

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

JUNE 29, 2022

DIABETES PATIENTS MOVING TO WELL360 DIABETES MANAGEMENT

Beginning July 1, your Highmark Blue Cross Blue Shield of Western New York patients with Type 2 diabetes (ages 18 and older) will be offered Well360 Diabetes Management powered by Onduo, a new virtual care program to help them manage their diabetes between office visits. In addition, your patients who were previously using Livongo to manage their diabetes will start transitioning to Well360 Diabetes Management.

Well360 Diabetes Management is a virtual diabetes care program that features tools, coaching and clinical support to help people manage their Type 2 diabetes at any time from their smart phone. The program is part of Highmark's [Living Health](#) model and is designed to give your patients simple and personalized support to help improve their health outcomes.

The program does not replace your care plan; rather, it provides day-to-day support between office visits, so your patients can better manage their habits, exercise, and diet.

Through this new program, your patients will:

- Enroll and access the program via smart phone
- Receive testing supplies and monitors, including continuous glucose monitors (CGMs), to those who qualify
- Have access to telehealth services, including an Onduo Care Lead (health and wellness coach), Certified Diabetes Care and Education Specialists (CDCEs), and an Endocrinologist, if qualified

Onduo will contact your eligible patients for enrollment. You can also direct your qualified patients to the Onduo [enrollment page](#).

For more information about this program, visit the [Well360 Diabetes Management FAQs](#).



Highmark Blue Cross Blue Shield of Western New York and BlueCross BlueShield of Western New York are trade names of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association.

Onduo is a separate company that provides a virtual care program for Highmark members.