vida, you must meet a Body Mass Index (BMI) requirement. Some limits and rules may apply.

Note that the cost of medicine is not determined by Vida. The cost of the GLP-1 medicine depends on your GIC pharmacy benefits plan and may be subject to a deductible, coinsurance, or copay.

Question:

Do I have to use Vida?

Answer:

Starting January 1, 2026, anyone on a GIC pharmacy benefits plan must have weight loss medicines prescribed by a Vida medical provider for the medicine to be covered by their pharmacy benefits plan.

The cost of your medicine depends on your GIC prescription drug benefit. You may have to pay a deductible, coinsurance, or copay.

If you've never taken one of these medicines before, you'll first work with a dietitian for a period of time on lifestyle changes before being eligible to be assessed by a Vida medical provider for weight loss medicines. Learn more in "[Prescribing through Vida.](#)"

If you're already taking one of these medicines, you'll need to share your medical records and lab results with Vida. See "[Prescribing through Vida.](#)"

Note that the cost of medicine is not determined by Vida. The cost of the GLP-1 medicine depends on your GIC pharmacy benefits plan and may be subject to a deductible, coinsurance, or copay.

Question:

How do I get started with Vida and make my first appointment?

Answer:

Go to vida.com/GIC or download the Vida app from your phone's app store. Then follow the steps to create your account.

You'll then answer a few questions about yourself and your health. If you start online, you will then need to download the app.

In the Vida app, you will see care team members that are a good match for your health needs. You'll also see their next available appointment times. Choose the one that works best for you.

If you need help, contact Vida support through the help button on this page, call 888-688-7188, or email support@vida.com.

Question:

Can I change care team members if it doesn't work out with my current one?

Answer:

Yes. To switch, open the Vida app, tap the **gear icon** on the Home screen, then tap **Request New Coach**. Answer a few quick questions so we can suggest new options.

WEIGHT LOSS MEDICINE PRESCRIBING THROUGH VIDA

Question:

What do I need to do now to get my pharmacy benefits to cover my weight loss medicine?

Answer:

If your doctor prescribed you weight loss medicines **before January 1, 2026**, your approval stays valid until **April 1, 2026**. **After that, you must get your prescription from a Vida medical provider** for your pharmacy benefits to cover it. Take action now to ensure you complete all steps required so that a Vida medical provider can continue to prescribe your medicine for you.

If you start one of these medicines **after January 1, 2026**, it must be prescribed by a Vida medical provider to be covered by GIC pharmacy benefits.

Important information for those prescribed weight loss medicines before January 1, 2026: Actions needed before April 1, 2026.

Question:

I was prescribed weight loss medicine before January 1, 2026. How do I meet with a Vida medical provider?

Answer:

These steps must be completed before meeting with a Vida medical provide and can take 7-10 business days:

1. Sign up at vida.com/gic or download the Vida app.
2. Answer some health questions.
3. Attend a group webinar.
4. Upload recent lab results* (done within the last 12 months)
5. Upload a doctor's note that shows you were previously prescribed this medicine.

If your labs are older than 12 months or missing, message your Vida provider in the app. They'll send you a new lab order you can take to a local lab. Costs will be determined by your health plan.

Once your documents are uploaded, you can schedule your visit– usually you will be able to schedule within the next two weeks. Your Vida medical provider will review your information to make sure you meet the criteria to continue your medicine.

You can check which documents you still need to upload in the **Status List** in the Vida app.

Need help? Use the **Help** button on this page, email support@vida.com or call 888-688-7188.

*Lab requested will be TSH, CMP, A1C, and Lipid Panel. Lab results must contain: Member's name, date of birth, lab, ordering physician/NPI number, date of collection, names of tests, results. Go to the **Status List** in your app to see this information.

Lab results and prescriber notes can be securely submitted to your Vida medical provider via the Vida app. Within the Vida app go to Settings >>My Documents. Tap **Add Documents**. Follow the app instructions to upload a PDF or screenshots.

Note that the cost of medicine is not determined by Vida. The cost of the GLP-1 medicine depends on your GIC pharmacy benefits plan and may be subject to a deductible, coinsurance, or copay.

Question:

I was not prescribed weight loss medicine in the past twelve months. How do I meet with a Vida medical provider?

Answer:

1. Sign up at vida.com/gic or download the Vida app.
2. Answer some health questions.
3. If your Body Mass Index (BMI) and other factors qualify you, you'll join Vida's Medical Weight Loss program.
4. Choose a dietitian and schedule an appointment.
5. Work with your dietitian for six months to make changes in what and how you eat and move.
6. After six months, your dietitian may suggest you meet with a Vida medical provider to discuss whether medicine could help you.

Note that the cost of medicine is not determined by Vida. The cost of the GLP-1 medicine depends on your GIC pharmacy benefits plan and may be subject to a deductible, coinsurance, or copay.

Question:

I already have a doctor. How does my Vida medical provider work with them?

Answer:

Your Vida medical provider is an addition to your care team. They don't replace your current doctor or specialist. Your Vida medical provider has clinical expertise in weight loss, and they will bring that knowledge to your care team.

If you're preparing for weight loss surgery, Vida will work with your surgical team to make sure you get the right prescriptions.

You can share your primary care provider name, clinic, phone, and fax number with Vida. If you give permission, Vida will send your after-visit summary (including labs and medicine updates) to your doctor so your records stay current.

Question:

I tried to fill my prescription but the pharmacy said it was not covered. Why?

Answer:

If a Vida medical provider wrote the prescription, message them in the app so you can work together to fix the issue.

If a non-Vida provider wrote the prescription after **April 1, 2026**, you'll need to have your Vida medical provider prescribe it so that it can be covered by your GIC pharmacy benefits plan. See ["What do I need to do to get my benefits to cover my weight loss medicine?"](#)

Question:

Why did my weight loss prescription get denied at the pharmacy if my prior authorization is not yet expired?

Answer:

Starting April 1, 2026, weight loss medicine must be prescribed by a Vida medical provider to be covered by your GIC pharmacy benefits plan, even if your prior authorization has not yet expired. If this medicine is prescribed by someone who is not a Vida medical provider, it will not be covered by your benefits.

The cost of your medicine is based on the GIC prescription drug benefit. Weight loss medicines may be subject to deductible and coinsurance, and copays may apply.

Question:

Will I have to pay for my weight loss medicines if prescribed by a non-Vida medical provider?

Answer:

Yes. For members over 18 years old, weight loss medicines prescribed by a provider outside of Vida will not be covered by the member's GIC pharmacy benefits plan. You will be denied coverage at the pharmacy and will be required to pay for your medicine in full. Weight loss medicines must be prescribed by a Vida medical provider to be covered by your GIC pharmacy benefits plan.

Question:

What if I am under age 18 and my doctor prescribes weight loss medicine?

Answer:

If you are under 18, you can't join Vida's program yet. Your medicine coverage won't change– it will still follow your pharmacy benefit's approval process.

When you turn 18, you'll be able to join Vida. At this point, your medicine must be prescribed by a Vida medical provider for it to be covered by your benefits.

Question:

I'm already working with a doctor who has recommended that I should be able to get a GLP-1s for weight loss. Why can't a Vida medical provider prescribe a GLP-1 based on my doctor's recommendation?

Answer:

The Vida medical provider will review your medical history, current medicines, and specific lab test results as part of your first visit for weight loss treatment. Using their clinical judgment and following state and federal telehealth laws, they will make a treatment plan designed for you. The Vida medical provider may not have the same recommendation you received from another doctor.

Question

I was on Zepbound before, but switched to Wegovy when my pharmacy benefits plan changed. Can Vida prescribe Zepbound for me?

Answer:

No. Zepbound is not covered by the CVS Caremark plan. If you meet Vida's criteria, your Vida medical provider can continue prescribing Wegovy or discuss other options. Your Vida medical provider will review your labs and medical records before taking over your prescription.

Question

I was taking Zepbound for weight loss, and have a CVS exception approval to stay on a tirzepatide, so I'm currently taking Mounjaro for weight loss. Can Vida prescribe Mounjaro for me?

Answer:

If you meet the Vida prescribing criteria, a Vida medical provider can prescribe Mounjaro for you, or talk about other options if it is not working for you. Your Vida medical provider will review your lab values and medical records before taking over the prescription.

Question:

What happens if I am taking a controlled substance for weight loss, like Qsymia and Phentermine?

Answer:

You can still join Vida Health. However, Vida cannot prescribe controlled substances such as Qsymia or Phentermine. Your Vida medical provider can recommend other medicines. If you have questions about coverage of Qsymia or Phentermine, please contact 1-877-876-7214, the number on the back of your CVS Caremark ID card.

Question:

How does Vida send my prescription to my pharmacy?

Answer:

Vida medical providers send prescriptions electronically to the pharmacy you choose. Your provider will confirm your preferred pharmacy during your visit.

Question:

How often will I meet with my Vida medical provider?

Answer:

You'll have an initial visit with your Vida medical provider and a follow-up visit to check progress. You can schedule more visits if needed and message your Vida medical provider anytime.

Question:

Can I message my Vida medical provider between visits?

Answer:

Yes! You can message your Vida medical provider anytime. Most messages are answered within 1-2 days—often sooner.

PRIVACY

Question:

What happens to the information I provide to Vida?

Answer:

All personal information you share through Vida's app is confidential and securely stored in encrypted databases. Vida Health is fully HIPAA-compliant. If you wish to have your information deleted, please contact privacy@vida.com.

Question:

What type of information will GIC receive?

Answer:

Vida and GIC take your personal health information very seriously. Vida will NOT share your participation, results, or personally identifiable health information with the GIC.

3RD-PARTY DEVICES AND APPS

Question:

Can I connect other health and fitness devices or apps to my Vida account?

Answer:

Yes. Connecting your fitness-tracking apps and devices to Vida is a great way to stay on track towards your health goals. We support integration with 100+ apps and devices, including:

- Fitbit
- Garmin
- iHealth
- Jawbone
- Runkeeper
- Strava
- Withings/Nokia Health
- Apple Health (e.g. Loseit, MyFitnessPal) (iOS only)

Question:

How do I connect another device or app to my Vida account?

Answer:

When you log into Vida for the first time, you'll see a task on the **Home** screen that says **Connect Devices & Apps**. Tapping this will guide you through the device setup process. If you decide to add or change a connected device/app at a later time, follow these steps:

1. Make sure the device/app you'd like to connect is set up and that data tracking is working correctly.
2. Log into the Vida app.
3. Go to the **Home** screen, tap the **gear icon** in the upper right, then tap **Connect Devices & Apps**.
4. Select the device/app you'd like to connect and follow the on-screen instructions.
5. Repeat these steps if you need to connect more devices or apps.

Question:

Why isn't my device or app syncing to Vida?

Answer:

First, please make sure your device is properly connected (see previous FAQ: "How do I connect another device or app to my Vida account?"). If you've checked this and are still having problems, please email us at support@vida.com or call 888-688-7188.

Question:

Can I order a device through Vida?

Answer:

Digital scales and blood pressure cuffs may be available for free after your first session and if you meet Vida clinical criteria. The device order form will be found in the Vida app for those eligible.

TECHNICAL ISSUES

Question:

I forgot my password. What should I do?

Answer:

1. Open the Vida app and tap **Login**.
2. Tap **Forgot your password?**
3. Enter your email address and check for an email with reset instructions.

Didn't get an email? Contact **support@vida.com** or call **888-688-7188**.

Question:

How do I change my password?

Answer:

To change your password, go to the **Home** screen in your Vida app, tap the gear icon (⚙️) in the upper right, then tap **Change Password**. Follow the steps shown.

Question:

How do I change my email address associated with my Vida account?

Answer:

Email support@vida.com or call 888-688-7188.

Question:

My spouse or dependent can't sign up. What should they do?

Answer:

Your covered family members (spouses and dependents age 18 or older) can use Vida for free through your GIC benefits. They should sign up using their own name, email, and date of birth.

If they need help, they email support@vida.com or call 888-688-7188.
