

Oshi Health Digestive Care: FAQs

Enrollment

What is Oshi Health?

Oshi Health is a virtual digestive health clinic that diagnoses and treats people living with gastrointestinal conditions — including Crohn’s disease, ulcerative colitis, irritable bowel syndrome (IBS), gastroesophageal reflux disease (GERD) — as well as common digestive symptoms, such as diarrhea, constipation, abdominal pain, and bloating.

How can I sign up?

To get started, visit oshihealth.com/lennox. Walk through the steps to create an account and schedule your first appointment at a time that’s convenient for you. We look forward to partnering on your GI care journey!

Who is eligible for Oshi Health?

Oshi Health will provide digestive care for a range of GI conditions as part of a partnership between Lennox and Oshi Health. This program is open to medically enrolled Lennox employees and their adult dependents (18+). Services are open to those who reside in the following states: FL, IL, MA, ME, OH, PA, TX, UT, CA, DE, MN, NJ, NY, CO, GA, MD, TN, MI, NC, KY.

What is the time commitment?

While the number of appointments you have will vary based on your individual needs and goals, Oshi Health GI care is designed to fit into your life. In addition to offering appointments during traditional business hours, we offer evening and weekend appointments so you can meet with your care team when it’s convenient for you, from the comfort of home or virtually anywhere.

Benefit Overview

Is Oshi Health right for me?

If you’re looking to take control of your digestive health, Oshi Health may be right for you. Oshi Health delivers convenient, personalized, whole-person care to people living with GI conditions and symptoms.

What conditions does Oshi Health treat?

We treat hundreds of GI conditions — including Crohn’s disease, ulcerative colitis, irritable bowel syndrome (IBS), gastroesophageal reflux disease (GERD), small intestine bacterial overgrowth (SIBO), gastritis, and more — as well as chronic symptoms like diarrhea, constipation, abdominal pain, and bloating.

Because we take an integrated, team-based approach, we are well equipped to provide care for complex cases. Whether or not you have a diagnosis, our GI-specialized providers work to get to the root cause of your symptoms and create a personalized care plan focused on your goals.

How does Oshi Health work?

Our evidence-based digestive care helps members find lasting relief through ongoing access to a dedicated GI care team, with virtual visits and chat messaging through our mobile app.

Establishing your care plan:

When you sign up, we take time to get to know you, your symptoms, and your care needs. You’ll first meet with a GI provider, who will review your health history and build your tailored care plan over the course of one or two visits.

Working towards symptom control:

Once your care plan is established, you'll get unlimited visits with your dedicated care team to help you take control of your symptoms — such as GI providers, GI Registered Dietitians, GI Behavioral Health providers, and GI Health Coaches.

What's included in my membership?

After you sign up, you'll get 12 months of unlimited access to a dedicated GI care team, who will develop a care plan to help you take control of your digestive issues and get back to what's most important in life. Your care team may include:

- Gastroenterologists
- GI Providers (GI Nurse Practitioners and GI Physician Assistants)
- GI Registered Dietitians
- GI Behavioral Health Providers
- GI Health Coaches

Your membership also includes access to our GI Care Coordination team, who can help you navigate your health journey, including medical record retrieval, external referrals, and procedural needs.

In addition, all Oshi Health members have access to the free Oshi Health mobile app for virtual visits and unlimited chat messaging with your care team, on-demand appointment scheduling, and personalized care plans, all in one convenient place.

How does Oshi Health protect my medical information?

Your privacy is our top concern. Our HIPAA-compliant mobile app and systems are fully encrypted to keep your medical information protected, and we engage in regular security checks to ensure our practices are current and effective. We never share individual-level medical information with employers or third party companies.

Insurance and Billing

How much does Oshi Health cost?

If you are an eligible Lennox employee or dependent (18+), Oshi Health services are covered **at no additional cost to you**.

Please note that you will not receive a bill for your care, but may receive a zero-balance Explanation of Benefits from your health plan. If your Oshi Health provider recommends labs, imaging, or other diagnostic tests, then standard copays and deductibles may apply as noted in your plan benefit details.

Can I choose to stop participating in the program?

While we'd love to continue to provide you with support, we understand that you may choose to stop participating in the program. If you choose to discontinue, please notify a GI Care Coordinator via chat in our mobile app or by email at carecoordinator@oshihealth.com.

About The Providers

What is a gastroenterologist?

Gastroenterologists are licensed, board-certified doctors with advanced training in the management of digestive disorders, such as Crohn's disease, ulcerative colitis, irritable bowel syndrome (IBS), gastroesophageal reflux disease (GERD), pancreatitis, and more.

After medical school, gastroenterologists complete a three-year residency in internal medicine, followed by an additional three-year fellowship with specialized training in gastroenterology. Oshi Health Gastroenterologists have all completed their fellowship training at a program certified by the Accreditation Council for Graduate Medical Education (ACGME).

What is a GI advanced practice provider?

GI advanced practice providers are licensed professionals with specialized training and experience in digestive conditions. At Oshi Health, our advanced practice providers include both GI Physician Assistants and GI Nurse Practitioners who provide high-quality, personalized care for our members under the guidance of a gastroenterologist.

What is a GI registered dietitian (RD)?

GI registered dietitians are licensed experts in nutritional care with extensive knowledge of gastrointestinal conditions and digestive health. At Oshi Health, our GI Registered Dietitians provide tailored dietary guidance to help members identify any foods that trigger symptoms, and find a sustainable dietary plan that works to keep symptoms under control. Registered dietitians hold nationally recognized certifications from the Academy of Nutrition and Dietetics and have completed accredited, supervised practice programs. The GI Registered Dietitians at Oshi Health take this training one step further by undergoing specialized training in gastroenterology.

What is a GI behavioral health provider?

GI behavioral health providers are licensed professionals who study the brain and behavior. Oshi Health GI Behavioral Health providers have an advanced degree in psychology or other behavioral health specialties. Our providers understand the science behind the brain-gut connection and are trained in evidence-based therapies — such as gut-focused cognitive behavioral therapy, gut-directed hypnotherapy, mindfulness-based skills, and more — that reduce digestive symptoms and enhance wellbeing.

What is a GI health coach?

Our GI Health Coaches have expertise in health behavior change, and help members manage their symptoms through lifestyle, diet, and other behavioral adjustments (like sleeping better or reducing stress). As a part of our integrated GI care team, our Health Coaches partner with you and your other Oshi Health providers to help you meet your care goals.

What is a GI care coordinator?

Our GI Care Coordinators help members manage the logistics of care while also supporting our clinical providers to ensure coordination. We know that sharing medical history, scheduling appointments, filling out insurance forms, navigating health plan coverage and benefits, and finding local test sites (if needed) can be challenging — so our Care Coordinators help facilitate these tasks. Care Coordinators at Oshi Health also have advanced training to understand the complexities of GI traditional care, including endoscopies, infusions, and more.

Medical Services

What if I already have an in-person gastroenterologist?

Oshi Health can enhance your current care with additional GI provider support between local visits — including appointments available within 2 days — as well as access to extended support, including personalized dietary and nutrition guidance, gut-focused behavioral health therapies, and more. And to ensure your care experience is coordinated, we can share records with your current gastroenterologist if you'd like.

Is Oshi Health able to prescribe medications and other lab tests?

Yes, your Oshi Health GI provider can prescribe medications, sending orders to the pharmacy of your choice. Just like other clinical practices, Oshi Health GI providers can also order labs, imaging studies, and other clinical tests, when necessary, in partnership with a local lab or GI clinic.

What if I need in-person care?

For most Oshi Health members, care is delivered through a fully virtual experience. Members meet with their GI providers through the Oshi Health mobile app to develop and make progress toward their individual care plan. If needed, our GI providers can also order medications virtually. There are some instances where in-person care — such as labs, imaging, or other diagnostic tests — is recommended. In that case, an Oshi Health GI Care Coordinator can help you find an in-network provider at a location convenient for you. For external services, standard copays and deductibles may apply as noted in your plan benefit details.

Does Oshi Health offer urgent care?

Because we offer members appointments within two days, we are a great option for urgent needs. If you are experiencing new or worsening symptoms, you can always reach out to Oshi Health at (646) 876-8455. By navigating the options, you can connect with a medical provider who can provide advice and help guide your next step, which could include helping you determine if an expedited appointment might be needed. As always, if you feel you need emergency care, please dial 911 or your local emergency number immediately.

Still have questions? Call Oshi Health

Give us a call or text us at 646-876-8455