

Vida Health FAQ

General

What is Vida Health?

Vida Health is a virtual health program that offers personalized resources and live, one-on-one support from a health coach. Vida Health can help associates and their eligible dependents manage their weight, improve well-being, address chronic conditions, and prevent future health problems.

Associates and their eligible dependents will also have access to helpful resources like videos, tips, recipes, and more. For easy tracking, you can connect fitness trackers or health devices. (See most common list in “3rd-Party Devices and Apps” below.)

Vida Health is available via the web and phone app.

Vida Health provides support across two levels of care:

- The Preventive Program focuses on **prevention** of chronic conditions, as well as building healthy habits, with the support of a coach (no clinicians). Access to the Resilience Program, which offers tools and practices to support adaptability, mindful reflection, emotional regulation and overall well-being, is also available.
- The Chronic Conditions program is available to associates and dependents aged 18+ enrolled in the firm's medical plan (Anthem or HMSA). The Chronic Conditions program focuses on actively **managing** chronic conditions (such as diabetes, hypertension, etc.) with the support of clinicians.

	Preventive Program	Chronic Conditions Program
Eligibility	All associates, regardless of medical plan enrollment, and dependents age 18+ enrolled in the firm's medical plan.	Associates and their dependents (spouse, domestic partner and children age 18+) who are enrolled in the firm's medical plan only.
Program focus	Prevention and healthy habits, as well as resilience resources	Disease management (diabetes, hypertension, hyperlipidemia, etc.)
Care team	Coaches are primary, with registered dietitians (RDs) as needed	Registered dietitians (RDs), nurses and nurse practitioners
Clinical elements	No labs, no prescribing, no medical care	Labs, prescriptions (statins, antihypertensives), clinical monitoring
Devices	Scales	Scales, continuous glucose monitoring, blood pressure cuffs, glucometers

Is Vida Health available to those enrolled in COBRA?

Only the Chronic Conditions Program will be available to those that elect to continue their medical coverage on the Anthem Gold, Silver, or HMSA plan via COBRA.

Why isn't the program available to our Canadian associates?

Legal requirements and the difference in medical care available in Canada limit the availability of programs such as Vida Health.

How do associates and their eligible dependents sign up for Vida Health?

- Associates and their eligible dependents can visit vida.com/EdwardJones or download the Vida Health app to sign up, create an account, and complete onboarding by answering questions about themselves and their health.
- **We recommend that associates utilize their Edward Jones email address to establish their Vida Health account.** Using their Edward Jones email address ensures their ability to utilize Single Sign On (SSO), when accessing their account while on the Edward Jones network.
- Associates should enter their name as it appears with Edward Jones at the time of registration.
- Associates and their eligible dependents can also call Vida Health's customer support for assistance at [833-732-2242](tel:833-732-2242), Monday – Friday 8 a.m. – 8 p.m. ET.
- Si tienes preguntas o necesitas ayuda, llama al [833-732-2242](tel:833-732-2242).

How does an associate's eligible dependent sign up for Vida Health?

Associate dependents (including spouses, domestic partners and dependents ages 18+) are eligible to use Vida Health's services at no charge, if they are enrolled in one of the Edward Jones medical plan options through.

- Use their name, email, and date of birth.
- If asked for Employee ID, utilize the associate's Edward Jones Employee ID.
- If they need additional help, they can contact Vida Health directly at support@vida.com or call [833-732-2242](tel:833-732-2242), Monday – Friday 8 a.m. – 8 p.m. ET.
- Si tienes preguntas o necesitas ayuda, llama al [833-732-2242](tel:833-732-2242).

Are associates still able to participate in Vida Health if they have access to a separate well-being program?

Yes. All active U.S. associates are eligible to participate in Vida Health's Preventive Program, regardless of their medical enrollment or participation in other wellbeing programs. Associates who are enrolled in the Anthem Gold, Silver, or HMSA medical plan options may also participate in the Chronic Conditions Program regardless of their participation in other wellbeing programs. Eligible dependents aged 18+ must be enrolled in one of the Edward Jones medical plan options to participate in either program.

Are there medical conditions that would prevent someone from participating in Vida Health's Preventive Program?

If an associate or their eligible dependent has any of the conditions listed below, they are not eligible to participate in Vida Health's Preventive Program. However, they may still enroll in Vida Health's Resilience Program, which is designed to help members develop skills for coping with daily stress and enhancing their well-being. It focuses on building inner strength, managing emotions, balancing thoughts, and bouncing back from challenges. Certain conditions marked with an asterisk (*) may be eligible for the Chronic Conditions Program if the member is enrolled in one of the Edward Jones medical plan options.

- Diabetes (Type 1 and 2)*
- Bariatric surgery in past 6 months*
- Anorexia Nervosa, Bulimia Nervosa (diagnosis or essential features) current or in past 2 years, individual clinical assessment required
- History of Anorexia Nervosa, Bulimia Nervosa (diagnosis or essential features) >2 years in past. Individual clinical assessment required. (Note: Determination required)
- Chemotherapy/radiation in the past 6 months
- Dialysis, on kidney transplant list, or candidate for either
- End-stage liver disease
- Organ or bone marrow transplant in the past 1 year
- Palliative or hospice care
- Pregnancy
- Residing in nursing homes for >=3 months

What kind of health coaching is available through Vida Health's Preventive Program?

Vida Health's coaches can help associates and their eligible dependents reach their health goals. Here are a few examples of things they can help with:

- Reaching or maintaining a healthy weight
- Improving nutrition, including support for special diets (e.g., gluten-free, Mediterranean, paleo, vegan)
- Exercising more and getting stronger
- Lowering stress
- Improving sleep
- Preventing diabetes and other chronic health conditions

What kind of health coaching is available through Vida Health's Chronic Conditions Program?

Vida Health's care team (which includes registered dietitians, nurses and nurse practitioners) can help associates and their eligible dependents address and manage chronic conditions. Here are a few examples of conditions they can help manage:

- Diabetes (Type 1 and 2)
- Hypertension
- Hyperlipidemia

How does a participant choose a coach?

After they've signed up for Vida Health and logged into the Vida Health app (or called by phone), Vida Health will recommend some coaches that could be a good fit for the individual – then the choice is up to them. Each coach has a photo, a brief bio, and their appointment availability to help guide their choice.

Can a participant change coaches if it doesn't work out with their first coach?

Yes. To request a change:

- The individual will go to the **Home** screen in their Vida Health app, tap the gear icon in the upper right, then tap **Switch Coach**.
- The individual will answer a few questions so Vida Health can match them with a new coach that's the best fit for their style and goals.

Are labs and medications prescribed by a coach or care team covered?

The Preventive Program does not include any prescribing or medical care. Under the Chronic Conditions Program, labs and medications that are ordered by Vida Health's clinical care team are processed through your existing medical coverage through EDJ. They are subject to the deductibles, coinsurance, networks, and plan terms that apply to any service under the Anthem Gold, Silver, or HMSA options.

What if an associate is not enrolled in the Anthem Gold, Silver or HMSA plan, but is participating in the Group Whole Health program?

Effective March 1, 2026, Group Whole Health will no longer be available. You are still eligible to participate in Vida Health's Resilience Program, which is designed to help develop skills for coping with daily stress and enhancing their well-being. This program focuses on building inner strength, managing emotions, balancing thoughts, and bouncing back from challenges, as well as:

- Increasing adaptability through flexible, positive thinking
- Daily self-care
- Connecting with others and maintaining social support
- Mindful awareness and reflection
- Finding meaning and purpose
- Regulating emotions
- Building self-compassion

Do participants still have access to Vida Health if they come off the medical plan or leave the firm?

- **Preventive Program:** If an associate leaves the firm, they will go through a short offboarding period during which their access to the Preventive Program will end. Any medically enrolled dependent connected to the associate will also be offboarded at that time.
- **Chronic Conditions Program:** Associates and eligible dependents participating in the Chronic Conditions Program will retain access if they continue their Edward Jones medical coverage through COBRA. If they do not elect COBRA medical coverage, their access to the Chronic Conditions Program will end.

Privacy

What happens to the information that is provided to Vida Health?

All personal information the associate or their eligible dependent shares through the Vida Health app is confidential and securely stored in encrypted databases. Vida Health is fully HIPAA-compliant. If they wish to have their information deleted, they should contact privacy@vida.com.

3rd Party Devices and Apps

Can participants connect health and fitness devices or apps to their Vida Health account?

Yes. Connecting fitness-tracking apps and devices to Vida Health is a great way to stay on track toward health goals. Vida Health supports integration with 100+ apps and devices, including:

- Fitbit
- Garmin
- Health
- Jawbone
- Runkeeper
- Strava
- Withings/Nokia Health
- Apple Health

*Personify Health Max Go devices are **not** compatible with Vida Health. Max Go devices are only compatible with the Personify Health app.*

Can participants receive devices through the program?

If a Vida Health coach or care team determines that a device is clinically appropriate, eligible associates and dependents may receive:

- **Preventive Program:** A digital scale
- **Chronic Conditions Program:** A continuous glucose monitor (CGM), blood pressure cuff, or glucometer. These devices are provided at no cost when deemed necessary as part of the care plan.

How does a participant connect multiple devices to their Vida Health account?

When logged into Vida Health for the first time, they'll see a task on the **Home** screen that says **Connect Devices & Apps**. Tapping this will guide them through the device setup process. If they decide to add or change a connected device/app later, they will follow these steps:

1. Make sure the device/app they'd like to connect is set up and data tracking is working correctly.
2. Log into the Vida Health app.
3. Go to the **Home** screen, tap the gear icon in the upper right, then tap **Connect Devices & Apps**.
4. Select the device/app they'd like to connect and follow the on-screen instructions.
5. If they need to connect additional devices or apps, repeat these steps.

What if a participant's device or app isn't syncing to Vida health?

- First, they should make sure their device is properly connected.
- If they've checked this and are still having problems, they should then email Vida Health at support@vida.com or call [833-732-2242](tel:833-732-2242), Monday – Friday 8 a.m. – 8 p.m. ET.

Technical Issues

Vida Health is asking a participant for their Employee ID – where can they find that?

To locate their Edward Jones Employee ID they should navigate to: [Gateway](#) > Benefits > Your Current Benefits. Their Employee ID is the 7-digit numerical value reflected in the upper left-hand corner of the screen, right beneath their name.

What happens if a participant forgets their password?

The individual should open the Vida Health app and tap **Login**. On the login screen, they will then tap **Forgot your password?** and enter the email address associated with their account. Vida Health will then send them an email with instructions for changing their password.

If they don't receive an email they can reach out to Vida Health directly at support@vida.com or by calling [833-732-2242](tel:833-732-2242), Monday – Friday 8 a.m. – 8 p.m. ET.

How can a participant change their password?

To change their password, they will navigate to the **Home** screen in their Vida Health app, tap the gear icon in the upper right, then tap **Change Password**. From there, they should follow the on-screen instructions.

How can a participant change the email address associated with their Vida Health account?

Participants should email Vida Health at support@vida.com or call Vida support at [833-732-2242](tel:833-732-2242) to change their email address.

This is a summary only. Edward D. Jones and Co. benefits are governed by official plan documents. If there is a conflict between the information provided in this summary, the official plan documents control. Official plan documents are available on Investing in You under Resources, Benefit Plans and Programs Documents.