



# Lark DPP Member Experience

Lark meets members at key points throughout the day. It also includes a wireless scale for ongoing weight measurement.



Carla receives an email from Anthem about prediabetes and a free program to help manage it. She checks to see if she is eligible and to find out more details.



Carla completes the questionnaire on the Lark website, finds out she is eligible and enrolls.



She receives a link to download the Lark app. She enrolls and orders her free wireless smart scale to help track her weight.



Carla takes the PHQ-2 depression screening survey. If her score indicates she is at risk, she will be directed to additional resources.



Throughout the program, Carla is educated daily on prediabetes and how to avoid progression to diabetes via the CDC Prevent T2 curriculum.



Carla logs her meals in the app and receives personalized feedback and coaching specific to prediabetes. If she forgets, Lark will ping her with a helpful reminder.



Carla can sync phone data for personalized coaching on her physical activity, sleep, and weight loss. She also receives a free fitness tracker.



After six months, if Carla is identified by Lark's algorithms as someone at risk of not achieving 5% weight loss and who would benefit from live coaching, she will receive an email urging her to set up a call with a live Lark coach for additional help.



Carla reaches her target 5% weight loss. She continues to interact with the app to stay on track.