# Transform Diabetes Care™ (TDC)

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**Description:**  Information to determine eligibility for Transform Diabetes Care (TDC).

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| Process |

Transform Diabetes Care (TDC) is a clinically driven approach to assist members in managing their diabetes and helping them achieve improved health outcomes.

* It identifies possible actions that the member may need to take to manage their condition more sustainably.
* This is a clinically driven approach to assist members in managing their diabetes and helping them achieve improved health outcomes.
* This program is designed to comply with all federal and state privacy regulations.

If an Aetna Plan (Client is listed as Aetna), refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). Locate and warm conference/transfer to the appropriate TDC team for the Aetna plan.

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| **Step** | **Action** | |
| **1** | Review member’s pharmacy benefit coverage and assist them with needs such as:  Prior Authorization requests/updates, copay information, alternatives, refill requests, et cetera. | |
| **If member…** | **Then…** |
| Is satisfied. | Support the member with any non-diabetic needs, based on your line of business expectations. |
| Would like more information about diabetes care.  **Note**: TDC Customer Care are **unable** to assist members in ordering a continuous glucose monitor (CGM).  **Examples:**   * Member would like to enroll in Transform Diabetes Care (TDC). * Assist member in ordering a blood glucose meter/formulary. * Hypertension information and support. * Questions specific to Diabetes Self-Care or Advice on how to engage with healthcare providers for care (but not related to benefits coverage). * Member has additional questions regarding the Transform Diabetes program. | Review the CIF to determine if the member’s plan participates in the Transform Diabetes Care (TDC) program, and for additional plan specific information.   * If the plan **does not participate** in TDC: Refer to the CIF for diabetic information on their plan. * If the plan **participates** in TDC: Proceed to next step.   **Note:** Members younger than 18 years old are not eligible to participate. |
| **2** | Warm transfer the member to the TDC Care Team **1-800-348-5238** and provide the phone number to the member for future needs.  **Hours of Operation:**  **Monday through Friday:** 8 am to 8 pm CT  **No weekend or after hours**.  **Notes:**   * Some plans have their own TDC Care Team phone number, refer to the CIF. * If the TDC Care Team is closed, advise the member of hours of operation and provide the phone number. | |

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| Scenarios |

 Some plans have their own TDC Care Team phone number, refer to the CIF to determine if the plan has a different phone number listed.

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| **#** | **Scenario** | **Action** |
| **1** | **Member has questions about the Free Meter Program.** | * If the plan **participates** in Transform Diabetes care: Warm transfer the member to the TDC Care Team **1-800-348-5238** and provide the phone number to the member for future needs. * Inform the TDC representative that the member would like information about the diabetic meter available to them as part of the TDC program. * If the plan **does not participate** in TDC, refer to [Compass - Diabetic Meter Program and Supplies including Disposable Insulin Pumps (065560)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fa8ebdc3-2feb-4026-af79-eb43072df10c). |
| **2** | **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 Care Team **1-800-348-5238** and provide the phone number to the member for future needs. |
| **3** | **What if a member is retired, on Consolidated Omnibus Budget Reconciliation Act (COBRA) or there is another circumstance where the member is receiving benefits but not actively working for client?** | A member would lose eligibility if they were moved from an eligible Carrier, Account, Group (CAG).   * If COBRA members or retirees are included in eligible CAGs, then joining COBRA will have no impact on eligibility for the members.   For additional information:   * 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.   + Notify the TDC representative that the member has indicated they have retired or have transitioned to COBRA and would like to understand the impacts to their TDC benefits. |
| **4** | **Is there a member fee associated with the TDC 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. |
| **5** | **What if I do not know how to answer questions related to a member’s 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. **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. * BioTel (Philips) meter questions. **Note:** **Do Not** actively promote this feature. * Meter is not working as intended. * In need of more testing supplies. * Questions around how meter works.   + Information around this meter should only be provided if the member has questions, as not all members are eligible. |
| **6** | **I have not received my diabetic supplies.** | * 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.   + Notify the TDC representative that the member has not received their diabetic supplies.   **Note:** If the plan does not participate in Transform Diabetes Care, refer to [Compass - Diabetic Meter Program and Supplies including Disposable Insulin Pumps (065560)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fa8ebdc3-2feb-4026-af79-eb43072df10c). |
| **7** | **What if a member asks why they were contacted and/or states they are not diabetic?** | * Review notes on the account and communication history to determine the member was contacted regarding TDC. * 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.   + Provide the TDC representative with the reason that the member is being transferred, was contacted by the TDC Team, and would like to understand why or that the member is indicating they are not a diabetic can you assist them with next steps. |
| **8** | **How does TDC engage members?** | TDC engages targeted members by notifying them when there may be a need for the member to take actions clinically proven to improve health outcomes and make their condition more sustainable. These notifications can be delivered via phone, mail, email, text, and/or at CVS Pharmacy, MinuteClinic and HealthHub locations.  Contact outreach varies depending on numerous factors that are monitored on an ongoing basis by the program.   * If the contact is during a live phone call (whether the member calls in or is called), there is an opportunity to engage in clinical care, diet and nutrition topics depending on the member’s needs at the moment. * If the member requests additional information, warm conference/transfer the member to TDC Customer Care for further after verifying member’s eligibility. Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| **9** | **I am receiving calls/mail/email from Transform Diabetes program, and do not want any more (Opt Out).** | If member is specifically interested in just unsubscribing from email and/or text messages or from integrated voice response (IVR) automated phone calls, please let member know there is an Unsubscribe option always available in these communications member can use.  If member wants to completely stop all TDC Communications:   * Advise the member that TDC Opt Out can take up to 60 calendar days. * 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.   + Notify the TDC representative that the member would like to be opted out of the TDC program before transferring the member over. |

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| Related Documents |

* [Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0)
* [CVS Medication-Nutrition Management for Type 2 Diabetes (062519)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=05d7d12d-a702-440e-97c4-9526b83a3b2d)
* [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)
* [Compass - Diabetic Meter Program and Supplies including Disposable Insulin Pumps (065560)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fa8ebdc3-2feb-4026-af79-eb43072df10c)
* [Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Documents:**  [CALL-0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049) and [CALL-0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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