# PeopleSafe - Diabetic Meter Program and Supplies

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**Description:** Process for how Mail Order eligible plan members with participating clients are able to receive a complimentary Accu-Chek or One Touch blood glucose meter with an order for preferred test strips.

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| Process |

 A Diabetic Meter Representative will place an order for test strips and lancets through Mail Order, as well as send a complimentary meter to their home from the manufacturer. The Diabetic Meter Representative can also send the complimentary meter if the member has a paid claim at a retail pharmacy.

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Confirm the member has Home Delivery benefits. | |
| **If…** | **Then…** |
| Yes | Proceed to the next step. |
| No | Follow your normal procedures for assisting the member. |
| **2** | 1. Review the CIF and run a Test Claim to confirm the Client participates in the Diabetic Meter Program and test strips are covered.   **Note:** Determining strips and meter coverage does not mean the test claim has to come back with a zero cost. Coverage means the test claims “pays” and is not rejected with a NDC code.  **Tip:** Refer to [Needles and Syringes (057027)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3a6b58a6-55f1-4985-b3e4-718d0f4ca3ea) to help with Test Claims, locate the GCN field and type **25200** then select the **Search** button to locate the test strips within PeopleSafe.   1. Verify program participation in the Plan Design Highlights section of the CIF under Diabetic Supply Benefits, and with test claims for a 90-day supply of One Touch or Accu-Chek test strips. 2. Run a Test Claim on both the One Touch and Accu-Chek test strips to ensure coverage.   **Notes:**   * Third party adjudicated clients are not eligible for this program. * All requests for other diabetic supplies are managed following normal procedures. | |
| **If client…** | **Then…** |
| Participates and test strips are covered | Proceed to the next step. |
| Does not participate and/or test strips are not covered | Follow normal procedures for assisting the member. |
| **3** | Determine the member’s interest in the program: | |
| **If the member is…** | **Then…** |
| Interested in the program | Cold transfer using your phone to the Diabetic Meter team by dialing **1-800-588-4456, option 1**.  **Hours of Operation:**  **Monday thru Friday:** 8 am to 6 pm CT  **\*\* No Weekend Hours\*\***  **Note:** If after hours, provide the member with the phone number and hours of operation and ask that they call back the next day or advise them to go to the site, <https://info.caremark.com/dig/managingdiabetes>. |
| Not interested  **Example:** Does not want to switch to a different meter | Follow normal procedures for assisting the member. |

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| Frequently Asked Questions |

### General Questions:

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| **#** | **Question/Statement** | **Answer/Resolution** |
| **1** | **What if the Member has other Diabetic Issues/Questions?** | * The diabetic meter team is designed **only** to assist Members in obtaining a meter and preferred test strips. * Any issues outside of this such as, co-pay questions, insulin, insulin pumps, and other diabetic medications should be addressed by Customer Care Representatives prior to transferring the call to the Diabetic Meter Team. |

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| **2** | **What qualifies a Plan Member to receive a meter?** | * Member has been diagnosed with diabetes. * Member has active prescription benefits. * Verify client program participation in the Plan Design section of the CIF under Diabetic Supply Benefits. * Receive paid test claims for a 90-day supply of One Touch and/or Accu-Chek test strips. |
| **3** | **Who does not qualify for a meter?** | * Member has already received a preferred monitor within the last 365 days, such as Accu-Chek or One Touch. * Member does not have diabetes. * Member does **not**have active prescription benefits. * Client does not participate in the program. * Customer Service Representative does not receive a paid test claim for a 90-day supply of specific meters test strips. |
| **4** | **What is the anticipated TAT for the meter to arrive?** | The Turn Around Time (TAT) is up to 10 business days.   * If the meter has been ordered under comments the type of meter will be noted with the turn-around time. * If the member has any other questions, contact the diabetic meter team.   Let me connect you to our Diabetic Meter Program Team and they can provide you with that information. |
| **5** | **What if the Meter is Malfunctioning?** | Contact Accu-Chek **1-800-858-8072** or One Touch **1-800-227-8862**. |

### Insulin Syringes and Pen Needles:

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| **#** | **Question/Statement** | **Answer/Resolution** |
| **1** | **What do I do if I need more than 90 syringes/pen needles in 90 days?** | * If a 90 days’ supply for you is more than 90 syringes/pen needles, you need to visit your doctor and have a prescription written based on your number of daily insulin injections.      * The Home Delivery/Mail Order pharmacy will then fill the prescription for the amount that is specified on your prescription equal to the number of insulin syringes/pen needles that you need for 90 days.  BD syringes/pen needles are dispensed in multiples of 90.  If the amount of syringes/pen needles that you need is not an exact multiple of 90.      * **Do not round up**.  In cases of pre-packaged medications, round down to the closest day supply not to exceed 90 days’ supply. |
| **2** | **How will this change affect groups with dispensing limits of less than 90 days?** | Review the plan summary and run test claims to determine what day supply would be best for the member. |
| **3** | **Can insulin syringes/pen needles be reused?** | * Syringes/pen needles are designed for single use only and are clearly labeled as such. * Reusing syringes/pen needles may be potentially dangerous. |

### BD Products:

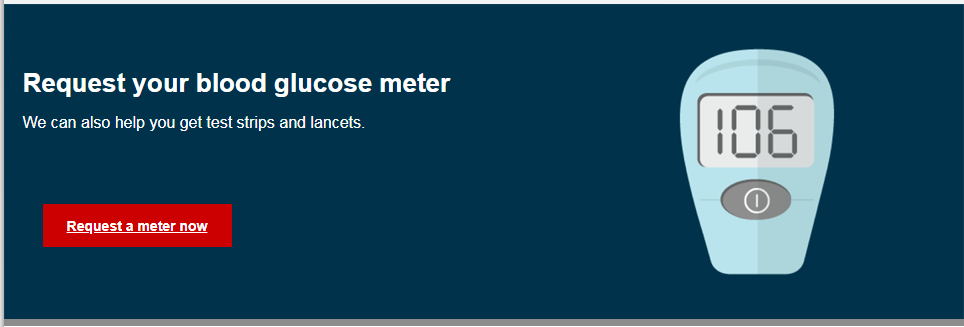
The following are some commonly asked questions about BD Insulin Syringes and Pen Needles:

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| **#** | **Question/Statement** | **Answer/Resolution** |
| **1** | **What does “BD” stand for?** | BD is the abbreviation for Becton Dickinson, the manufacturer of these syringes/pen needles. |
| **2** | **Where can I get additional information regarding BD insulin syringes/pen needles?** | Additional information regarding BD insulin syringes/ pen needles and other diabetes care products may be found on the BD website located at <http://www.bd.com/diabetes/> or by calling BD toll free at **1-(888)-232-2737**. |

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| Diabetic Meter Program Digital Page |

Below is a screen shot from <https://info.caremark.com/dig/managingdiabetes>:



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| Disposable Insulin Pump |

This section provides information about the coverage/non-coverage for the disposable insulin pump and the history of when it moved from medical to a pharmacy benefit plan.

Insulin pumps have been categorized as durable medical equipment (DME) and are typically covered under a plan’s medical benefit. As such, many clients chose not to cover insulin pumps under their plan’s pharmacy benefit. In 2019, disposable insulin pumps became a new diabetic supply category available for coverage under the pharmacy benefit.

Insulet’s Omnipod 5 disposable insulin pump has garnered significant member interest as the only tubeless automated insulin delivery system, reducing daily injections and finger sticks.

In 2022, Insulet made a business decision to not pursue coverage of their new product, Omnipod 5, through DME distribution vendors. This means that there will not be an option to cover Omnipod 5 under the medical benefit, and members can only access it through their pharmacy benefit.

Because insulin pumps have a history of being reimbursed under the medical benefit, many clients have not updated their pharmacy benefit to keep pace with this evolution.

 **Note:** The Omnipod 5 is the most common disposable tubeless insulin pump, there are others that could be covered under the pharmacy benefit (**Example:** V-go and Cequr). If a member is inquiring about a specific pump, perform a test claim to ensure coverage.

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| **#** | **Question/Statement** | **Answer/Resolution** |
| **1** | **If disposable insulin pumps were introduced in 2018, why is this only being addressed now?** | Prior to 2022, most disposable insulin pumps on the market were reimbursable under the medical or the pharmacy benefit for Employer plans. In 2022, Insulet, the manufacturer of the Omnipod 5, made a business decision to not pursue coverage of their new product through durable medical equipment (DME) distribution vendors.  This means that Omnipod 5 will not be covered under the medical benefit.  Unlike other disposable insulin pumps, Omnipod 5 uses AI (Artificial Intelligence) to calculate and automatically supply the right dosage. Thus, patients may experience better blood sugar control and safer blood glucose levels in comparison to pumps requiring patient monitoring. With the product launch, the disposable insulin pump category is expected to grow as more patients may prefer the convenience of a disposable, tubeless patch pump that automatically dispenses their insulin. |
| **2** | **What client plans are included in this opt-out process?** | Prior to 2019, disposable insulin pumps were not listed as a category on the Client Requirements Document (CRD). In these cases, benefit set-up has defaulted disposable insulin pump coverages to insulin pump elections. This client outreach is limited to carriers that have elected to exclude insulin pumps on these legacy CRDs (that did not include the separate category of disposable insulin pumps). Coverage will be expanded to include disposable insulin pumps ONLY for these plans.  A client who has a mix of plans (some with more recently refreshed CRDs and some with legacy CRDs) will only see coverage of disposable insulin pumps expand to the legacy plans.  If a client wants to change their coverage on a plan with a CRD that includes disposable insulin pumps, they will need to update their CRD through the standard process. Note, clients who have already decided not to cover disposable insulin pumps through their CRD will not have this benefit changed, though we encourage you to reengage with your clients to close this potential gap in care. |

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| **3** | **How are disposable insulin pumps different than traditional insulin pumps?** | Disposable insulins pumps, sometimes called pump patches, are often smaller than traditional pumps and attach directly to the skin.  Disposable insulin pumps usually have a cannula to deliver insulin directly from the device to the skin without tubing. As their name suggests, the devices are disposable.  In contrast, a traditional insulin pump is durable medical equipment (DME) that pushes insulin from a separate pump through a tube to a cannula on the patient’s skin. Traditional insulin pumps are typically covered under a patients’ medical benefit. |
| **4** | **Why would members benefit from expanding coverage of disposable insulin pumps?** | With the launch of Omnipod 5, disposable insulin pumps have taken a significant step forward, combining the convenience of a patch pump with automated insulin dosing.  Combined with more extensive direct to consumer marketing, we expect member demand to grow.  If disposable insulin pumps are not covered by a member’s pharmacy benefit, the member may not have access to these products. |
| **5** | **What is the efficacy of the Omnipod 5?** | In pre-pivotal and pivotal trials, Omnipod 5 was found to be a safe and effective system for insulin dosing for Type 1 diabetes patients.  When compared to standard therapy (both multiple daily injections and pump therapy), Omnipod 5 showed a significant increase in time in range (70-180 mg/dL) in the adults and adolescents, from 65% to 74% (an additional 2.2 hours per day), and an overall reduction of HbA1c from 7.16% to 6.78%.  Relative to other disposable insulin pumps, Omnipod 5 is the only tubeless pump to automatically supply the right insulin dosage. Currently, member excitement has been primarily driven by Omnipod 5’s convivence, as a disposable automated pump. |
| **6** | **I have heard that the Dexcom G6 Continuous Glucose Monitor is required to access Omnipod 5’s automated functions.**  **Why doesn’t this coverage expansion include the Dexcom Continuous Glucose Monitors?** | The Omnipod 5 requires the Dexcom Continuous Glucose Monitor (CGM) to utilize its automated functions. We recommend clients consider expanding their pharmacy coverage to include CGMs.  In addition, Dexcom is the preferred CGM on our standard formularies. However, this market event did not impact coverage options for CGMs; members will be able to continue to use their existing coverage options to access CGMs (**Example:** Medical and/or pharmacy). Therefore, this opt-out process will not include expanding coverage to CGMs.  If a client would like to cover CGMs, Account Managers should follow existing processes for adding coverage. |
| **7** | **How do the costs of disposable insulin pumps compare to traditional insulin pumps?** | Traditional insulin pump costs include the DME cost of the pump itself in addition to the recurring cost of supplies (**Example:** Infusion sets) required to operate the pump. Disposable insulin pumps include the recurring cost of the disposable pump itself. Without considering rebates, on average, disposable insulin pumps are more expensive than the traditional pumps and supplies, especially in the years between pump purchases. |
| **8** | **Are disposable insulin pumps on the preventative drug list?** | Yes, disposable insulin pumps are on the preventative drug list. If your client has a preventative drug list in place, their existing preventative drug list intent will be applied to these products. For example, the products will bypass the deductible and (if applicable for the client) apply a custom copay. |

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| Related Documents |

[Diabetic Programs & Supplies Index (049788)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91eac667-77eb-4131-8351-979ec7e1ae2e)

[Continuous Glucose Monitors (CGM) and Insulin Pumps (057029)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c4550a37-7d04-4223-a206-ddafa842c097)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

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

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