

# 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

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