FAQs:

NOOM

IS MY ACCESS TO NOOM REALLY AVAILABLE AT NO COST TO ME?
Yes! Your Noom membership is sponsored by your employer, so it's free to you. Noom Med is an optional clinical program that will incur out-of-pocket costs. With Noom Med you pay directly for your medication and lab work rather than going through insurance. If you clinically qualify, you'll get medically supervised weight management and behavior change guidance, plus access to weight loss medication at up to 30% off.

WHO IS ELIGIBLE TO USE THE FREE NOOM MEMBERSHIP?
The specific details of eligibility for participation in Noom programs may vary depending on your employer-sponsored Noom membership. Please ask your employer for eligibility details.

WHAT IS THE TIME COMMITMENT FOR NOOM?
It's up to you! Most users spend about 10 minutes a day using the Noom app. Members in the Noom Med program have specified engagement thresholds that you'll learn more about in the Noom app.

HOW WILL NOOM PLACE ME IN THE RIGHT PROGRAM?
During onboarding, Noom will place you in the program that best meets your needs—either **Noom Weight, Noom DPP, Noom Diabetes,** or **Noom Med**. Noom Weight, our flagship program, is generally available if you are over 18 years old. Noom DPP, our CDC-recognized Diabetes Prevention Program, is available if you meet BMI and prediabetes criteria established by national public health organizations (e.g., elevated A1C levels or a history of gestational diabetes). Noom Diabetes, our diabetes lifestyle management program, is available if you are 18+, have a type 2 diabetes diagnosis, and have an established PCP. Those over age 18 who clinically qualify (typically meeting a certain BMI criteria, or diagnosed with a weight-related medical condition) are eligible for Noom Med.

IN WHAT WAYS CAN I ENGAGE WITH THE NOOM APP?
Noom takes a holistic approach to living healthier—from changing eating habits, to being more active, to practicing mindfulness—the app helps you track it all. In the Noom app, you can engage in multiple ways, including logging meals, learning from psychology-backed content and articles, connecting with your 1:1 coach, working out with Noom Move, meditating with Success Kit, and much more!

WHAT TOPICS CAN I DISCUSS WITH MY 1:1 COACH?
Noom coaches advocate for and help support you. You can chat with them about a variety of topics, such as your eating and exercise habits, new ways to introduce health and wellness in your life, goal setting and staying motivated, and any questions you have during your Noom journey.

WHAT IF I ALREADY HAVE A PAID NOOM SUBSCRIPTION?
If you are already subscribed to a Noom program and would like to enroll in your sponsored program, please email partnersupport@noom.com with your full name, date of birth, and existing account email. Once we confirm your eligibility, we will cancel your paid subscription and issue you a prorated refund. Please note that you will start fresh with a new coaching team and your curriculum will reset.

WHAT HAPPENS TO MY ACCESS TO NOOM IF I LEAVE MY EMPLOYER?
If you are no longer employed with the employer who sponsors Noom, you will be unenrolled from your sponsored Noom account. You will have access to the free version of Noom and can choose to purchase an upgraded plan on your own.

WHAT MOBILE DEVICES ARE COMPATIBLE WITH NOOM?
Android or iOS smartphones running at least Android version 6 or iOS 10.3.3 (iPhone 5s, or newer) are compatible with Noom. Noom also recommends having at least 600MB of free space. Noom will run on with limited functionality on tablets (Android tablets/iPads), and Kindle Fire tablets are not supported.

CAN I INTEGRATE MY FITNESS WEARABLE OR OTHER DEVICES WITH NOOM?
Noom integrates with major health apps and wearable devices, like Fitbit, Garmin, Apple watch. A full list of syncable apps and devices can be found here: noom.com/support/faqs/question-topics/sync-apps-devices/

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HOW MUCH DO MEDICATIONS COST THROUGH NOOM MED?
Through Noom Med, those who clinically qualify have access to eligible medications at an exclusive discount of up to 30%. Eligible medications through Noom Med are priced based on medication. To see if you are eligible and for exact pricing, please open the Noom app and go to Settings > Manage Subscription.

HOW DO I PAY FOR MY MEDICATION?
If prescribed a medication through Noom Med, you will be billed every three months. Payment can be made with a credit or debit card.

WHO IS PART OF MY NOOM MED SUPPORT TEAM AND WHAT SUPPORT IS INCLUDED?
Noom Med includes a team that provides both clinical and non-clinical support. Noom Med members receive a health evaluation by a clinician. Your clinician will create a custom care plan specific to your needs, biology and overall health goals. Clinicians follow protocols based on the latest science and clinical standards of care and prescribe medication to those who medically qualify. Your non-clinical team will support you with care coordination and include coaches, who advocate for and guide you 1:1 through your weight loss journey.

IF I GET PRESCRIBED MEDICATION, DO I NEED TO STAY ON IT INDEFINITELY?
Weight loss medications can be a powerful jumpstart for your weight loss journey, helping to optimize your body's biology. Medications are most effective when combined with lifestyle change and personalized guidance from a clinician. With the right tools and habits, it can be possible to sustainably maintain weight loss without the need for medication over the long term. Once you reach a healthy BMI or your weight loss goals, your clinician will discuss the possibility of tapering off weight loss medication.

WHAT MEDICATIONS ARE OFFERED?
Noom Med offers a variety of weight loss medications from Metformin to compounded and brand name GLP-1s, including Zepbound and Wegovy. If eligible, a clinician will work with you to determine and prescribe the best medication for your needs.

HOW MUCH WEIGHT WILL I LOSE?
Each weight loss journey is personal and unique, so the amount of weight and time varies per person. With Noom Med members can lose up to 23 pounds in 3 months.*

WHAT IF I'M ON A GLP-1 FOR TYPE 2 DIABETES? CAN I GET THIS THROUGH NOOM MED?
No, Noom Med is a weight management program and only prescribes weight loss GLP-1s.

WILL NOOM SEND MY PRESCRIPTION TO MY PREFERRED PHARMACY?
Through Noom Med, your prescription is fulfilled depending on the medication. If prescribed compounded or oral weight loss medications, these will be fulfilled by Noom and delivered directly to your home. For branded medications, you'll have the option for home delivery or pick up from a partner pharmacy.

HOW LONG DOES IT TAKE TO ENROLL IN NOOM AND GET MY PRESCRIPTION?
Enrolling in Noom takes just a few minutes. After you enroll, you'll connect with a licensed clinician who reviews your health history and recommends a care plan. The medication prescribed will determine how and where it will be delivered or picked up. Refills for GLP-1 medication going forward will be initiated within the Noom app. This process is further explained in the app and via your care team.

HOW DO I ORDER A REFILL?
Refill timing is based on your prescription (for example, 30-day or 90-day supply). Within the Noom app, you will be notified when you are eligible for a refill on your medication based on time. You can always reach out to your care coordinator if you have questions regarding your refill status or request.

*Weight loss represents the top 25th percentile of self-reported data from 1,185 Noom Med users prescribed compounded GLP-1s. Average weight loss was 18 pounds.