



GLP-1 Program Frequently Asked Questions

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About the Program

What is the Cecelia Health program?

Cecelia Health is a virtual care program that supports members who are prescribed GLP-1 medications for weight loss. The program provides clinician support, nutrition counseling, lifestyle support, progress tracking, and tools to help you lose weight safely and maintain results over time.

Why is participation in Cecelia Health required?

GLP-1 medications are very expensive, and many health plans no longer cover them. The Philadelphia Fire Fighters and Paramedics Health Plan, Local 22 has chosen to continue this benefit and requires participation in Cecelia Health to support safe use, improve long-term success, and help manage costs.

Does this apply to everyone?

This applies only to members using a GLP-1 medication for weight loss. If this applies to you, enrollment and participation in Cecelia Health are required to continue coverage.

Why is clinical support important?

Clinical support helps ensure GLP-1 medications are used safely and effectively. Regular check-ins allow clinicians to monitor progress, address side effects, and provide guidance that supports healthy, sustainable weight loss. This support is an important part of long-term success, not just taking the medication alone.

Will my doctor be informed about my participation?

Yes. Your provider will be notified when you enroll in the program. After enrollment, the Cecelia Health clinician will send updates to your prescribing provider to help keep them informed about your progress. An After Visit Summary is prepared that shares relevant clinical information, like weight changes, side effects, if any, or any recommended medication titration, and is shared to support coordinated care.

What if I already work with another doctor, dietitian, or wellness program?

Cecelia Health does not replace or interfere with other care you may be receiving. The program is designed to support you alongside your existing providers, not take their place.

Program Participation

What does participation involve?

Participation includes one live clinician interaction per month while your prior authorization is active, for up to 12 months. Visits are completed by phone or video, with secure messaging available between visits. You will also need to use a connected scale to share your weight.

Who are the clinicians I will be working with?

You will work with licensed healthcare professionals from the Cecelia Health care team, which may include Registered Dietitians (RD) and other qualified clinicians based on your needs. All clinicians are licensed in the state where they provide care and follow clinical guidelines and healthcare privacy standards.

Cecelia Health clinicians focus on education, lifestyle support, progress monitoring, and medication safety. They do not prescribe medications or make changes to your prescription, pharmacy, or dosing. Any medication changes are made by your prescribing provider.

What happens if I miss a visit or stop participating?

If you miss a required monthly visit, your clinician will work with you to help reschedule. If you choose not to reschedule, you will receive a warning letter 31 days after the missed engagement. If no action is taken within 60 days, you will be considered non-compliant, removed from the program, and your GLP-1 medication will no longer be covered.

Weight Tracking & Devices

Why do I need to share my weight?

Weight tracking helps your care team monitor progress, ensure medication safety, and supports long-term success.

Do I need a connected scale?

Yes. A connected scale is required. If you already have a compatible scale, you may use it. If not, you can receive a gift card as part of the program to purchase one.

What scales can I use?

Cecelia Health recommends using a Fitbit Aria scale or another connected scale that integrates with Apple Health. These options allow your weight to be shared securely with your care team to support accurate tracking and clinical guidance.

Privacy & Data Protection

Will my employer, union, or health plan see my medical details?

No. Your personal health information is protected by HIPAA. Only de-identified, high-level program information is shared for reporting purposes.

Is my weight information private?

Yes. Weight and health data are shared only with your Cecelia Health care team and your provider.

Cost & Support

Does this program cost me anything?

No. Cecelia Health is provided at **no cost** to you through The Philadelphia Fire Fighters and Paramedics Health Plan, Local 22.

What happens after 12 months?

At the end of the program period, continued medication use depends on plan rules, clinical criteria, and program participation history.

Who do I contact for help?

For enrollment or participation questions, please call Cecelia Health at 1-800-425-1607. For prior authorization or GLP-1 coverage questions, call ELMCRx at 1-888-279-2899.