

DIABETES

Manage the Damage.



DIABETES
Prevention & Care Program

PARTICIPANT GUIDE
(Effective January 1, 2021)

The **Be Well @ Shell** **Diabetes Prevention & Care Program**

The **Be Well @ Shell Diabetes Prevention & Care Program**, in partnership with Kelsey-Seybold Clinic, is designed to help you get the care you need when faced with a diagnosis of prediabetes (*Prevention Program*) or Type 2 diabetes (*Care Program*).

A diagnosis of diabetes can be overwhelming, confusing, and discouraging. The good news is, in many cases, complications can be prevented with medical treatment and coordinated care.

Kelsey-Seybold has been selected as Shell's exclusive provider of the **Be Well @ Shell Diabetes Prevention & Care Program**. Over 60 Kelsey-Seybold Physicians have received the prestigious National Committee for Quality Assurance (NCQA) recognition for excellence in diabetes care. The *Diabetes Prevention & Care Program* coordinates all of your prevention and diabetes care needs. When you enroll in this Program, you'll get personalized support to help you prevent or manage the impact of this disease, all at no cost to you.



The **Be Well @ Shell Diabetes Prevention & Care Program** is a voluntary, confidential program. The program is provided at no additional cost to participants and is administered by Kelsey-Seybold Clinic®.

WHAT'S INSIDE

This guide describes the benefits, eligibility, and participation requirements of the **Be Well @ Shell Diabetes** *Prevention & Care Program*.

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We've Got You COVERED

WHAT IS INCLUDED?

As a **Be Well @ Shell Diabetes** Prevention & Care Program participant, you will receive the following benefits at no cost to you:*

- Visits with your Kelsey-Seybold Physician;
- Consultations with Registered Dietitians and/or Certified Diabetes Care and Education Specialists;
- Labs for blood glucose monitoring;
- Diabetes medications and testing supplies as prescribed;
- Consultations with a Pharmacist;
- Access to **WW**[®] (formerly Weight Watchers[®]) meetings when weight loss is recommended.

*For Program requirements see pages 7 and 11.



Waived copays under the **Be Well @ Shell Diabetes** Prevention & Care Program do not accumulate to your medical plan annual out-of-pocket maximum limit.

WE'RE HERE TO HELP

The **Be Well @ Shell Diabetes** Prevention & Care Program offers a coordinated team that works together to help you every step of the way.

Meet the Kelsey-Seybold Diabetes Support Team

NURSE PROGRAM COORDINATOR



Your Nurse Program Coordinator will be your **"go-to" contact** and will help you:

- Understand the Program and assist with enrollment;
- Schedule your appointments;
- Provide and coordinate Kelsey-Seybold Team support, education, and coaching;
- Answer questions about the Program and services; and
- Remind you about your upcoming appointments.



**PHYSICIANS
(INTERNAL
MEDICINE,
FAMILY MEDICINE,
ENDOCRINOLOGY)**

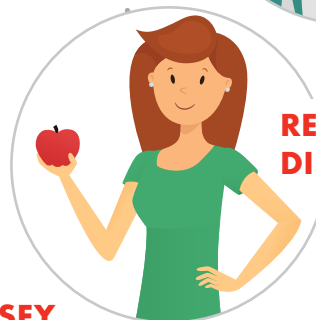


**REGISTERED
NURSE CERTIFIED
DIABETES CARE
AND EDUCATION
SPECIALISTS
(CDCES)**

(For Diabetes Care Program)



**KELSEY
PHARMACISTS**



**REGISTERED
DIETITIANS (RD)**

DIABETES PREVENTION PROGRAM

WHAT IS PREDIABETES?

Prediabetes is a condition in which your blood sugar is slightly higher than normal, but not high enough to be diagnosed as diabetes. If you have a recent fasting blood glucose level of 100-124 and/or an HbA1c result of 5.7–6.4, you might be prediabetic, or your physician has indicated you might become prediabetic if you have an HbA1c result of 5.3–5.6 or have a family history of diabetes.

WHAT IS THE DIABETES PREVENTION PROGRAM?

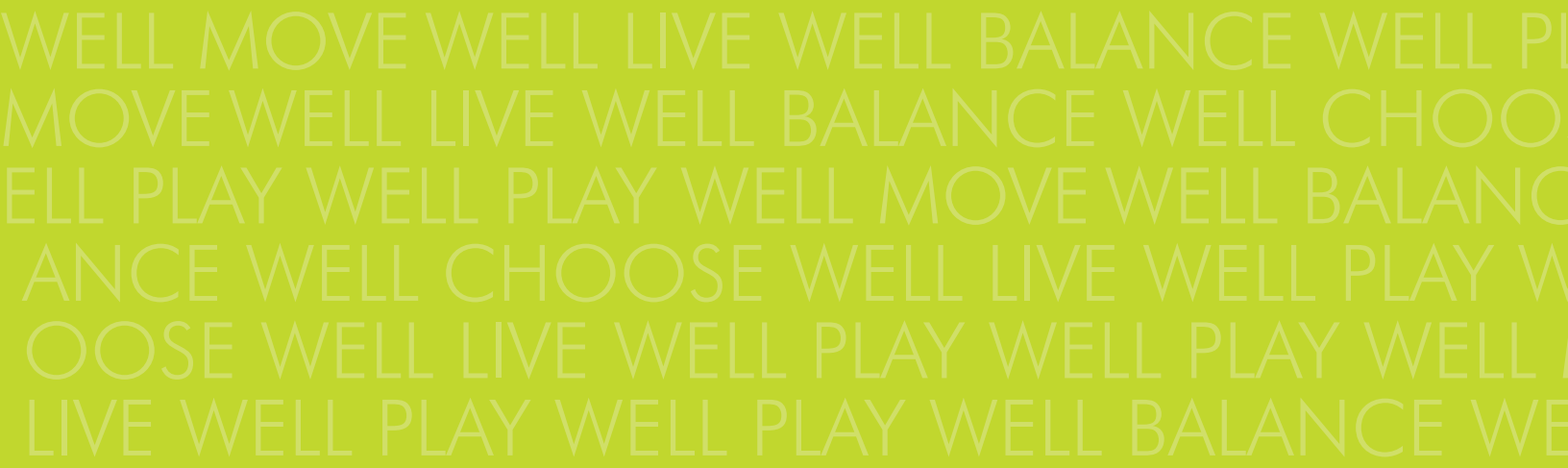
The Diabetes Prevention Program is a one-year medically managed system of coordinated care designed to help you take steps to control your blood sugar and reduce your risk of developing Type 2 diabetes. The Program pathway is:

- Quarterly (every 90 days) visits and lab tests with a Kelsey-Seybold Physician at a Kelsey-Seybold location. *See pages 18 and 19 for locations;*
- Consultation with a Registered Dietitian;
- Quarterly touchpoint calls with the Nurse Program Coordinator;
- Consultation with Kelsey-Seybold Pharmacist, when medications are prescribed;
- Prepaid membership in **WW**® when weight loss is recommended. *See pages 14 and 15 for more details;*
- Visits, labs, diabetes medications, and **WW**® membership are at no cost to you.

**The Diabetes Support Team
is here to help!**

Call the Nurse Program Coordinator at
713-442-SHLL (7455) (Option 3) for assistance.





PROGRAM REQUIREMENTS

In order to maintain enrollment in the Diabetes Prevention Program, participants are required to:

- Attend all Kelsey-Seybold Physician visits, scheduled at 90-day intervals;
- Participate in one consultation with the Registered Dietitian;
- Schedule and participate in telephone touchpoints with your Nurse Program Coordinator, including: initial follow-up call, 30-day follow-up call, and quarterly follow-up calls;
- If prediabetes medication is ordered, fill all prescriptions at a Kelsey Pharmacy and pick up within 10 days of order; and
- Complete the Program with an annual physical with your Kelsey-Seybold Physician.



Should you need to reschedule any of your appointments, you will have up to 30 days to complete your required check-in visit. Your Nurse Program Coordinator will outreach three times to assist with rescheduling. If you do not complete a required appointment after these three attempts, you will become an inactive participant. *See page 24 for more information.*

PREDIABETIC? YOUR BW@S DI



YEAR AT

Get Started with Your Program

NURSE PROGRAM COORDINATOR



Hello! I'm your Nurse Program Coordinator. I will contact you for an orientation call, enrollment in the Program, schedule your initial appointment for a Kelsey-Seybold Physician visit, a one-hour visit with a Registered Dietitian, and your next follow-up call with me. I will continue to be your "go-to" contact throughout the Program year.

INITIAL VISIT (VISIT 1) WITH A KELSEY-SEYBOLD PHYSICIAN



You will have an initial visit (**Visit 1**) with a Kelsey-Seybold Physician specializing in Internal Medicine, Family Medicine, or Endocrinology to review labs, discuss diagnosis, and develop a plan of care (which may include recommended weight loss).

IF MEDICATION IS PRESCRIBED, INITIAL CONSULT WITH A KELSEY PHARMACIST



If medications are prescribed, you'll pick up your diabetes medication at a Kelsey Pharmacy. A Kelsey Pharmacist will consult with you on your medications. Your refill schedule will be directed by your Physician, and you will be required to pick up your medication within 10 days of order.

FACE-TO-FACE VISIT WITH A REGISTERED DIETITIAN



Your one-hour visit with a Registered Dietitian will get you started on the path to healthier eating, which can help regulate your blood sugar. You will learn about diet and fitness plans that are necessary to reduce the risk of diabetes.

INITIAL FOLLOW-UP CALL after your Physician and RD visits.



Hello again! Based on results from your visits, I'm here to assist with **WW**[®] enrollment (if recommended) and scheduling of all required Program appointments.

DIABETES PREVENTION Pathway

A GLANCE

90-DAY FOLLOW-UP CALL



In 90 days, you will have a scheduled visit with your Registered Dietitian to check in on progress and follow up on your recommended dietary plan.

90-DAY (VISIT 2) WITH YOUR PHYSICIAN



You will have a 90-day, 180-day, and 270-day visit (**Visits 2, 3, and 4**) with your Kelsey-Seybold Physician to discuss progress, order recommended labs, and adjust the plan of care if necessary.

180-DAY (VISIT 3) WITH YOUR PHYSICIAN

270-DAY (VISIT 4) WITH YOUR PHYSICIAN

90-DAY FOLLOW-UP CALL



How are things going? Any questions or concerns I can assist with? Don't forget your next scheduled Physician visit (**Visit 2**).

POST VISIT 2 FOLLOW-UP CALL



POST VISIT 3 FOLLOW-UP CALL

POST VISIT 4 FOLLOW-UP CALL

I will be calling to check in and assist with any post-visit questions. If needed, I will provide you with your **WW**[®] membership renewal for the next 90 days.

ANNUAL PHYSICAL

End the year with an annual physical with your Kelsey-Seybold Physician who will determine next steps.

EVERY
Week
- IS -
• A NEW CHANCE •

WEEKLY WW[®] MEETINGS

If weight loss is recommended, you will receive paid membership to attend weekly **WW**[®] meetings.
See pages 14 and 15 for complete details.

DIABETES CARE PROGRAM

WHAT IS **DIABETES**?

Diabetes is a condition in which your blood sugar is significantly higher than normal on a consistent basis. If you have a recent fasting glucose level of 125+, and/or an HbA1c result of 6.5 or greater, you might be diabetic.

WHAT IS THE **DIABETES CARE PROGRAM**?

The Diabetes Care Program is a one-year medically managed system of coordinated care designed to help you control your diabetes and to help avoid complications often associated with Type 2 diabetes. The Program pathway is:

- Quarterly (every 90 days) visits and lab tests with a Kelsey-Seybold Physician at a Kelsey-Seybold location. *See pages 18 and 19 for locations;*
- Consultations with a Certified Diabetes Care and Education Specialist (CDCES). You will have an initial visit and a follow-up 45 days later. Additional visits may be required;
- Consultation with a Registered Dietitian, if indicated;
- Quarterly touchpoint calls with the Nurse Program Coordinator;
- Consultation with Kelsey-Seybold Pharmacist, when medications are prescribed;
- Prepaid membership in **WW**[®] when weight loss is recommended. *See pages 14 and 15 for more details;*
- Visits, labs, diabetes medications, and **WW**[®] membership are at no cost to you.

**The Diabetes Support Team
is here to help!**

Call the Nurse Program Coordinator at
713-442-SHLL (7455) (Option 3) for assistance.



PROGRAM REQUIREMENTS

In order to maintain enrollment in the Diabetes Prevention Program, participants are required to:

- Attend all Kelsey-Seybold Physician visits, scheduled at 90-day intervals;
- Attend all visits with the Certified Diabetes Care and Education Specialist (CDCES);
- Participate in the consultation with the Registered Dietitian, if indicated by the Physician or CDCES;
- Schedule and participate in telephone touchpoints with your Nurse Program Coordinator, including: initial follow-up call, 30-day follow-up call, and quarterly follow-up calls;
- Pick up your diabetes medications and testing supplies at a Kelsey Pharmacy within 10 days of order. Participate in consultations and telephone calls with the Kelsey Pharmacist as needed; and
- Complete the Program with an annual physical with your Kelsey-Seybold Physician.

TAKE NOTE

Should you need to reschedule any of your appointments, you will have up to 30 days to complete your required check-in visit. Your Nurse Program Coordinator will outreach three times to assist with rescheduling. If you do not complete a required appointment after these three attempts, you will become an inactive participant. *See page 24 for more information.*

DIABETIC? YOUR BW@S



YEAR AT

Get Started with Your Program

NURSE PROGRAM COORDINATOR



Hello! I'm your Nurse Program Coordinator. I will contact you for an orientation call, enrollment in the Program, schedule your initial appointment for a Kelsey-Seybold Physician visit, a one-hour visit with a Certified Diabetes Care and Education Specialist, and your next follow-up call with me. I will continue to be your "go to" contact throughout the Program year.



INITIAL VISIT (VISIT 1) WITH A KELSEY-SEYBOLD PHYSICIAN



You will have an initial visit (**Visit 1**) with a Kelsey-Seybold Physician specializing in Internal Medicine, Family Medicine, or Endocrinology to review labs, discuss diagnosis, and develop a plan of care (which may include recommended weight loss).



INITIAL CONSULT WITH A KELSEY PHARMACIST



You'll pick up your diabetes medication and testing supplies at a Kelsey Pharmacy. A Kelsey Pharmacist will consult with you on your medications. Your refill schedule will be directed by your Physician, and you will be required to pick up your medication within 10 days of order.



VISIT WITH A CERTIFIED DIABETES CARE AND EDUCATION SPECIALIST



You will consult with a Certified Diabetes Care and Education Specialist (CDCES) during a one-hour visit that includes education about disease progression, diet, monitoring of blood sugars, goal setting, and assistance with medication questions or prescription transfers (if necessary). The CDCES or Physician may recommend a scheduled visit with a Registered Dietitian.



ONE WEEK PHARMACIST FOLLOW-UP CALL



I'll follow up by phone to answer any medication questions or remind you to pick up your medication if you haven't done so already.

INITIAL FOLLOW-UP CALL after your Physician and CDCE visits.



Hello again! Based on results from your visits, I'm here to assist with **WW**[®] enrollment (if recommended) and scheduling of all required Program appointments.

DIABETES CARE Pathway

A GLANCE



30-DAY FOLLOW-UP CALL

How are things going?
Any questions or concerns I can assist you with? Don't forget your next scheduled Physician visit (**Visit 2**).

90-DAY (VISIT 2) WITH YOUR PHYSICIAN

180-DAY (VISIT 3) WITH YOUR PHYSICIAN

270-DAY (VISIT 4) WITH YOUR PHYSICIAN



You will have your 90-day, 180-day, and 270-day visits (**Visits 2, 3, and 4**) with your Kelsey-Seybold Physician to discuss progress, order recommended labs, review home glucose readings, medication, diet, exercise, and plan of care.



45-DAY FACE-TO-FACE VISIT WITH YOUR CDCES



You will follow up with your Certified Diabetes Care and Education Specialist in 45 days for a 30-minute visit to review your glucose logs, review your medication logs, check weight and waist measurement, along with additional coaching and education.

POST VISIT 2 FOLLOW-UP CALL

POST VISIT 3 FOLLOW-UP CALL

POST VISIT 4 FOLLOW-UP CALL



I will be calling to check in and assist with any post-visit questions. If needed, I will provide you with your **WW**[®] membership renewal for the next 90 days.



ANNUAL PHYSICAL

End the year with an annual physical with your Kelsey-Seybold Physician who will determine next steps.

EVERY Week - IS - A NEW CHANCE

WEEKLY WW[®] MEETINGS
If weight loss is recommended, you will receive paid membership to attend weekly **WW**[®] meetings.
See pages 14 and 15 for complete details.

GET ACTIVE >>

in the **WW**[®] WEIGHT LOSS PROGRAM

Your First 30 Days and **WW**[®]

WEIGHT LOSS RECOMMENDED >>

Your Kelsey-Seybold Physician, RD and/or CDCES recommend weight loss. You will receive information about the voluntary **WW**[®] program from the Nurse Program Coordinator.

Sometimes small changes can make a big difference.



INITIAL FOLLOW-UP CALL WITH NURSE PROGRAM COORDINATOR >>



INITIAL FOLLOW-UP CALL
after your Physician, RD and/or CDCES visits.

Based on the results from your visit, I'm here to assist with **WW**[®] enrollment, if you would like to participate. You will initially receive a one-month membership that includes your weekly attendance at a **WW**[®] meeting.

ATTEND WEEKLY **WW**[®] MEETINGS >>

These weekly meetings are really helping me eat healthy and get my weight down! Thanks everyone!



Make sure to get your proof of attendance each week, by:

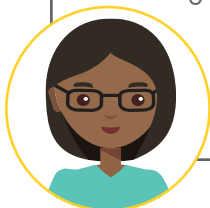
- Completing your **WW**[®] attendance form with the topic/theme of the week.

If weight loss is recommended by the Kelsey-Seybold Physician, RD and/or CDCE, Kelsey-Seybold Clinic and **WW**[®] have an agreed upon program which will be extended to participants of the **Be Well @ Shell Diabetes Prevention & Care Program**.

EVERY *Week* IS A NEW CHANCE

PROOF OF ATTENDANCE TO NURSE PROGRAM COORDINATOR

Please provide me with proof of your first 30 days of weekly attendance at **WW**[®] via email or fax. I will then email the next attendance form to you and grant access to the next 90 days of paid membership.



CONGRATULATIONS! You are working your Program.

90-DAY
POST VISIT 2
FOLLOW-UP
CALL



180-DAY
POST VISIT 3
FOLLOW-UP
CALL

270-DAY
POST VISIT 4
FOLLOW-UP
CALL

I will need your weekly **WW**[®] attendance record every 90 days so I can provide your membership renewal. Provide proof as outlined on pg. 14.

PROGRAM REQUIREMENTS

In order to continue to receive paid membership in **WW**[®], participants are required to:

- Attend all weekly **WW**[®] meetings; and
- Provide weekly proof of attendance to Nurse Program Coordinator.

TAKE NOTE

If you are unable to attend a weekly **WW**[®] meeting due to illness, travel, or similar scheduling conflict, inform the Nurse Program Coordinator. *For additional details, see page 25.*

GET ENROLLED >>

It's easy to enroll in the **Be Well @ Shell Diabetes Prevention & Care Program.**

ALREADY
DIAGNOSED?
SELF-ENROLL

If you have recently been diagnosed with prediabetes or Type 2 diabetes, you can self-enroll in the Program:



Call
713-442-SHLL (7455) (Option 3)



or visit
www.kelsey-seybold.com/shelldiabetes

**SCHEDULE
AN EXAM**

If you have not recently been diagnosed, you can schedule a visit with a Kelsey-Seybold Physician to get your current blood glucose level and/or HbA1c test results. If you are diagnosed with prediabetes or Type 2 diabetes during the exam, the concierge will be able to explain the Program details.



Call
713-442-SHLL (7455) (Option 3)

UNSURE?

If you are unsure of your diagnosis and would like to get more information:



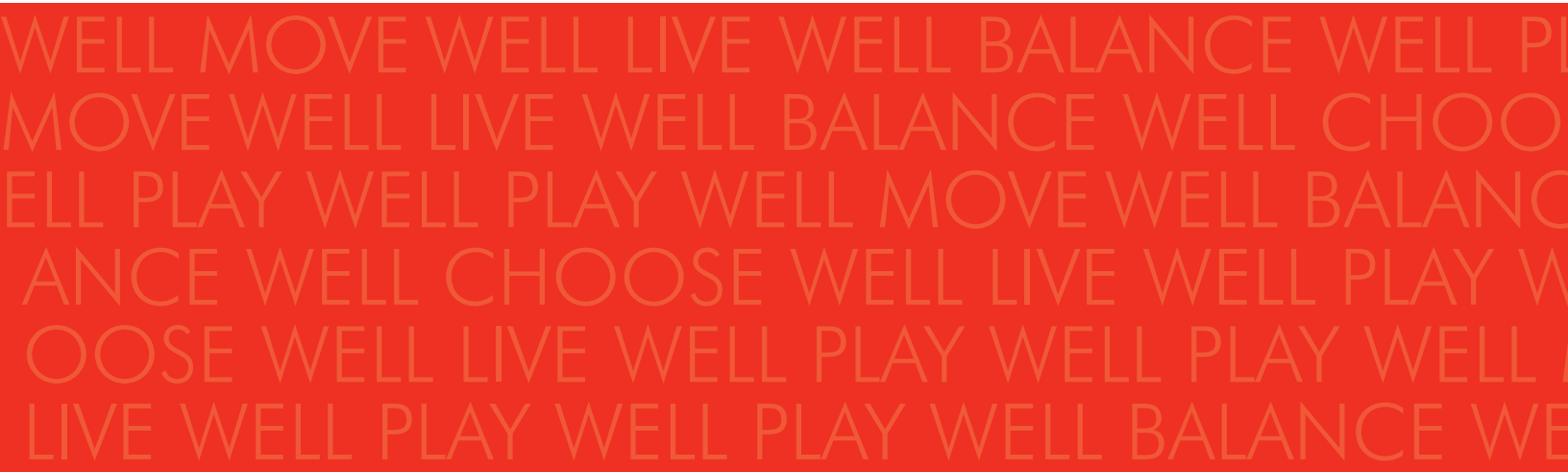
Call
713-442-SHLL (7455) (Option 3)

DO YOUR PART



LOCATIONS





Fort Bend Medical and Diagnostic Center

11555 University Blvd., Sugar Land, TX 77478

713-442-9100

Main Campus

2727 West Holcombe Blvd., Houston, TX 77025

713-442-0000

Meyerland Plaza

560 Meyerland Plaza Mall, Houston, TX 77096

713-442-3222

Pasadena Clinic

5001 E. Sam Houston Parkway S., Pasadena, TX 77505

713-442-7100

Spring Medical and Diagnostic Center

15655 Cypress Woods Medical Dr., Suite 100, Houston, TX 77014

713-442-1700

Tanglewood Clinic

1111 Augusta Dr., Houston, TX 77057

713-442-2400

The Vintage Clinic

10701 Vintage Preserve Pkwy., Houston, TX 77070

713-442-1500

The Woodlands Clinic

106 Vision Park Blvd., Shenandoah, TX 77384

713-442-1800

In certain circumstances, Program participants may be able to use other locations. Visit www.kelsey-seybold.com/shelldiabetes or call the Nurse Program Coordinator at **713-442-SHLL (7455) (Option 3)**.

FREQUENTLY ASKED QUESTIONS

GENERAL

What is the Diabetes Prevention & Care Program? The Diabetes Prevention & Care Program is a disease management program designed to help you get the care and support you need when you are diagnosed with either prediabetes or Type 2 diabetes. The Program offers two distinct tracks: “Diabetes Prevention” for individuals diagnosed with prediabetes (a recent fasting glucose level of 100-124 and/or HbA1c result of 5.7–6.4) individuals who have been told by their physician they may become prediabetic (based on HbA1c results of 5.3–5.6), or individuals with a family history of diabetes; and “Diabetes Care” designed for individuals diagnosed with Type 2 diabetes (a recent fasting glucose level of greater than 125+ and/or HbA1c of 6.5 or greater).

Why is Be Well @ Shell offering the Diabetes Prevention & Care Program? Diabetes is a serious condition that affects 29 million Americans and is the 7th leading cause of death in the United States. The Diabetes Prevention & Care Program aims to raise awareness of the seriousness of this disease and offer support to affected individuals.

Who is my “go-to” person when I have questions? You will be assigned a Kelsey-Seybold Nurse Program Coordinator (NPC) who will be available to assist you in scheduling visits, coordinating **WW**[®] enrollment, getting your questions answered, and providing ongoing education and coaching. Call 713-442-SHLL (7455) or 844-729-1219, Option 3 or email shelldiabetesprogram@kelsey-seybold.com to reach your NPC.

FREQUENTLY ASKED QUESTIONS

Can I visit doctors outside of Kelsey-Seybold for diabetes care and get the zero cost benefits of the Program? No. Kelsey-Seybold has been selected as Shell's exclusive provider of the Diabetes *Prevention & Care Program*.

Am I required to have my first Physician visit and my first visit with the Registered Dietitian or Certified Diabetes Care and Education Specialist all on the same day? It's not required, but it is recommended. You may schedule the visits all on the same day, or on different days within the first week. Your Nurse Program Coordinator will help schedule your visits.

Do I have to use Kelsey Pharmacy for medication? Yes. In order to participate in the Program, all diabetes care, including prescription drugs, must be received through Kelsey-Seybold.

What happens when my one year in the Program ends? You and your Kelsey-Seybold Physician will determine next steps.

FREQUENTLY ASKED QUESTIONS

ENROLLMENT

How do I enroll? You may enroll by telephone or online. To enroll by telephone, call 713-442-SHLL (7455) or 844-729-1219, Option 3. Your call will be answered by a *Diabetes Prevention & Care Program Concierge*, who will schedule your initial phone orientation with the Nurse Program Coordinator (NPC).

You can also enroll online at www.kelsey-seybold.com/shelldiabetes and complete the form on the I WANT TO ENROLL link. You will be contacted by the Concierge within one business day to schedule your initial phone orientation with the NPC.

I have already been diagnosed by my doctor who's not at Kelsey-Seybold. What do I do? Call the *Diabetes Prevention & Care Program Enrollment Line* 713-442-SHLL (7455), Option 3. You will need to provide your most recent blood glucose level and/or HbA1c level test results.

What if I don't have a copy of my results or my results are not recent? If you do not have a copy of your results, or it has been more than six months since your testing, you can schedule a visit with a Kelsey-Seybold Physician to get your current blood glucose level and/or HbA1c test results. Call the *Diabetes Prevention & Care Program Enrollment Line* 713-442-SHLL (7455), Option 3.

What if I think I have prediabetes or Type 2 diabetes, but I'm not sure? Call the *Diabetes Prevention & Care Program Enrollment Line* 713-442-SHLL (7455), Option 3 if you are unsure of your diagnosis and would like to get more information.

FREQUENTLY ASKED QUESTIONS

PROGRAM COST

What does the Program cost? The Program is offered at no cost*. Participants must receive all diabetes care from Kelsey-Seybold and complete all Program requirements in order to maintain enrollment in the Program.

*Once the individual out of pocket deductible has been met for non-preventive health care costs, covered services for the participant in the Program will be paid at 100%.

What isn't covered as part of this Program? The following are not covered by this Program:

- Visits to your primary care physician (PCP) and/or specialist for problems that may be related to complications of diabetes;
- Eye exams as recommended by your Physician for diabetes maintenance;
- Medications for conditions unrelated to the maintenance or control of your prediabetes or diabetes;
- Medications for a complication related to your diabetes;
- Visits or services outside of Kelsey-Seybold Clinic for your prediabetes or diabetes care;
- Fees for a weight-loss program that is not **WW**® through the Kelsey-Seybold partnership.

FREQUENTLY ASKED QUESTIONS

PROGRAM REQUIREMENTS

Do I have to meet any Program requirements to remain enrolled?

Yes. You must meet all Program requirements as outlined on pages 7 & 11 in order to receive Program benefits.

What if I miss a scheduled office visit? Should you need to reschedule any of your appointments, you will have up to 30 days to complete your required check-in visit. Your Nurse Program Coordinator will outreach three times to assist with rescheduling. If you do not complete a required appointment after these three attempts, you will become an inactive participant.

What if I cannot pick up my medications within 10 days? If you do not pick up your medication within the 10-day requirement, the Nurse Program Coordinator (NPC) will contact you to assist with medication pickup. Your NPC will outreach three times to assist with medication pickup. If you do not pick up your required medication after these three attempts, you will become an inactive participant.

What does “inactive participant” mean? You will no longer be eligible for the coordinated visits, labs, monitoring, and testing support, including the **WW**[®] membership, provided through the Program. When you become an inactive participant, any services received at Kelsey-Seybold Clinic, including a Kelsey Pharmacy, are subject to normal copays and cost sharing under your medical plan option.

FREQUENTLY ASKED QUESTIONS

WW[®] WEIGHT LOSS PROGRAM

Why is WW[®] the recommended weight-loss program? Weight loss is a critical factor in helping participants reduce their risk of diabetes and for diabetics to remain in a controlled status. Kelsey-Seybold Clinic and WW[®] have an agreed upon program which will be extended to participants of the **Be Well @ Shell Diabetes Prevention & Care Program**.

If I participate in another weight loss program, will the costs be covered under the Be Well @ Shell Diabetes Prevention & Care Program? No. The only weight-loss program that is paid for as part of the Diabetes Prevention & Care Program is the Kelsey-Seybold/WW[®] program as recommended by your Kelsey-Seybold Diabetes Support Team.

What if I don't lose weight, can I stay in WW[®] with continued paid membership? Weight loss is not required to receive a paid WW[®] membership. For complete Program requirements see page 15.

Can I start WW[®] at any point during the Program? Yes, upon recommendation from your Kelsey-Seybold Physician, Registered Dietitian, and/or Certified Diabetes Care and Education Specialist.

What happens if I miss a WW[®] meeting? If you are unable to attend an in-person weekly WW[®] meeting due to illness, travel, or similar scheduling conflict, inform the Nurse Program Coordinator of your rescheduling plans. If you miss more than three in-person weekly meetings, your WW[®] paid membership will become inactive.

REGULATORY NOTICE

REGULATORY NOTICE FOR THE BE WELL @ SHELL DIABETES PREVENTION & CARE PROGRAM

New rules published on May 17, 2016, under the Americans with Disabilities Act (ADA) require employers that offer wellness programs that collect employee health information to provide a notice to employees informing them what information will be collected, how it will be used, who will receive it, and what will be done to keep it confidential. The following notice meets Shell's obligation to inform you regarding information collected, used, transmitted and stored under the Be Well @ Shell Diabetes Prevention & Care Program.

The Be Well @ Shell Diabetes Prevention & Care Program is a voluntary wellness program available to certain eligible participants in the Shell Medical Benefit Program. Please see the current Be Well @ Shell Diabetes Prevention & Care Program Guide (the "Guide") for detailed information about the program. The wellness program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the Be Well @ Shell Diabetes Prevention & Care Program, you will be required to attend doctor and other health care professional visits, submit to laboratory services (e.g., blood draw and/or other), and complete all other program requirements. See the description of the program requirements in this Guide for more information.

If you choose to fully participate in the wellness program, you will receive zero cost Program-related services, prescriptions, and membership in **WW**[®] if weight loss is recommended. You are not required to participate in the program; however, participation in the program is required to obtain the zero-cost benefits described above. If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting 713-442-7455.

The information obtained during your program participation will be used to provide you with diabetes prevention or care services, such as visits with doctors and other health care professionals. If you have a separate doctor, you are also encouraged to share the information you obtain during your participation in the program and any concerns with your own doctor.

PROTECTIONS FROM DISCLOSURE OF MEDICAL INFORMATION

We are required by law to maintain the privacy and security of your personally identifiable health information. Please reference Shell Oil Company's Notice of Privacy Practices for the Shell Medical Benefit Program which is available on the Shell intranet site on HROnline and also on NetBenefits.com. Although the wellness program and Shell Oil Company, as program sponsor, may use aggregate information it collects to tailor the design of the program, the Be Well @ Shell Diabetes Prevention & Care Program will not disclose any of your personal information either publicly or to the Company. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information are service partners of the Be Well @ Shell Diabetes Prevention & Care Program in order to provide you with services and adjudicate payment for benefits under the wellness program.

In addition, all medical information obtained through the wellness program will be maintained separate from your personnel records, information stored electronically will be safeguarded in accordance with applicable law, and no information you provide as part of the wellness program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the wellness program, we will notify you in accordance with applicable law.

You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact Plan Administrator, Shell Oil Company Comprehensive Welfare Benefits Plan at Shell Oil Company, 150 N. Dairy Ashford Road, Houston, TX 77079.

This Guide represents a Component Program document under the Shell Oil Company Comprehensive Welfare Benefits Plan – the Medical Benefit Program.

The Shell Medical Benefit Program, including the **Be Well @ Shell Diabetes Prevention & Care Program** complies with all applicable laws, including the Genetic Information Nondiscrimination Act, the American with Disabilities Act (ADA), the ADA Amendments Act, Employee Retirement Income Security Act (ERISA) and the Health Insurance Portability and Accountability Act (HIPAA).

The information contained in this guide is intended for educational purposes only and is not meant to replace the advice of a medical professional. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

Each Shell company is a separate and distinct entity. In this guide, the words “Shell,” “we,” “us” and “our” refer to all Shell employing companies in the US, where no useful purpose is served by identifying the specific company or companies.