



# Diabetes Management Program

## Member Guide





## Welcome

### UnitedHealthcare Diabetes Management Program

Welcome to the Diabetes Management Program. Our goal is to ensure you are getting the most out of your program. Please use this guide to learn about the many services available to you.

Diabetes is a major health problem that, if not managed properly, can lead to serious health complications. If you have diabetes or pre-diabetes, being aware of the risk factors and enrolling in the Diabetes Management Program are the first steps to better health.

If you have diabetes or pre-diabetes, managing your health is a top priority. With the Diabetes Management Program from UnitedHealthcare, you can save money and receive resources to help you stay on track.

### Diabetes Management Program benefits include:

- ▶ No copayments for diabetes-related visits to your doctor
- ▶ No copayments for select diabetes-related medications and supplies
- ▶ Wellness programs to help you manage your condition
- ▶ Scorecard to help you stay on track with your health care
- ▶ Reminders for essential screenings and exams

### Value you can appreciate.

The Diabetes Management Program offers superior value with an enhanced medical and pharmacy benefit offering. When you enroll, you'll receive diabetes-related doctor visits at a reduced cost, as well as select medications and supplies at a reduced cost, or no cost in some circumstances – a potential savings of hundreds of dollars each year.

Please use this member guide to find answers to your commonly asked questions, how to report important lab tests and health information, as well as learn more about the services available to you. You can find a copy of this member guide in PDF format on the HealthInsight™ website at [uhc.healthinsight.com/apwuhpdiabetesprogram](http://uhc.healthinsight.com/apwuhpdiabetesprogram).

And remember, if you have any questions at all, you can call the phone number on the back of your UnitedHealthcare Management Program ID card.

## Important program information

### How the Diabetes Management Program works

- 1** You or a covered family member, age 18 or older, must be diagnosed with diabetes or pre-diabetes or have an eligible fasting blood glucose screening level taken at a screening event.
- 2** Complete all health action requirements by July 31, 2012. Health actions that you completed between August 1, 2011, and July 31, 2012, will count toward your health action requirements. You may be required to submit documentation to report completion of these health actions.
- 3** View and record updates to your health profile using the online HealthInsight scorecard at [uhc.healthinsight.com/apwuhpdiabetesprogram](http://uhc.healthinsight.com/apwuhpdiabetesprogram).
- 4** Fill your diabetes-related prescriptions and supplies at any network retail pharmacy or mail-order pharmacy at no cost to you. Your pharmacy plan has been updated automatically, so you can use your current pharmacy ID card to receive the enhanced pharmacy coverage.
- 5** Visit your doctor for diabetes-related care at no cost to you. Your plan has been updated automatically, so you can use your current Member ID card to receive the enhanced coverage.
- 6** Complete your health assessment and a minimum of one of the recommended Online Health Coach modules. To get started, log in to [myuhc.com](http://myuhc.com)® and click on "Health Assessment." The assessment takes about 15 minutes to complete and you will get immediate feedback on your health. You can then begin an online Health Coach module. Online modules may include diabetes lifestyle, heart health, nutrition, exercise and weight management. Each module has five levels and there is a seven-day waiting period between each. Actively participate in and respond to all outreach as required by the OptumHealth Telephonic Wellness program.
- 7** Manage your health and education.

## Health actions checklist

Diabetes Management Program health actions are based on recommendations by the American Diabetes Association for treating pre-diabetes and diabetes, and the American Cancer Society for preventive cancer screenings. It is important to complete cancer screening since there is an independent link between diabetes and cancer. These are the minimum care requirements to stay enrolled in the program. The doctor visits, a screenings and frequencies needed to receive the Diabetes Management Program benefits may be different from the care plan designed by you and your doctor. Your doctor knows what is best for you and your health. The Diabetes Management Program health actions should not replace the care plan designed by you and your doctor.

If you have completed a health action more than 90 days ago that does not appear on your scorecard, you may use the health actions notification form to submit proof of your completed actions.

Health action	Why is this required?	How often is it required to remain in the Diabetes Plan?	Additional notes
1. Doctor visits	Diabetes and pre-diabetes are complex conditions requiring clinical support from your doctor.	2 per year	The program requires you to see your doctor at least twice per year, but you should see your doctor as often as the two of you feel is appropriate.
2. Hemoglobin A1c	This blood test measures how well your blood sugar levels have recently been under control.	2 per year	The program requires you to have a blood test at least twice per year and more often if your doctor feels appropriate. Individuals with pre-diabetes are not required to have this test.
3. Cholesterol (LDL)	This test measures the “bad” cholesterol in your blood.	1 per year	To comply with your program requirements, your cholesterol testing must include a report of your LDL (bad cholesterol).
4. Creatinine or urine test for microalbumin	These tests measure how well your kidneys are functioning.	1 per year	Individuals with diabetes need to have at least one of these tests each year. Individuals with pre-diabetes are not required to have these tests.
5. Retinal eye exam	This eye exam helps identify vision problems that could be the result of diabetes.	1 per year	This exam is only for individuals with diabetes. Individuals with pre-diabetes are not required to have this exam.
6. Online Health Coach Modules or Telephonic Wellness Program	Online Health Coach modules and telephonic wellness programs provide information and tools specific to your health conditions. Knowledge of your conditions and actions that you can take to improve your health are the first steps toward a healthier lifestyle.	Annually for Online Health Coach Modules. Varies for Telephonic Wellness Coaching, please speak to your coach for details.	By the end of your compliance period, you must complete your health assessment and either a telephonic wellness program or a minimum of one of the recommended online modules. To get started, log in to <b>myuhc.com</b> and click on “ <i>Health Assessment</i> .” The assessment takes about 15 minutes to complete and you will get immediate feedback on your health. Online modules may include diabetes lifestyle, heart health, nutrition, exercise and weight management. Each module has five levels and there is a seven-day waiting period between each. Wellness coaching programs may include diabetes, exercise, weight management, heart health, nutrition, stress, and/or tobacco cessation.
7. Colon cancer screening	These tests help detect colon cancer and are only required for members age 50 or older. The frequency for this requirement varies by the type of test.	Varies by screening type <ul style="list-style-type: none"> <li>• Colonoscopy – every ten (10) years</li> <li>• Flexible sigmoidoscopy – every (5) five years</li> <li>• Fecal occult – every year</li> </ul>	Examples <ol style="list-style-type: none"> <li>1. You satisfy this requirement if your colonoscopy has been within 10 years from your Compliance Tracking End Date.</li> <li>2. You satisfy this requirement if your Flexible Sigmoidoscopy has been within five years from your Compliance Tracking End Date.</li> <li>3. If you’ve never had a colon cancer screening you need to complete one of these screenings by your Compliance Tracking End Date.</li> </ol>
8. Mammogram (women age 40 and over)	This screening detects breast cancer in women.	1 every 2 years	
Other – Prostate specific antigen (PSA)	This blood test helps identify prostate cancer. It’s a good idea for men to discuss this test with their doctor, but the PSA test is not required to stay in the Diabetes Plan.		

For informational purposes only, UnitedHealthcare does not diagnose problems or recommend specific treatment. The information provided in this document is not a substitute for your physician’s care. Services and medical technologies referenced herein may not be covered under your plan or be available in all states or for all groups.

## Health actions

Completing the health actions, along with following your doctor's advice, can help you achieve better health. To stay in the Diabetes Management Program, be sure to complete your health actions every year. Due to the processing of claims data and timing of open enrollment, the time frame in which you must complete your health actions (compliance year) differs from your normal plan year. You must complete all health action requirements by July 31, 2012.

Health actions that you completed between August 1, 2011, and July 31, 2012, will count toward your health action requirements. If you were a UnitedHealthcare member in 2010, your scorecard will automatically reflect eligible health actions completed during that time. If you were not a UnitedHealthcare member, you may fill out and submit a health actions notification form to report completion of these health actions during that time frame. This notification form will be available on the HealthInsight website at [uhc.healthinsight.com/apwuhpdiabetesprogram](http://uhc.healthinsight.com/apwuhpdiabetesprogram) beginning on date.

### Examples of health actions

#### People with diabetes

- Obtain lab evaluations:  
HbA1c, cholesterol blood tests or kidney function tests
- Wellness Coaching:  
Complete a UnitedHealthcare online, telephonic or mail-based wellness coaching program
- Seek regular primary care visits and retinal exam
- Schedule preventive care:  
Cancer screenings, such as mammography and colon cancer screening

#### People with pre-diabetes

- Seek regular primary care visits
- Wellness Coaching:  
Complete a UnitedHealthcare online, telephonic or mail-based wellness coaching program
- Schedule preventive care:  
Cancer screenings, such as mammography and colon cancer screening

Health Actions	Frequency	Last Completed	Result	Goal	Next Due On or Before	Completed for Compliance Year
1. Doctor's Visit	2 per year	06/02/2009	--	> 7	04/30/2010	↓
2. Hemoglobin A1c	2 per year	--	--	--	Due Now	↓
3. Kidney Function Tests	1 per year	--	--	--	Due Now	↓
o Blood Creatinine OR	1 per year	--	--	0.6 - 1.2	Due Now	↓
o Urine Protein Testing	1 per year	--	--	--	Due Now	↓
4. Blood Cholesterol (LDL)	1 per year	--	--	< 100	Due Now	↓
5. Retinal Eye Exams	1 per year	--	--	--	Due Now	↓
6. Online Health Coach Module	once per year	--	--	--	04/30/2010	↓

Click here for detailed information on your Health Actions and next steps if you're Out of Compliance.

Additional Health Information

For illustrative purposes only.

## Health actions scorecard

HealthInsight will display your health actions to help you track your progress. You will have access to your health actions scorecard once your plan year begins.

## HealthInsight

HealthInsight – [uhc.healthinsight.com/apwuhpdiabetesprogram](http://uhc.healthinsight.com/apwuhpdiabetesprogram) – is the command center for the Diabetes Management Program. We make it easy for you to track your progress by automatically recording your doctor visits and lab tests. You should check this site to help you determine what health actions you need to complete. Other useful tools at this website include:

- ▶ Key details on your current health status
- ▶ Reminders for essential screenings and exams

### You can self-enter information on HealthInsight.

You have the ability to enter your colonoscopy or sigmoidoscopy screening information on this website. HealthInsight also allows you to track additional health information such as height, weight and BMI to help you manage your health.

#### To enter your colon cancer screening information:

- Step 1: Click the "Update Results" link near the top of your scorecard.
- Step 2: Follow the directions to enter your latest information and then click "Save Results."

#### To update your additional health information:

- Step 1: Expand the Additional Health Information section beneath the scorecard.
- Step 2: Click "Update Health Information."
- Step 3: Follow the directions to enter your latest information and then click "Save Results."

Health Actions	Last Completed	Result
1. Blood Pressure (Systolic)	06/02/2009	230
2. Blood Pressure (Diastolic)	06/02/2009	140
3. Total Cholesterol	06/02/2009	400
4. Triglycerides	06/02/2009	300
5. HDL	06/02/2009	20
6. Fasting Blood Sugar	06/02/2009	300
7. 2 Hour Glucose Tolerance Test	06/02/2009	400
8. Height	06/02/2009	5 / 8
9. Weight	06/02/2009	162 lbs
10. BMI	06/02/2009	24.6

For illustrative purposes only.



No need to worry if a recent doctor visit or medical test does not appear on your record. It can take up to 90 days to post on the website.

## Pharmacy and medical benefits

The Diabetes Management Program offers superior value with free or reduced-cost medical and pharmacy benefits. Your diabetes-related doctor visits and select medications and supplies are available to you at a reduced cost or no cost in some cases – a potential savings of hundreds of dollars each year.

This includes insulins (oral and injectable), blood glucose testing supplies and certain medications that treat cholesterol, high blood pressure and depression.

	Diabetes Plan
<b>Primary Care Doctor Visits</b>	\$0 copayment (if related to diabetes)
<b>Specialist Doctor Visits</b>	\$0 copayment (if related to diabetes)
<b>Pharmacy Retail</b> (31-day supply)	Tier 1: No copayment for select prescriptions and supplies
	Tier 2: No copayment for select prescriptions and supplies
	Tier 3: No copayment for select prescriptions and supplies
<b>Pharmacy Mail Order</b> (90-day supply)	Tier 1: No copayment for select prescriptions and supplies
	Tier 2: No copayment for select prescriptions and supplies
	Tier 3: No copayment for select prescriptions and supplies

Note: The above table reflects your in-network costs for diabetes-related care. Standard benefits apply for all other non diabetes-related care.



You can fill your prescriptions at any network retail pharmacy or mail-order pharmacy. For information on our pharmacy network, visit [myuhc.com](http://myuhc.com).

## Covered medications and supplies

Being diligent about taking your diabetes medications and monitoring your blood sugar can be critical to maintaining your health. That's why your employer is making many diabetes-related medications and supplies available at a reduced cost when you enroll in the Diabetes Management Program and follow required health actions.

To see a list of the covered medications and supplies visit [www.uhctogether.com/apwuhpdiabetesprogram](http://www.uhctogether.com/apwuhpdiabetesprogram). If your medication is not listed, you may want to discuss other options with your doctor so you can benefit from this program.

Please note that this list may change throughout the year. Your pharmacy benefit will be updated automatically so you can use your member ID card. Be sure to fill your prescription at any network retail pharmacy or mail-order pharmacy.



Please visit [www.myuhc.com](http://www.myuhc.com)>Links and Tools>Prescription Drug Information>Prescription Drug List to determine if your medication is a Tier 1, 2 or 3.

## Free glucose test meters

Only test strips designed for these meters will work (available through Medco by mail for free), so you will need a new prescription if you are switching from a different test strip option. Monitors are only available through the phone number or website noted (limit of one).

Type of monitor	Manufacturer	How to order
<ul style="list-style-type: none"> <li>• ACCU-CHEK® Avia</li> <li>• ACCU-CHEK® Compact Plus</li> </ul>	Roche	Toll-free: 1-888-605-9861 Online: <a href="http://meters.accu-chek.com">http://meters.accu-chek.com</a>
<ul style="list-style-type: none"> <li>• OneTouch® UltraMini®</li> <li>• OneTouch® Ultra®2</li> </ul>	LifeScan, Inc. (Johnson & Johnson Company)	Toll-free: 1-888-768-5477 Online: <a href="http://www.onetouch.orderpoints.com">www.onetouch.orderpoints.com</a>

## Vision and Dental Care

Managing diabetes and pre-diabetes also involves protecting your eyes and teeth.

### Protect your eyes

Diabetes can damage the blood vessels in the retina. This damage is called diabetic retinopathy. It can lead to blindness and other eye problems. Finding and treating retinopathy early may prevent vision loss.

Retinopathy often does not cause symptoms that you can notice in the early stage. So regular eye exams are important. See an ophthalmologist or optometrist (eye doctor) who cares for people with diabetes. The doctor will put drops in your eyes to open (dilate) your pupils. This lets the doctor look inside your eyes.

### To guard your eyesight:

- ▶ Have a dilated eye exam at least once a year.
- ▶ Call your eye doctor right away if you have any vision changes.

(If “Yes” to UnitedHealthcare Vision)  
Your UnitedHealthcare Vision benefit will cover your dilated eye exam.

(If “No” to UnitedHealthcare Vision)  
Your medical plan will cover your dilated eye exam by a network doctor.

### Protect your teeth

Diabetes and pre-diabetes can affect your dental health. If you have diabetes, you are more prone to infection and slower to heal.

If you have gum disease, and it is detected early, a dentist or periodontist can provide treatment that may bring your gums back to a healthy condition. This may also prevent additional bone or tooth loss. Diabetes can also cause dry mouth and fungal infections such as thrush.

### Visit your dentist regularly

It is important you visit your dentist regularly. Be sure to tell the dentist you have diabetes. Your dentist will help you take care of your overall mouth health. He or she will check your condition and provide routine preventive and dental services.

(If “Yes” to UnitedHealthcare Dental) Your UnitedHealthcare Dental benefits will cover your regular dental exams when you see network providers. See your coverage documents for details on your dental health coverage.

(If “No” to UnitedHealthcare Dental) Check your benefits coverage documents for coverage of dental exams and other dental health services.



## Frequently asked questions

### Q. I've recently completed a health action, why doesn't it appear on my HealthInsight scorecard?

- A. It can take up to 90 days for a health action to post to the HealthInsight website. If you have completed a health action more than 90 days ago that does not appear on your scorecard, you may use the health actions notification form to submit proof of your completed actions.

### Q. How will I receive my discounted diabetes-related medications and supplies?

- A. You can fill your prescriptions at any network retail pharmacy or mail-order pharmacy. For information on our pharmacy network, visit the UnitedHealthcare member website at [myuhc.com](http://myuhc.com).

### Q. How will I receive reduced co-payments for visits to my doctor?

- A. As part of the Diabetes Management Program you will automatically have no copayments if your visit is coded as related to pre-diabetes or diabetes. Simply present your insurance card at your doctor visit and if questioned, let them know you receive reduced co-payments as part of your management program for pre-diabetes or diabetes-related visits. To ensure your visit is eligible for reduced co-payments, please remind your provider to use a pre-diabetes or diabetes-related diagnosis code when submitting your claim.

### Q. Which medications have free or reduced co-pays under the Diabetes Management Program?

- A. You will have the benefit of free Tier 1, Tier 2 and Tier 3 copayments for select medications used to treat pre-diabetes, diabetes and other related conditions. This includes insulins (oral and injectable), blood glucose testing supplies and certain medications that treat cholesterol, high blood pressure and depression.

### Q. How are the Diabetes Management Program health actions determined?

- A. Health actions are based on recommendations by the American Diabetes Association for treating pre-diabetes and diabetes. They are also based on guidelines from the American Cancer Society.

### Q. What happens if I do not complete my health actions during my compliance year?

- A. Not completing your health actions during your compliance year may make you ineligible for continued participation in the Diabetes Management Program for future years.





The UnitedHealth Premium<sup>®</sup> designation program is an information resource to help you choose a physician. It may be used as one of many factors you consider when choosing the physicians from whom you receive care. If you already have a physician, you may also wish to confer with him or her for advice on selecting other physicians. Like many performance assessment programs, physician evaluations have a risk of error. Please see [myuhc.com](http://myuhc.com)<sup>®</sup> for detailed program information and methodologies. Designations are displayed in UnitedHealthcare on-line physician directories at [myuhc.com](http://myuhc.com). You should always consult [myuhc.com](http://myuhc.com) for the most current designation information.

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