

Naturally Slim® program FAQs

What is Naturally Slim?

Naturally Slim is an online 10-week behavior modification program proven to deliver sustainable weight loss and reverse obesity, pre-diabetes, and metabolic syndrome, which is a cluster of risk factors that predict serious conditions such as diabetes, heart disease and stroke. Naturally Slim's curriculum shares the latest research on mindful eating skills as the key to maintaining a healthy weight, and focuses on how learned behaviors of True Thin™ individuals (not dieting) is best for lasting weight loss and risk reduction. There is no specific food that is purchased, no calorie-counting, no point counting or no diet restrictions. Naturally Slim has an impressive track record of helping people lose an average of 10 pounds over the course of 10 weeks. The program offers a way to enjoy all foods by creating changes to eating behaviors instead of putting participants on a "diet."

Who is eligible to apply?

State Health Plan members, including spouses and dependent children age 18 and older, are eligible to apply. Medicare-primary members are also eligible to apply.

How much does the program cost?

The Naturally Slim program is available at no cost to you. The State Health Plan will cover 100 percent of the cost.

Will the State Health Plan have access to my personal health information?

All information you provide to Naturally Slim is private and confidential as protected by federal law. The State Health Plan will not have access to your individual results. The State Health Plan may receive participation reports for administration of billing processes.

How do I apply?

To apply for the program, visit www.naturallyslim.com/PEBA. Click the Apply Now button to complete the online application. Your application is considered complete once you hit Submit and see a confirmation message. Remember that by completing the application, you are committing to participate in the program, if accepted.

Can I sign up after the application window closes?

No. But, there are multiple classes offered. To be notified when the application opens for the next Naturally Slim class, sign up for the waiting list at www.naturallyslim.com/PEBA.

How do I know if I completed my application?

You will see a confirmation page if you completed the application. You will also receive a confirmation email at the email address you provided during the application process. If you did not receive a confirmation email, check your spam filter. You should add info@naturallyslim.com to your contact list or SafeSender list to ensure you receive future emails from Naturally Slim.

If you did not receive an email, contact Naturally Slim at support@naturallyslim.com so we can verify that your application is complete.

When I visit the website to apply, the website asks for my credit card information. Am I in the correct location?

If you are prompted to enter your credit card information, you are at the Naturally Slim retail site, not the State Health Plan's designated application. Visit www.naturallyslim.com/PEBA to access the State Health Plan's application.

If you are redirected to the Naturally Slim retail site after entering in the address link above, this is most likely due to the history and cookies setting on your browser. Clear your cookies under the internet tools option of your browser or use a different browser than you are currently using.

My spouse and I are both applying to the program. Do we have to use different email addresses?

No. You can use the same email address but must select a different username to create separate accounts.

May my spouse, friend or colleague and I use the same account to go through the program?

No.

Who is accepted in the program?

Acceptance to the program is based on certain clinical criteria. Applications are reviewed by Naturally Slim's staff and acceptance into the program is based on meeting requirements. Additionally, there are certain medical conditions which will disqualify applicants from participating (i.e., pregnancy).

When and how will I know if I am accepted?

Approximately one week before the program starts, you will receive an email notifying you of your acceptance into the program. The following week, you will receive a Welcome Kit at the mailing address you provided on the application.

How does the program work?

The program starts with 10 weekly lessons, approximately 30-45 minutes in length, to teach you the core principles. The first 10 weeks, known as Naturally Slim Foundations, offers lessons which are broken up into small videos so you can watch the entire lesson at one time or break it up into multiple sessions when it is convenient for you. Throughout the program you will have access to a dashboard to track your weight loss, tips and online support to keep you motivated and smartphone apps (available for iPhone and Android devices) to take the program with you wherever you go.

Research shows that participants who continue to check in after learning the core principles are the most successful. So, after the first 10 weeks, another 10 weekly personalized lessons are provided. At

this point, you will have learned the core principles so the NS4You lessons will focus on reinforcing those skills and helping you apply them in your everyday life. After the second 10 weeks, you will have access to NS4Life, which offers new lessons from which to choose to help with your long-term weight maintenance. In total, you will have a year of support from Naturally Slim.

What is included in the Naturally Slim program?

Each accepted participant will receive a Welcome Kit, which will be shipped directly to his address. The kit includes a workbook, a food diary, a tape measure and food awareness materials. Kits are mailed one week before each class begins. Participants will access Naturally Slim's proprietary Learning Management System (LMS) for the program. Through the LMS, participants can access the video library and personal counselors.

- **Naturally Slim Foundations** – This is the first 10 weeks of the program. You will watch weekly online video classes at your convenience, 24/7.
- **NS4You** – Upon completion of Foundations, you will be automatically enrolled in the next 10 personalized weekly lessons.
- **NS4Life** – After completing the first 20 weeks, you will have access to other lessons to help you with your long-term weight maintenance.
- **NSTown** – This is an online forum for participants to share ideas, successes, challenges, experiences and accomplishments.

How is the program delivered?

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

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 access to participate in the Naturally Slim program. You can download the Naturally Slim app to watch your lessons and apply the skills to your daily life. The app is available for iPhone and Android devices.

How long do I have to view each weekly course?

Once the class starts, you will receive an email directing you to the Naturally Slim website to login and begin. You have access to your library of videos 24 hours a day. A new weekly course becomes available to you each Monday. You may also re-watch a video as many times as necessary to grasp the material.

What if I miss a class?

If you are unable to watch one of your videos during the week it is available, and you would like to get caught up, click on that particular week's lesson on your program dashboard to access the video. We recommend that you watch any videos you may have missed in sequential order.

I haven't received my Naturally Slim Welcome Kit. Is tracking available?

Welcome Kits are shipped via UPS or USPS, depending on your geographical location. Check your email and/or spam junk folder for an email from UPS Quantum View (pkginfo@ups.com) or naturallyslim@elitefulfillment.com for your tracking information. If you have additional questions, contact Naturally Slim at info@naturallyslim.com.

Will I have access to counselors in the program?

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

Is the program available in Spanish?

The website, application and print materials are only available in English. However, there are Spanish subtitles on all weekly videos. You can turn on subtitles (in English or Spanish) by clicking the Closed Captioning button (labeled CC) on each video.

I've forgotten my username and/or password. How can I retrieve this information?

To obtain your user ID and/or password, visit www.naturallyslim.com/PEBA and click Log In in the top right corner. Follow the steps below to retrieve your information.

1. Click Forgot your Username? or Forgot your Password?
2. From there, you will be prompted to enter in the email address associated with your account. Click Submit.
3. An email will be sent to your email address with instructions on how to reset your password or retrieve your username.

If you cannot remember the email address associated with your account, contact Naturally Slim at info@naturallyslim.com.

I haven't received any emails from Naturally Slim. What should I do?

We recommend adding the following emails to your contact list or SafeSender list to ensure you receive communications from Naturally Slim:

- info@naturallyslim.com
- counselors@naturallyslim.com
- support@naturallyslim.com

I've applied for the Naturally Slim program before, and I'd like to apply using my previous email address and/or username. Can I do this?

Yes. Be sure to log completely out of your previous Naturally Slim account. Visit www.naturallyslim.com/PEBA and click Apply Now. You will have the opportunity to log in to your previous account later in the application.

I have participated in Naturally Slim before and when I log into my account, I only see my old class. Is this correct?

To participate in another class, you must fill out a new application. Visit www.naturallyslim.com/PEBA to apply. You will have the opportunity to log in to your previous account later in the application so you can use your same username and password.

If you have additional questions, contact Naturally Slim at info@naturallyslim.com for assistance.