



Welcome to **Ciba Health**

We're excited to be part of your health
journey, and we're grateful you trust us!



Together, we are going to help you transform your health, for the better... and for the long-term.

We support thousands of people like you in managing and improving:



Prediabetes
+ Type 2
diabetes



Weight gain
& obesity



High blood
pressure + high
cholesterol



Stomach
issues



Chronic pain



Depression
and anxiety

At Ciba Health we focus on better understanding factors that may be affecting how your body feels. Whether you're managing one condition or many, we help you find long-term solutions that truly work for you and your lifestyle.

So, let's get started and unlock better health for you!



The Approach We'll Take

Ciba Health takes a **root-cause** approach to improving your health.

Root-cause medicine focuses on better understanding factors that may be affecting how your body feels. This proven approach looks at your whole body and how everything works together. We examine everything that can affect your health, including:

- Your family history and body chemistry
- Past health issues
- Environmental factors that may impact you
- Daily habits, like nutrition, exercise, sleep, and stress

For example, if you're struggling to lose weight, we'll evaluate your gut, metabolic, and hormone health — along with your nutrition, stress, and sleep habits. Once we identify the root causes of stubborn weight, we create a plan that aligns with your goals and fits your lifestyle.

People who work with us have seen results such as:

- Weight loss without strict diets
- Lower blood sugar (A1C)
- Improved cholesterol and blood pressure
- Fewer migraines and less chronic pain
- Healthier digestion and gut function
- Better sleep
- Increased overall happiness

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What You Get With Ciba Health

You deserve great healthcare anytime—**day or night**—with a team that's got your back and simple tools to help you stay healthy.

What you can expect from this experience:

- **A dedicated care team:** a board certified doctor, a registered dietitian, a certified health coach, and a nurse care manager.
- **Comprehensive lab panel** so your team can look 'under the hood' and find what's really causing your symptoms.
- **Connected devices** may include:
 - A CGM to track blood sugar
 - A smart scale
 - A blood pressure monitor
 - A sleep/fitness tracker
- **The ability to message your care team anytime**, ensuring your questions are answered when you need support — with direct access to your physician, dietitian, and health coach between appointments.
- **Easily set goals and track progress** in real-time, so you and your care team can be on the same page with where you are on your health journey.
- **Highly-coordinated care** and a deeply-personalized experience to ensure you're making steady improvements to your health. Thanks to our HIPAA-compliant technology, providers outside of Ciba Health can access your testing and health data, too.
- **Targeted nutrition support and no strict diets.** Nutrition support tailored to your body and lifestyle. No strict diets, just what actually works.

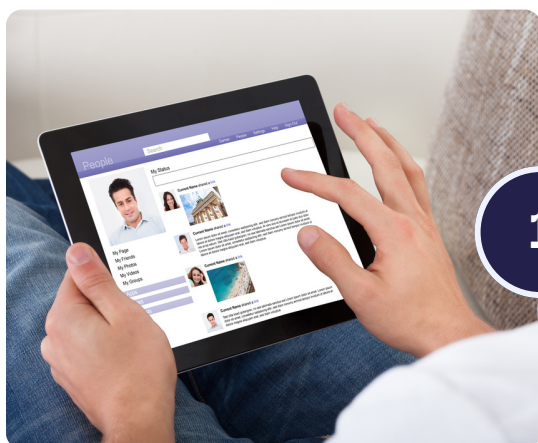
*Ciba Health works alongside your primary care provider and does not replace medical care.

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How To Get Started

Getting started is simple. Just follow these easy steps.



1

Create your **member profile** on the Ciba Health platform after enrolling. For tech support, contact **support@cibahealth.com**.



2

Fill out your questionnaires online before your first appointment. If you have questions, email your nurse care coordinator at **careteam@cibahealth.com**. Make sure we get your paperwork at least two business days before your first virtual visit.



3

Schedule an appointment with your health coach from your member portal. From there, we'll review your medical history, your goals, assess which labs and devices you need, and connect you with a board-certified physician and registered dietitian.



What To Know About Your Care Team

Your care team includes a board-certified doctor, a registered dietitian, a board certified health coach, and a nurse care manager.

Your Journey with the Care Team



STEP 1

Meet with your health coach to review medical history, medication list, symptoms, goals, etc.



STEP 2

Complete your comprehensive lab panel.



STEP 3

Review lab results with your doctor, and collaborate on a treatment plan.



STEP 4

Connect with a registered dietitian, your health coach for ongoing care.





Your care team will:

- Support you in managing chronic conditions and **improving health outcomes** through proactive, personalized care.
- Guide you in making small, manageable **changes** that truly last.
- Provide **recommendations that fit you** — your lifestyle, preferences, and goals — and stay with you to keep you on track.
- Ensure your care plan supports both your **needs today and your long-term vision**.
- Refer you to **trusted specialists** when additional intervention is needed.
- Be **inspired** by your commitment to improving your health and partner with you every step of the way.

Tips For Working with Your Care Team

At Ciba Health, we work with you, not just for you. You and your care team will create a plan together to improve your health.

You'll share your medical history, concerns, and goals while your team looks at the benefits and risks of different treatments. Think of it like flying a plane — it takes good communication between the pilots and the control tower to get safely from point A to point B. The same goes for you and your care team.

Here are some tips for working with your care team:

- 1 Complete all assessments and forms.
- 2 Attend all scheduled sessions.
- 3 Share updates as you go along, including your experience with wearables. There's no need to wait until your next appointment.
- 4 Reach out via the private chat if/when needed, particularly when experiencing a specific challenge or success.



FAQs

Q: Does Ciba Health really come to me at no-cost if I'm getting it through my employer?

Yes. If you're getting Ciba Health through your employer, all components of the program are fully covered at no cost to you.

Q. Does Ciba Health replace my Primary Care Provider ?

Ciba Health does not replace your primary care provider and coordinates care when appropriate.

Q: How do I get started?

Schedule your first visit by simply going online to your secure member portal at CibaHealth.com.

Q: Does Ciba Health have access to my medical records?

Yes. All patient medical records are secure and private. Ciba Health adheres to HIPAA regulations for your privacy and protection. All patient medical records remain confidential and are only accessible by the Ciba Health clinical team. To further ensure confidentiality, you will only receive communications from Ciba Health through the email address and shipping address (e.g. USPS) you provide.

Q: What is a virtual visit?

A virtual visit is one of the most convenient ways to receive medical care. It includes video visits, phone calls, and email over a secure portal. This enables you to receive medical care from home, while at work, or while traveling.

Virtual visits **work well** for:

- Reviewing test results
- Coming up with treatment plans
- Following up on changes to your treatment plan
- Demonstrating how to set up devices
- Creating weekly meal plans
- Setting goals

Virtual visits **do not work well** for:

- Conditions requiring physical exams (e.g. listening to heart/lungs)
- If an X-ray or other imaging test is needed



FAQs

What conditions does Ciba Health address?

Ciba Health helps members improve a wide range of chronic, lifestyle-related, and metabolic conditions by identifying and treating their root causes. Our comprehensive care supports members dealing with:

- Type 2 diabetes
- Prediabetes
- High blood pressure (hypertension)
- High cholesterol
- Stubborn weight or obesity
- Metabolic syndrome
- Insulin resistance
- Thyroid disorders (hypothyroidism, Hashimoto's)
- Hormonal imbalances
- Digestive and gut health disorders (e.g., Crohn's)
- Chronic fatigue and low energy
- Sleep issues
- Stress and burnout
- Inflammation-related conditions
- Chronic pain (e.g. arthritis)

How do I meet with my care team?

All care team appointments are virtual appointments. You can also communicate with your care team any time via the chat on Ciba Health's secure platform. A care team member will respond to you in a timely manner.

Once I sign up for Ciba Health, what comes next?

First, you'll fill out a health questionnaire. This helps us make your personal care plan. Then, you'll meet with your health coach to go over your medical history, medications, symptoms, and goals. After that, your nurse care manager will set up advanced labs and one-on-one visits with your doctor and dietitian.

Who should I reach out to if I have questions?

careteam@cibahealth.com for questions about the program.

support@cibahealth.com for technical support.

Scan or click to enroll

