

HIGHMARK | HIGHMARK **Diabetes Management Program**

A virtual diabetes care program offering tools, coaching and clinical support to help patients manage their Type 1 or Type 2 Diabetes

Overview

- The Diabetes Management Program is a virtual health solution through Verily Life Sciences
- Through a combination of virtual clinics, remote monitoring, tools and coaching, members can get support to manage their Type 1 (T1D) and Type 2 (T2D) diabetes in between office visits with their regular provider(s)
- Diabetes Management includes access to:
 - Certified diabetes care and education specialists (CDCES)
 - Health coaches
 - Dietitian
 - Endocrinologists

What Does This Mean to You?

- The Diabetes Management care team helps patients stay on track with health goals and medication adherence leading to better overall health outcomes and lower ED utilization
- Patients can share information with their providers by printing their “Encounter Summary” in the app or eFax reports to their providers after each virtual visit
- **Your eligible patients can enroll in Diabetes Management program through their Highmark member portal**

Type 1

- The T1D program (*new for 2024*) is offered on the Verily Me platform and features a “bring your own device” option allowing members to sync their compatible device with Verily Me through the corresponding Tidepool App

Type 2

- The T2D program (*available since 2022*) will continue to be offered on the Onduo “classic” platform
- Members who meet certain clinic criteria (Emergency Room encounter, A1C ≥8, is on insulin, had no provider visit) will be provided with a continuous glucose monitor (CGM) upon enrollment

Eligibility

- Members with historical claims indicating Type 1 or Type 2 Diabetes diagnoses
- Primary insurance coverage is through Highmark under a fully-insured commercial, ACA, ASO (opt-in), or Medicare Advantage plan
- **T1D:**
 - Ages ≥ 13
- **T2D:**
 - Ages ≥ 18

Exclusions

- BlueCard members
- Members with the following conditions*:
 - Alzheimer’s/Dementia
 - Cystic Fibrosis
 - Chronic Kidney Disease (Stage 4, 5, and ESRD)
 - Congestive heart failure (grade C or D)
 - Gestational diabetes
 - Hospice or institutionalized
 - Liver failure and/or cirrhosis of the liver
 - Organ or bone marrow transplant
 - Pregnancy
 - Radiation therapy

*Identified with at least 2 claims on different dates in the past 12 months

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield. All references to “Highmark” in this document are references to the Highmark company that is providing the member’s health benefits or health benefit administration and/or to one or more of its affiliated Blue companies. Onduo is a separate company that provides a virtual care program for Highmark members. 2024