

Ovia FAQ

What is Ovia Health?

Ovia Health is an individual and family health and wellness program designed to guide a member through some of life's biggest transitions: planning and starting a family, navigating pregnancy, balancing life as a working parent, and managing menopause.

Within Ovia Health's three apps, Ovia, Ovia Pregnancy and Ovia Parenting members have access to clinically backed content, personalized health insights, and unlimited support from Ovia's team of health coaches, including registered nurses and certified nurse midwives.

Who is eligible for Ovia Health?

Ovia Health is available to Harvard Pilgrim Fully and Self-Insured (since 7/2020) and Tufts Health Plan Together and RITogether (since 10/2023)

What are the hours that a health coach is available?

Ovia's team of health coaches are available from 9am to 9pm ET, 7 days per week, 365 days per year. Unlimited in-app messaging.

Is the app available in Spanish?

Yes, the app and coaching are available in Spanish.

What are the three Ovia apps?

- **Ovia** app provides:
 - Guidance & support for starting a family
 - Guidance on menopause
 - Cycle tracking
 - Tracking key health info: symptoms, mood, exercise, nutrition, sleep, medication, reproductive health, and more
 - Health coaches who specialize in fertility, mental health, and more
 - Health Plan resources such as member services, benefit information, care management, behavioral health, and wellness programs
- **Ovia Pregnancy** app provides:
 - Baby growth information
 - Pregnancy progress with weekly updates
 - Tracking of key pregnancy health info: symptoms, exercise, nutrition, sleep, medication, kicks, contractions, and more
 - Health coaches who specialize in labor and delivery, lactation, and more. Also available are doulas and midwives
 - Connects member to Plans Care Management Department for high-risk issues
 - Health Plan resources such as member services, benefit information, care management, behavioral health, and wellness programs
- **Ovia Parenting** app provides:
 - Insight and advice on how to navigate the challenges of parenthood – from infants to teenagers

- Information about upcoming developmental milestones
- Tracking tools key to newborn health information: breastfeeding sessions, bottle feeding, diapers, and sleep
- Health experts who specialize in developmental questions, newborn care, sleep issues, mental health issues and more
- Support for single parents, co-parents, and multiple caregivers with shared accounts to keep the whole family involved
- Ovia Health provides health coach support for families looking to adoption, surrogacy, or other paths
- Health Plan resources such as member services, benefit information, care management, behavioral health, and wellness programs

How to sign up?

1. Download the Ovia app from Google Play or App Store. Members can choose the app that best fits their needs. Members can choose one, two or all three apps and move from different apps as the need arises.
2. Select "I have Ovia Health as a benefit" during signup
3. Enter your employer and/or health plan

What if the member already has the free app?

1. Open the "more" menu
2. Tap "My healthcare info"
3. Enter your employer or health plan

What is the difference between the free app and the enterprise app through my health plan?

The free app does not include health plan specific resources and support. It also does not provide access to the health experts.

How does a member disenroll in the app?

The easiest way for a member to delete their Ovia account is to go to the "more" tab > "my profile" > the member will see the option to delete their account (screenshot below for reference). Members can also choose to reset their account instead (if they are logging a new pregnancy, for example).

Can a member unsubscribe to emails but stay active in the program?

Yes, members always have the option to unsubscribe from emails and push notifications.

Member service contact information:

- For questions on program, please contact Point32Health's Health Engagement Department@ livingwellsupport@point32health.org.
- For app and technical support contact Support@oviahealth.com.