# **MED D - EGWP Transform** Diabetes Care

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**Description:** This document provides information regarding the Transform Diabetes Care (TDC) program of network and clinical offerings specific to EGWP populations. TDC is a clinically driven approach to assist members in managing their diabetes and achieving improved health outcomes. It identifies the actions members may need to take to manage their condition more sustainably.

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| Program Benefits |

By placing a greater emphasis on tailored support for individuals, our program can help meet the specific needs of members with diabetes as their care requirements evolve throughout disease progression, helping reduce the complexity of self-managed care between visits with their physician.

Our program is designed to deliver holistic, targeted support for members with diabetes through the combination of clinical and cost management solutions provided through our integrated care model, helping to drive measurably healthier, more engaged members.

This program uses a variety of techniques that will assist members with their condition, how to manage it and helps them remain on track with their prescribed treatment plan.

* Connected blood glucose meter
* Live health coaching (telephonic)
* One-on-one retail pharmacy adherence counseling
* Lifestyle management support

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| Formulary Meters Available |

Members identified for the Transform Diabetes Care program may receive communications recommending that they order a new connected blood glucose monitor.

If the client participates in the CVS Diabetic Meter Program, the following meters are available to the member at no cost:

* **RECOMMENDED:** OneTouch Verio Reflect
* One Touch® Verio Flex®
* ACCU-CHECK® Guide
* ACCU-CHECK® Guide Me

**Note:** Refer to the client CIF to verify if the client participates in the Diabetic Meter Program.

If the client does not participate in the program, refer to the formulary meters offered as part of the client’s benefit plan.

Members who have specific meter questions or would like assistance ordering meters or their associated supplies:

Warm transfer the member to TDC Customer Care at 1-800-348-5238.

Refer to [Basic Call Handling (Greet, Warm, Cold, Call Hold and Close Call)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=8c31454d-f1e4-41af-b678-7017409e18f4).

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| Frequently Asked Questions |

Refer to the following:

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| **#** | **Question/Statement** | **Action/Resolution** |
|  | **What does TDC Customer Care handle for CVS Caremark members?** | * + - Enrollment to TDC Program   + **Example:** How do I enroll, received letter – what do I do?     - Hypertension information and support     - Blood glucose meter ordering or assistance   + **Note**: TDC Customer Care agents are unable to assist members in ordering a continuous glucose monitor (CGM).     - Questions specific to Diabetes Self-Care or Advise on how to engage with healthcare providers for care (but not related to benefits coverage). |
|  | **How does TDC protect member privacy?** | The TDC program and all its components are designed to comply with all federal and state privacy regulations. |
|  | **Is there a program for members with diabetes and hypertension (High Blood Pressure) comorbidity?** | Depending on a member’s plan sponsor’s specifics, TDC does offer hypertension support to some members. For additional information, warm transfer the member to the TDC Customer Care Team at 1-800-348-5238. Refer to [Basic Call Handling (Greet, Warm, Cold, Call Hold and Close Call)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8c31454d-f1e4-41af-b678-7017409e18f4). |
|  | **What if I do not know how to answer questions related to a member’s transform diabetes care/supplies/coverage?** | * Verify the member’s eligibility for the TDC program. * Warm conference/transfer the member to TDC Care Team **1-800-348-5238** and provide the phone number to the member for future needs. * The TDC team can only answer coverage related questions pertaining to what is covered or offered within the TDC program. * The TDC Customer Care team is **unable** to answer billing, claims or authorization/prior authorization questions.   Examples of questions the TDC Customer Care team can address are listed below:   * **Diabetes care**   + Education about the Transform Diabetes Program and how the member is engaged within this program   + Assistance in connecting to an RN to discuss Diabetes Management   + Member looking to order formulary meter via the Diabetic Meter Program   + Member wanting download and register for Health Optimizer application or would like to receive education on features within the Health Optimizer application * **Minute Clinic voucher**: this is a feature of the program available to some members to present at a CVS Minute Clinic to have certain services completed at no additional cost.   Icon - Important **NOTE**: **DO NOT** actively promote this feature.   * + Member needs replacement   + Information around the voucher should only be provided if the member has questions, as not all members are eligible. * **BioTel (Philips) Cellular Meter**: this is a cellularly connected meter that automatically sends readings to a secure online platform. Information around this meter should only be provided if the member has questions, as **not all members are eligible**.   + BioTel (Philips) meter questions around how meter works   Icon - Important **NOTE**: **DO NOT** actively promote this feature.   * + - Meter is not working as intended     - In need of more testing supplies |
|  | **What if a member is receiving calls/mail/email from the Transform Diabetes program, and they do not want any more (Opt Out)?** | * If a member is specifically interested in just unsubscribing from email and/or text messages or from integrated voice response (IVR) automated phone calls, let the member know there is an Unsubscribe option always available in these communications member can use. * If a member wants to completely stop all communications refer to **Opt Out Options below:**   + **Opt Out of TDC completely!**     - If a member asks to be opted out of TDC, after verifying member entitlement to their sponsored plan, let the member know that TDC Opt Out can take up to 60 calendar days and warm conference/transfer the member to the TDC Customer Care Team at 1-800-348-5238. Refer to [Basic Call Handling (Greet, Warm, Cold, Call Hold and Close Call)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8c31454d-f1e4-41af-b678-7017409e18f4).   **OR**   * + **Do Not Call (DNC) List**     - After verifying member entitlement to their sponsored plan, refer to [Do Not Call (DNC) RM Task Request – CCR](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=33bdcd98-90e2-4049-a3fc-9aea495258a6). |
|  | **What happens if a member says they could not successfully request a glucometer for TDC?** | Warm transfer the member to the TDC Customer Care Team at 1-800-348-5238, after verifying member’s eligibility. Refer to [Basic Call Handling (Greet, Warm, Cold, Call Hold and Close Call)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8c31454d-f1e4-41af-b678-7017409e18f4). |
|  | **Is there a member fee associated with the TDC program?** | Inform the member that TDC program does not have a cost to the member as part of their Caremark PBM coverage. |
|  | **What if a member asks why they were contacted and/or states they are not diabetic?** | Warm transfer the member to the TDC Customer Care Team at 1-800-348-5238, after verifying member’s eligibility. Refer to [Basic Call Handling (Greet, Warm, Cold, Call Hold and Close Call)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8c31454d-f1e4-41af-b678-7017409e18f4). |
|  | **If a Medicare member is transitioning to TDC, what meter(s) does a member qualify for?** | If a member calls and is in a Medicare Plan Sponsor, Warm transfer the member to the TDC Customer Care Team at 1-800-348-5238, after verifying member’s eligibility. Refer to [Basic Call Handling (Greet, Warm, Cold, Call Hold and Close Call)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8c31454d-f1e4-41af-b678-7017409e18f4).  **Note**: TDC Customer Care agents are unable to assist members in ordering a continuous glucose monitor (CGM). |
|  | **What is the cost to participate in the Transform Diabetes program?** | TDC as a program is offered by the plan sponsor at no cost to the member, however copay/coinsurance amounts for diabetes treatment, healthcare, screenings, and glucose meter supplies may vary. Warm transfer the member to the TDC Customer Care Team at 1-800-348-5238, after verifying member’s eligibility. Refer to [Basic Call Handling (Greet, Warm, Cold, Call Hold and Close Call)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8c31454d-f1e4-41af-b678-7017409e18f4). |
|  | **Can members older than 65 years old participate in the TDC program?** | Yes, in most cases, depending on plan sponsor’s offerings.  **Note:**  For additional information, warm transfer the member to the TDC Customer Care Team at 1-800-348-5238, after verifying member’s eligibility. Refer to [Basic Call Handling (Greet, Warm, Cold, Call Hold and Close Call)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8c31454d-f1e4-41af-b678-7017409e18f4). |

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| Additional TDC Member Support |

Members who have additional questions about the TDC program:

* Warm transfer the member to the TDC Customer Care Team at 1-800-348-5238.
  + Refer to [Basic Call Handling (Greet, Warm, Cold, Call Hold and Close Call)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=8c31454d-f1e4-41af-b678-7017409e18f4).
  + Refer to the client CIF for additional information on the Client Diabetic Supply Benefits.

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| Related Documents |

[MED D - Coverage of Diabetic Supplies](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=6140d044-34e7-4419-8c23-5920f4843723)

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0048)

**Abbreviations/Definitions:** [Abbreviations / Definitions](file:///C:\Users\C337799\Downloads\CMS-2-017428)

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