



EōS Frequently Asked Questions (FAQ's)

What is Betr?

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A: Betr is the world's first gut health, food as medicine movement using the science that everyone's talking about, but few people know how to implement it into their daily lives.

An easy to follow, three level food protocol that helps you identify which foods are fueling your body and which foods are failing your body. The Betr approach has helped thousands of clients address chronic diseases, lose weight, relieve pain, and find improved energy, sleep, and mood. We are CDC and Medicare-approved and trusted by over 40 health plans.

Q: What does CDC approved mean?

A: Betr has undergone a rigorous review and approval process through the National Institute of Health (NIH). CDC approval means that our program reduces the development and addresses the symptoms of diabetes, one of the most significant chronic diseases affecting the United States. Betr is also Medicare-approved and offered as a benefit by over 40 health plans across the country.

Q: Is this a diet?

A: NO WAY. The body needs nourishment, not punishment. We don't count points, calories, or weigh food. Betr focuses on teaching you to eat delicious, nourishing food to fuel your body and develop a lifelong healthy approach to nutrition. This gut-healthy food protocol is an enjoyable and sustainable way to think about food!

Q: How long do I follow the plan?

A: The Betr protocol is divided into 3 levels.

- Each level will differ for individuals based on your results and goals. Below is what we typically see for each of the 3 levels.
- Level 1 - 21 days in length. Personal coaching through the Betr app M-F
- Level 2 - can be anywhere from 1 - 8 weeks depending on your personal goals. Your Betr coach will work with you the first week to ensure that you are comfortable with the process of adding new foods into your plan and understand how to identify any possible food sensitivities.
- Level 3/Maintenance - once you reach your personal goal "and/or feel you have identified any potential food sensitivities then we suggest you follow 80/20 in that 80% of the time you follow your Level 1 and 2 food list with an occasional off-plan meal. This equates to approximately 3 meals a week between lunch and dinner.

Q: Is the Betr protocol family-friendly?

A: Absolutely! Betr is for the whole family. For most of our recipes, you can make them in bulk and freeze. Examples of family favorites are our Sweet and Spicy Wings, Meatballs, Sloppy Joes, Egg Roll in a Bowl, and Vegetable Crockpot Stew.

Q: What if I don't like to cook?

A: Betr has got you covered. We offer nationwide meal delivery (\$5.32/serving size) on a large selection of meals to support all protocol levels. Browse delicious, fresh, chef-prepared meals by going to the "shopping cart" in the upper right corner of your mobile application or by going to the "Market" tab.

Q: Do coaches individualize meal plans??

A: You will build your own meal plan by selecting the foods that appeal to you and your family. Your coach will guide you in navigating the baseline food list to create meal plans that support individual goals. If you have specific conditions or dietary requirements, please check with your physician.

Q: Are EoS members treated differently from other Betr Members?

A: Betr treats EoS clients the same as every other member. We encourage all members to share progress, weight, sleep, and food pictures. But, we DO NOT REQUIRE you to share this information. However, our experience indicates that members who engage regularly are more likely to reach their goals.

Q: Can I exercise while on the Betr program?

A: Science shows us that Chronic inflammation in the gastrointestinal (GI) tract can put the body in a disease state that will limit the effectiveness of exercise. When suffering from chronic inflammation, intense exercise may contribute to inflammation and interfere with healthy recovery. Eating nourishing, whole foods through the Betr protocol supports the exercise journey by reducing chronic inflammation and allowing healthier workouts and recovery.

1. If you are just starting your exercise journey, lower-intensity workouts during the Level 1 protocol help reduce the overall amount of inflammation in the body.
2. If you already have a regular workout routine, our Betr coaches can modify the food protocol to ensure that you are adequately fueling activity, maintaining energy levels, and supporting post-workout recovery.

Q: What can I expect to lose?

A: Our members are able to convert 3-5 pounds of fat to energy in the 1st week.

Our members don't just lose weight, either.

By balancing their microbiome, improving their overall health, healing chronic inflammation, and learning the right foods for fueling their body, members report:

- A 45% decrease in sleep issues
- A 27% decrease in depression AND
- A 37% decrease in back pain

Members also experience improved energy levels, clearer skin, more mental clarity, and an improvement in global digestive symptoms. Betr truly is a whole-body lifestyle!

Q: What if I don't want to lose weight?

A: The Betr protocol can be modified to meet individual needs. If you have specific goals, such as weight gain or increasing lean mass, your coach will help you create an adequate plan to support your training. Achieving any goal starts with restoring your healthy microbiome and healing chronic inflammation.

Enrollment

Q: I am working with a Personal Trainer, how do I get started?

A: Once you purchase a Personal Training package, the onboarding process is triggered.

1. You will receive an SMS/text message within 10 minutes of completing your purchase.
 - a. All outgoing onboarding SMS messages come from phone number 844-418-0093.
 - b. This link is where you will schedule your Group Intro Call and starts the onboarding process to Betr.**
 - c. Attending this call is encouraged but NOT REQUIRED
2. AFTER you schedule, you will receive a message from Dr. Ferro (text/email) with a link to download the Betr app. Open the app - you will automatically be logged into the app.
3. If you are on the web app there will be a banner directing you to download the mobile app.
4. Once in the mobile app, a pop-up will appear with a video message from Dr. Ferro and link to schedule a 1:1 phone call with a Betr coach.
5. **You will NOT be able to start the program until you speak with your coach.** If you can only attend one appointment, Group Intro Call or 1:1 with Coach, schedule and attend the call with a coach. You will also need to schedule the Group Meal Planning Call in preparation for your program start.
6. If the app is not downloaded right away, you will receive a text reminder to do so.

Q: What is The Group Intro Call?

A: On this 15-min. informative group call personal training and prospective members will learn about:

- The brain-gut connection
- Low inflammatory foods
- What will I be eating?
- Is Betr right for me?

This call prepares you for your next steps including the assignment of your own personal coach. Intro Calls are available several times a week.

EōS Staff Members ONLY – Schedule a Group Intro Call for yourself here:
<https://calendly.com/betrgroupcalls/introduction-to-betr-1>

Q: Why is scheduling the Group Meal Planning Call Important?

A: Scheduling the Group Meal Planning call is one of the most important steps in preparing for your Betr start date. Your start date (always a Monday) is the day you will implement the meal plan you have created following the Betr protocol. Your coach will ask you to post your meal plan in the app prior to your start date as this lets your coach know you are prepared to start. Your coach will help you make this as struggle-free as possible.

Q: How do I know who my Coach is?

A: When you schedule your 1:1 call the coach who you take your call with is now your Betr coach.

Q: How do I contact my Coach?

A: The best way to contact your coach is to chat with them through the app. If you are using the mobile application, your coach's pictures will be in the lower right-hand corner above the "Ask Us" icon. Tap on the coach's image to open the Coach Chat. You will know if you have a message from your coach when there is a red dot next to their image. The chat will appear at the bottom of the "Insights" page in the desktop web application.

Q: Why is my coach chat grayed out?

A: Before coaching starts, the coach chat will be grayed out. When the coach messages the member for the first time, the chat will open up for two-way communication.

Support

Q: What is my coach supposed to do?

A: Betr coaches are dedicated to helping members meet their personal goals. Whether it's weight loss, muscle gain, medication reduction, reducing chronic illness symptoms, or improving overall health, the Betr coach will guide each member through the food protocol. Each member will have their personal coach throughout the four weeks of Level 1. Coaches will check in on the app Monday through Friday to answer any questions, share best practices and provide accountability and support.

Q: What am I supposed to do?

A: Communicate with your coach on a regular basis by logging information for your coach to review so that they can provide you with appropriate feedback to best support your goals. Most important:

- Communication with your coach through the app M-F
- Daily weight
- Meal pictures and food tags for most meals EACH day
- Other areas such as sleep, activity, mental

Q: Do I have to log daily?

A: No. However, the more information you can share with your coach on a regular basis the better they are able to assist you in reaching your goals. It is important to communicate with your coach so that they know you are engaged in the protocol.

Otherwise they will assume you are no longer participating and remove you from their roster.

Q: Other than my coach, what support does Betr offer?

A: We offer a variety of options for ongoing support:

1. Email: ask@betrhealth.com
2. Text or Call: 844-418-0093
3. Use the “Ask Us” insta-chat team support (lower right-hand corner in the app)
4. Community
5. Group Calls
 - a. [Group Intro Call](#) (Find out more about Betr and get started!)
 - b. [Group Meal Planning Call](#) (preparing for your start date, create meal plan for first 3 days)
 - c. [Level 2 Call](#) (preparing for Level 2)
 - d. [Optimize Call](#) (troubleshooting call available twice a week)
 - e. [Dr. Ferro's Tuesday Night Call](#) (weekly, offers incredible insight and tips on the Betr protocol)
6. Support Call with Coach - 1-2 times during Level 1 (10 min call)

Betr Application

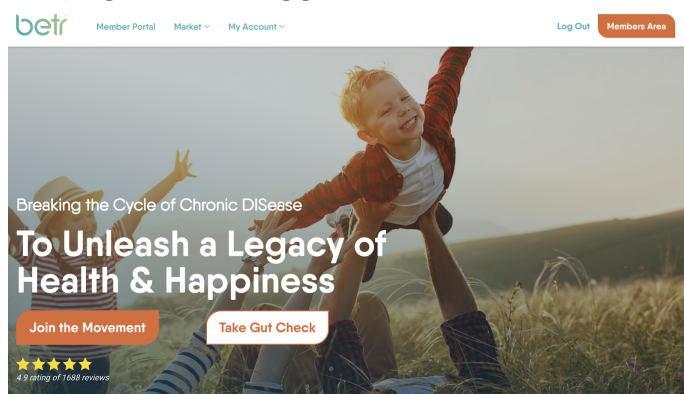
Q: How do I log in to the App?

A: Use your email and the password you created when you sign-up for the program to log in.

- If your login information does not work, reach out to our Ask Us by clicking on the small blue circle in the bottom right. www.betrhealth.com.
- If you need to reset your password: <https://betrhealth.com/lost-password/>

Q: In addition to the mobile application, is there a web application?

A: Yes. Members can log in from the Betr homepage in the upper right corner of the page. Once logged in, click on “Member’s Area.”



- Once you are in the Member's area, click on "Desktop Only App"-



- Start enjoying the Betr website app!

Q: How am I supposed to use the app while on the program?

A: The Betr app is your primary tool for communicating with your coach while on Level One. The app also provides you with access to 100's of recipes, meal plans, educational articles to support your journey, the Betr Community for ongoing support and a place to store your data as you continue to make lifestyle changes and improvements. With, or without your coach, the app is a great way to hold yourself accountable and maintain access to all our program resources.