# CVS Medication-Nutrition Management™ for Type 2 Diabetes

[Process](#_Toc187499253)

[Cost and Coverage Scenarios](#_Toc187499254)

[Member Communication and Self-Service Scenarios](#_Toc187499255)

[Related Documents](#_Toc187499256)

**Description:** Information and process steps for the CVS Medication-Nutrition Management program as it relates to Type 2 diabetes.

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| Process |

The CVS Medication-Nutrition Management program is a virtual care, intensive lifestyle intervention program for people with Type 2 diabetes with the goal of helping the member reduce, or even eliminate, their need for diabetes medication.

* The program ensures outcomes by leveraging wraparound care team support to manage diabetes and titrate (started at a low dose and gradually adjusted as needed) medication.
* Included are nutritional content, coaching, and connected devices. Registered Dieticians (RD) work with members 1:1 for convenient and personal care.
* This program works with endocrinologists to help to manage medication titration in a safe and monitored manner.
* CVS Medication-Nutrition Management is offered as an enhancement to the core diabetes solution, Transform Diabetes Care (TDC).  
  **Note:** If the member is asking about the TDC program, refer to [Transform Diabetes Care (TDC) (021750)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d1ddf05c-1306-4ebb-8312-fb62333e4533).

Process steps:

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| **Step** | **Action** | |
| **1** | Review member’s pharmacy benefit coverage and assist.  **Examples:** Prior Authorization requests/updates, copay information, alternatives, refill requests, etcetera. | |
| **If…** | **Then…** |
| Member is satisfied. | Support the member with any non-diabetic needs, based on your line of business expectations. |
| Member would like more information about the **CVS Medication-Nutrition Management** program.  **Examples:**   * + - Enrollment into the CVS Medication-Nutrition Management Program (**Example:** How do I enroll?)     - Questions specific to diabetes self-care or advice on how to engage with healthcare providers for care (but not related to benefits coverage)     - Clinical questions about these medications   **Note:** If the member has general questions about Transform Diabetes Care, not specific to the CVS Medication-Nutrition Management program, refer to [Transform Diabetes Care (021750)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d1ddf05c-1306-4ebb-8312-fb62333e4533). | Review the CIF to determine if the member’s plan participates in the CVS Medication-Nutrition Management program, and for additional plan specific information.   * If the plan **does not participate**: Refer to the CIF for diabetic/nutrition support information on their plan. * If the plan **participates** in CVS Medication-Nutrition Management: Proceed to the next step.   **Notes:**   * Currently members younger than 18 years old are not eligible to participate. * If the member’s plan participates in Transform Diabetes Care, but not **CVS Medication-Nutrition Management,** refer to [Transform Diabetes Care (021750)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d1ddf05c-1306-4ebb-8312-fb62333e4533). |
| **2** | Warm conference/transfer the member to the CVS Medication-Nutrition Management Program when applicable at **1-800-207-1897** after the client's effective date for this program.  **Hours of Operation:**  8:00 am to 8:00 pm Monday to Friday  9:00 am to 4:00 pm Saturdays Closed Sundays and Holidays  **Notes:** Times are in all US based time zones and not specific to a time zone. | |

[Top of the Document](#_top)

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| Cost and Coverage Scenarios |

Refer to as needed:

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| **#** | **Question/Statement** | **Action/Resolution** | |
| **1** | **Can members older than 65 years old participate in the CVS Medication-Nutrition Management program?** | Yes, in most cases, depending on plan sponsor’s offerings.  **Note:** For additional information, warm conference/transfer the member to CVS Medication-Nutrition Management Customer Care for further assistance after verifying member’s eligibility. | |
| **2** | **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 CAG’s, then joining COBRA will have no impact on eligibility for the members. | |
| **3** | **Are there any medical conditions that a member may have that could exempt them from the program?** | Warm conference/transfer the member to CVS Medication-Nutrition Management Customer Care at **1-800-207-1897** after the client’s effective date for this program. | |
| **4** | **Is there a member fee associated with the CVS Medication-Nutrition Management program?** | The member is not charged to participate in the program and meet with their Registered Dietitian.   There may be potential costs based on members’ benefit plans related to labs, devices, and supplies.  Lab costs are fully covered at no additional cost to the member if conducted at LabCorp, Quest, or Senora Quest locations.   * If the labs are taken at a different location, they are billed to the member’s benefit provider and may have additional costs.   For questions related to lab orders, warm conference/transfer the member to CVS Medication-Nutrition Management Customer Care at  **1-800-207-1897** after the client’s effective date for this program. | |
| **5** | **What products/services are included?**  **Or**  **Can I use the devices I already have with this program?** | Inform member that meters (device) and supplies (test strips and lancets), are available to certain CVS Medication-Nutrition Management members at no cost to the member.  Warm conference/transfer the member to CVS Medication-Nutrition Management Customer Care at **1-800-207-1897** after the client’s effective date for this program. | |
| **6** | **What if I do not know how to answer questions related to a member’s Medication-Nutrition Management cost/coverage?** | Warm conference/transfer the member to CVS Medication-Nutrition Management Customer Care at **1-800-207-1897** after the client’s effective date for this program. | |
| **7** | **Will members receive devices like a blood glucose (BG) meter as part of CVS Medication-Nutrition Management?** | Yes, all eligible & enrolled members may receive a blood glucose meter and a connected weight scale.  Members may be eligible for additional devices such as a blood pressure cuff and ketone meter (and device supplies) depending upon their comorbid conditions and/or dietary pattern selection. | |
| **Question** | **Answer** |
| **How will they know if they are eligible for the additional devices/supplies?** | Their clinician can discuss eligibility requirements and informs the member which devices they will receive. |
| **Are the additional devices/supplies charged to the member?** | CONNECTED WEIGHT SCALE There is no cost for a member to receive the connected scale.  BLOOD PRESSURE MONITOR Members with hypertension that do not have a connected blood pressure monitor may be provided one.  BLOOD GLUCOSE METER Members with Type 2 Diabetes, if eligible may receive a blood glucose meter and testing supplies. There may be out of pocket cost or copays based on the members’ plan design.  KETONE DEVICE Members who choose a low carb nutrition plan receive a ketone device starter kit with testing supplies.  Additional shipments are ordered through the CVS Medication-Nutrition Management clinicians. If additional supplies are needed, a member may have an out-of-pocket cost or copay. |
| **What if a device is received but not ordered by the member?** | Warm transfer the caller to CVS Medication-Nutrition Management at **1-800-207-1897** after the client's effective date for this program. |

[Top of the Document](#_top)

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| Member Communication and Self-Service Scenarios |

Refer to as needed:

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| **#** | **Question/Statement** | **Answer/Resolution** | |
| **1** | **How does CVS Medication-Nutrition Management engage members?** | CVS Medication-Nutrition Management engages targeted members by notifying them when they may be eligible to participate in the program.  These notifications can be delivered via phone, mail, email, and/or text.  Contact outreach varies depending on numerous factors that are monitored on an ongoing basis by the program.   * If the member requests additional information, warm conference/transfer the member to CVS Medication-Nutrition Management Customer Care at **1-800-207-1897** after verifying member’s eligibility. | |
| **2** | **I am receiving calls/mail/email from the CVS Medication-Nutrition Management program, and 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 asks to be opted out of CVS Medication-Nutrition Management:   * Verify member is eligible/enrolled through their plan. * Advise the member that CVS Medication-Nutrition Management Opt Out can take up to 60 calendar days.   Warm conference/transfer the member to CVS Medication-Nutrition Management Customer Care at **1-800-207-1897** after the client's effective date for this program. | |
| **3** | **Is there a downloadable app for the Program** | Yes, on or after the client's effective date for this program, there is an app that you need to download called Health Optimizer.  If prior to the client program go live date, the eligibility file will not be available for a member to create their account.  **Example:** Health Optimizer App download:  A screenshot of a phone  AI-generated content may be incorrect. | |
| **4** | **How does CVS Medication-Nutrition Management protect the member’s privacy?** | The CVS Medication-Nutrition Management program and all its components are designed to comply with all federal and state privacy regulations. | |
| **5** | **Member is having technical difficulties with connections in the Health Optimizer App** | Warm conference/transfer the member to Health Optimizer Support at **1-888-511-4228**. | |
| **6** | **What if a member asks why they were contacted and/or states they are not diabetic?** | Warm conference/transfer the member to CVS Medication-Nutrition Management Customer Care at **1-800-207-1897** after the client's effective date for this program.  **Note:** If the member is called about Transform Diabetes Care, refer to [Transform Diabetes Care (021750)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d1ddf05c-1306-4ebb-8312-fb62333e4533). | |
| **7** | **The member is asking direct questions using the name of Cecelia Health, what should I do?**     Do **not** mention “Cecelia Health” to members. Only reference “Cecelia Health” if the member mentions it first.  This program is supported by our partner Cecelia Health. | Warm conference/transfer the member to CVS Medication-Nutrition Management Customer Care at **1-800-207-1897** after the client’s effective date for this program. | |
| **Question** | **Answer** |
| **What if the member is concerned about talking to Cecelia Health?** | Cecelia Health is a provider network that CVS has partnered with in order to provide support and clinical program care. |
| **Will Cecelia Health be calling the member, if so, what number is displayed on the Caller ID?** | Yes, Cecelia Health will be calling on behalf of CVS Caremark. The caller ID display shows CVS Caremark (15 character) or CVS Caremark Support (32 character). |

[Top of the Document](#_top)

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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)
* PeopleSafe [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421)
* [Compass – Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)
* [Log Activity/Capture Activity Codes](file:///C:\Users\z174016\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\NU4TCFBE\CMS-2-005164) (005164)
* [Compass – Close an Interaction or Research Case](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b) (050011)
* [PeopleSafe Commercial Care Document Index (By Topic) (059884)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=48e60afe-4834-4733-9270-43a42bf6af4c)
* [Compass – Customer Care Document Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5adafaf7-02a1-49b8-b58b-3abceda07ad2) (058484)
* [Customer Care Abbreviations, Definitions, and Terms](file:///C:\Users\z174016\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\NU4TCFBE\CMS-2-017428) Index (017428)

**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)

[Top of the Document](#_top)

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