**Supplemental Materials**

Table A1. The Dose-Response Association between Non-Complex NFFCCM and HbA1c.

|  |  |  |
| --- | --- | --- |
|  | **6-Month Treatment** | **12-Month Treatment**  |
| **Outcomes** | **≥ 6 VS 1-5 Visits** | **≥ 11 VS 1-10 Visits** |
| **Mean HbA1c (%)** | 0.012 | -0.143 |
| [-0.119,0.144] | [-0.306,0.020] |
| 0.853 | 0.086 |
| **Proportion of HbA1c < 9%** | 0.005 | 0.008 |
| [-0.022,0.032] | [-0.023,0.039] |
| 0.712 | 0.621 |
| **Proportion of HbA1c < 8%** | -0.017 | 0.012 |
| [-0.055,0.022] | [-0.035,0.059] |
| 0.396 | 0.626 |
| **Proportion of HbA1c < 7%** | -0.023 | 0.052 |
| [-0.076,0.029] | [-0.013,0.116] |
| 0.385 | 0.114 |
| **Proportion of HbA1c decline ≥ 0.5%** | -0.001 | 0.036 |
| [-0.044,0.042] | [-0.018,0.089] |
| 0.973 | 0.191 |
| **Proportion of HbA1c decline ≥ 0.3%** | 0.011 | 0.036 |
| [-0.039,0.061] | [-0.025,0.096] |
| 0.663 | 0.249 |
| **Proportion of HbA1c decline ≥ 0.2%** | 0.027 | 0.036 |
| [-0.028,0.083] | [-0.031,0.103] |
| 0.328 | 0.287 |
| **Proportion of HbA1c decline ≥ 0.1%** | 0.061\* | 0.051 |
| [0.004,0.119] | [-0.019,0.121] |
| 0.036 | 0.150 |
| **N treatment** | 603 | 418 |
| **N control** | 536 | 362 |
| **N total** | 1,139 | 780 |

Notes: The coefficient is an estimate of the difference in mean (or percent) outcomes between the high frequency group and the low frequency group. For each outcome, the coefficient is listed and followed with its 95% confidence interval and p value. \* p < 0.05, \*\* p < 0.01, \*\*\* p < 0.001.

Table A2. The Dose-Response Association between Non-Complex NFFCCM and BMI.

|  |  |  |
| --- | --- | --- |
|  | **6-Month Treatment** | **12-Month Treatment**  |
| **Outcomes** | **≥ 6 VS 1-5 Visits** | **≥ 11 VS 1-10 Visits** |
| **BMI (kg/m2)** | 0.118 | -0.051 |
| [-0.391,0.628] | [-0.644,0.543] |
| 0.649 | 0.867 |
| **Proportion of underweight** | 0.001 | 0.005 |
| [-0.008,0.010] | [-0.008,0.019] |
| 0.847 | 0.427 |
| **Proportion of normal** | -0.004 | -0.004 |
| [-0.043,0.036] | [-0.049,0.041] |
| 0.848 | 0.860 |
| **Proportion of overweight** | -0.007 | 0.011 |
| [-0.054,0.040] | [-0.042,0.065] |
| 0.778 | 0.678 |
| **Proportion of obese** | 0.01 | -0.013 |
| [-0.035,0.055] | [-0.064,0.038] |
| 0.671 | 0.626 |
| **N treatment** | 659 | 523 |
| **N control** | 630 | 466 |
| **N total** | 1,289 | 989 |

Notes: Underweight: < 18.5 kg/m2, normal: 18.5-24.9 kg/m2, overweight: 25.0-29.9 kg/m2, obese: ≥ 30 kg/m2. The coefficient is an estimate of the difference in mean (or percent) outcomes between the high frequency group and the low frequency group. For each outcome, the coefficient is listed and followed with its 95% confidence interval and p value. NFFCCM: non-face-to-face chronic care management; BMI: body mass index. \* p < 0.05, \*\* p < 0.01, \*\*\* p < 0.001.

Table A3. The Dose-Response Association between Non-Complex NFFCCM and BP.

|  |  |  |
| --- | --- | --- |
|  | **6-Month Treatment** | **12-Month Treatment**  |
| **Outcomes** | **≥6 VS 1-5 Visits** | **≥11 VS 1-10 Visits** |
| **Diastolic (mm/Hg)** | -0.758 | -0.959\* |
| [-1.511,-0.006] | [-1.854,-0.064] |
| 0.048 | 0.036 |
| **Systolic (mm/Hg)** | -0.748 | -1.776 |
| [-2.209,0.714] | [-3.583,0.032] |
| 0.316 | 0.054 |
| **Proportion of normal BP** | -0.021 | -0.026 |
| [-0.061,0.018] | [-0.074,0.022] |
| 0.289 | 0.285 |
| **Proportion of elevated BP** | 0.052\* | 0.141\*\*\* |
| [0.002,0.102] | [0.085,0.198] |
| 0.043 | 0.000 |
| **Proportion of stage 1 hypertension** | -0.024 | -0.084\*\* |
| [-0.080,0.031] | [-0.146,-0.021] |
| 0.389 | 0.008 |
| **Proportion of stage 2 hypertension** | -0.012 | -0.060\* |
| [-0.060,0.036] | [-0.115,-0.004] |
| 0.625 | 0.036 |
| **N treatment** | 659 | 517 |
| **N control** | 630 | 462 |
| **N total** | 1,289 | 979 |

Notes: Normal: < 120/80 mm/Hg; elevated: 120/80-130/80 mm/Hg; stage 1: 130/80-140/90 mm/Hg; stage 2: > 140/90 mm/Hg. The coefficient is an estimate of the difference in mean (or percent) outcomes between the high frequency group and the low frequency group. For each outcome, the coefficient is listed and followed with its 95% confidence interval and p value. NFFCCM: non-face-to-face chronic care management; BP: blood pressure. \* p < 0.05, \*\* p < 0.01, \*\*\* p < 0.001.

Table A4. The Dose-response Association between Non-Complex NFFCCM and LDL.

|  |  |  |
| --- | --- | --- |
|  | **6-Month Treatment** | **12-Month Treatment**  |
| **Outcomes** | **≥ 6 VS 1-5 Visits** | **≥ 11 VS 1-10 Visits** |
| **LDL (mg/dL)** | -0.025 | -0.068 |
| [-3.501,3.452] | [-4.328,4.191] |
| 0.989 | 0.975 |
| **Proportion of LDL < 100 mg/dL** | -0.008 | 0.029 |
| [-0.058,0.041] | [-0.031,0.089] |
| 0.742 | 0.339 |
| **Proportion of LDL < 110 mg/dL** | -0.009 | 0.03 |
| [-0.051,0.034] | [-0.020,0.080] |
| 0.691 | 0.235 |
| **Proportion of LDL < 130 mg/dL** | -0.011 | 0.002 |
| [-0.041,0.018] | [-0.035,0.040] |
| 0.450 | 0.914 |
| **Proportion of LDL decline ≥ 15 mg/dL** | -0.023 | -0.025 |
| [-0.078,0.032] | [-0.094,0.044] |
| 0.417 | 0.473 |
| **Proportion of LDL decline ≥ 10 mg/dL** | -0.016 | 0.043 |
| [-0.078,0.045] | [-0.035,0.122] |
| 0.598 | 0.279 |
| **Proportion of LDL decline ≥ 5 mg/dL** | 0.003 | 0.079 |
| [-0.061,0.067] | [-0.004,0.162] |
| 0.927 | 0.063 |
| **N treatment** | 533 | 298 |
| **N control** | 440 | 280 |
| **N total** | 973 | 578 |

Notes: The coefficient is an estimate of the difference in mean (or percent) outcomes between the high frequency group and the low frequency group. For each outcome, the coefficient is listed and followed with its 95% confidence interval and p value. NFFCCM: non-face-to-face chronic care management; LDL: low-density lipoprotein. \* p < 0.05, \*\* p < 0.01, \*\*\* p < 0.001.



Figure A1. Group-based trajectory modeling.