

GLP-1 is One Pathway — Not the Program

When members are declined for GLP-1 medication, their Digbi Health journey continues without interruption. We want to provide clarity on how we support these members and ensure they remain engaged in their personalized care experience.

What Happens When a Member is Declined for GLP-1

Already Enrolled in Food as Medicine

All members are enrolled in Digbi's comprehensive Food as Medicine program before prior authorization is even reviewed. This means there's no gap in care or support.

Care Continues Seamlessly

A GLP-1 decision does not interrupt care or require re-enrollment. Members remain active in their personalized program with full access to coaching and metabolic support.

Clear Communication

Members receive transparent guidance explaining why the decision occurred and what their next steps are, ensuring they feel informed and supported throughout the process.

Alternative Pathways Offered to Members

Personalized Food as Medicine Coaching

Tailored nutrition guidance aligned to each member's unique metabolic profile and chronic conditions. This remains the cornerstone of care for all members.

Optional Cash-Pay GLP-1 Access

Members who still want to pursue GLP-1 medication can choose cash-pay options. This flexibility ensures they maintain control over their treatment decisions.

Ongoing Metabolic Support

Continuous monitoring and support continue regardless of medication approval status, ensuring members achieve sustainable health outcomes through multiple avenues.