

Well360 Diabetes Management FAQ Document – Powered By Onduo

WHAT IS WELL360 DIABETES MANAGEMENT – POWERED BY ONDUO?

Highmark is collaborating with Onduo to deliver the Well360 Diabetes Management program that:

- Is a virtual diabetes care program with tools, coaching, and clinical support to help members manage Type 2 Diabetes anytime.
- Provides testing supplies and monitors to participating members, including Continuous Monitors (CGMs) to those who qualify.
- Utilizes a virtual model where every enrollee has access to telehealth services including a Care Lead (health and wellness coach), Certified Diabetes Care & Education Specialists (CDCEs), and an Endocrinologist, if qualified.

This continuous, day-to-day support between appointments is especially helpful when members have questions about daily habits, exercise, and how certain foods affect their blood sugars.

The program is designed to be an extension of the member's primary care and does not replace their primary care physician (PCP).

WHAT ARE THE CLINICAL CONSIDERATIONS?

- Onduo Diabetes follows the American Diabetes Association standards of care
- Onduo Diabetes aims to bring more continuous care and day-to-day support between doctor's appointments (especially related to food and exercise) through three levels of care:
 - Level 1: Care Leads – general health/wellness coaching support
 - Level 2: Certified Diabetes Care and Education Specialists (CDCE's) – inquire about and encourage adherence to care plan, assess educational needs, educate members (including testing & medication)
 - Level 3: Endocrinologists – supervise CDCEs, provide clinical guidance, and may conduct telemedicine visits with members, if necessary
- Blood glucose meters (Telcare) and testing strips are free for all users
- Continuous Glucose Monitors (CGMs) are available to all those who qualify clinically

WHAT ARE THE PROGRAM ELIGIBILITY AND ENROLLMENT REQUIREMENTS?

Who is eligible?	Patients 18+ with Type 2 Diabetes
Who is ineligible/excluded?	<p>Those with a history or diagnosed with any of the following conditions:</p> <ul style="list-style-type: none"> • Alzheimer's • Cystic Fibrosis • Gestational Diabetes • Kidney Failure (State 4, 5, and ESRD) • Liver Failure and/or Cirrhosis of the Liver • Currently Pregnant • Transplants • Type 1 Diabetes • Are institutionalized or have been in hospice in the past 12 months <p>Less than 18 years of age Have primary insurance coverage through another health plan</p>
How does a patient register?	<ul style="list-style-type: none"> • Eligible patients will receive direct outreach to enroll • PCPs can suggest enrollment for a patient to Onduo Diabetes at any time by directing them to the enrollment webpage at enroll.onduo.com • Patients who require assistance can call Onduo support at 1-833-446-6386

QUESTIONS?

Please contact your assigned Provider Account Liaison, Clinical Transformation Consultant, Population Health Specialist or Population Health Pharmacist.

If you do not have an assigned contact, you may submit your inquiry to

PopulationHealthUniversityInquiries@highmarkhealth.org

When submitting your inquiry, please include your Practice's Highmark ID number.

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