# Compass - Assisting Members with Diabetes - Diabetic Supplies/Insulin and Test Claims

[Questions and Answers](#_Toc191394348)

[Calculating Quantity for Test Claims](#_Toc191394349)

[Related Documents with Terms and Definitions](#_Toc191394350)

**Description:** References and information regarding diabetic supplies and medications, packaged quantities, and test claim calculations.

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| Questions and Answers |

Refer to the following table for answers to commonly asked questions.

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| **Question** | **Answer** |
| Is there a maximum cost that I will pay for my insulin? | **Note:** As of January 1, 2023, insulin copays are capped at $35 per month for people with diabetes covered by Medicare. Run test claim when assisting members.   * If the member states they want more drug information than what is provided, warm transfer them to [Clinical Care (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| What is the preferred insulin on my plan? | Let me check your formulary to determine the preferred insulin on your plan. In the future, you can access your formulary on the secure member website at www.caremark.com.  **CCR:**   * Review the member’s formulary under “Antidiabetics” to determine the preferred insulin on the plan and advise the member accordingly. Refer to CIF and to [CVS Caremark Drug List Index (116624)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c5ec5253-d3a9-42d5-aeff-6656b12c8dfb). * Refer to [Caremark.com - Covered Drug List - Formulary](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0d789ba-e92a-46dc-8d94-061c20d54508) (038389). |
| What manufacturer will be dispensed for my insulin? | The manufacturer that is primarily dispensed for this medication is [XXX].  **CCR:** To determine manufacturer, run [Compass - Test Claims (050041](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)) for the drug name or NDC/GPI and then review the **Manufacturer** field on the Find a Drug screen to determine what manufacturer is primarily used for that specific insulin. |
| How do I get a specific manufacturer for my insulin? | If you require a specific manufacturer, your doctor should write the [specific manufacturer (Compass) (062781)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d7bd64bc-a539-41b6-8928-3a1a02900560) on the prescription and write **DAW**. |
| Is there a generic or preferred brand of insulin available? | I apologize, currently there is not a generic form of insulin available. I can pull up your formulary list to determine what insulins are covered as a preferred brand.  **CCR:** Review the member’s formulary under “Antidiabetics” to determine what insulins are covered and what requirements are necessary to fill them.  **Examples:** Prior authorization, step therapy, etcetera), and advise the member accordingly. Refer to [Compass - Test Claims (050041](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe).  **Note:** To verify the correct formulary alternative for the diabetic medication, run Test Claims, review the CIF and refer to [CVS Caremark Drug List Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c5ec5253-d3a9-42d5-aeff-6656b12c8dfb) (116624). |
| I cannot afford my insulin. What help can you provide? | I apologize, at this time there is not a generic form of insulin available, but I will do everything I can to assist you with obtaining your medication.  **CCR:** Maximize the member’s benefits by determining:   * If they can receive a greater day’s supply at Mail Order for the same copay. * Do they have [Compass - Handling Maintenance Choice Calls (062836)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2caace6e-39db-4411-9813-86cc2997a67d)? * Is the member charged a copay for their diabetic supplies with Diabetic Bundling (Kits) if available? * Does Member quality for [Compass - Copay Installment Payments (057183)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=14e13366-0206-4670-9b6f-15de902471d6)? * Run [Test Claims (050041](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)) and check the CIF.   If the member’s medication is available in both vial and pen dosage forms, offer to run a Test Claim for both forms to determine if there are any cost savings.   * Offer to provide members with information about programs they can use to locate potential cost savings and/or financial assistance (**Example:** Manufacturer coupons available refer to [Member Cannot Afford Medication (Alternatives and Financial Assistance (026963)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=62aa67ac-8298-4fa1-b1ba-fda383d15b4c). |
| How is most insulin packaged? | Most insulin is packaged in 10ml vials, or in 3ml insulin pens that come in boxes of five (5) pens. These are the most packaged insulin-dispensing products. |
| How is insulin shipped? | We include a cold gel pack in all insulin shipments regardless of the destination temperature. For more information, refer to the “Shipping of Refrigerated Medications” section in [Compass - Shipping Guidelines and Fees (053427)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e77f513c-0e5e-4aaa-b674-de935ed25901). |
| Do the syringes come with the vials of insulin? | No. The syringes for the vials of insulin are a separate transaction under the plan & will be covered according to your plan structure.  **Exception:** Member Charged a Copay for Their Diabetic Supplies with Diabetic Bundling (Kits). |
| Do pen needles come with insulin pens? | No. The pen needles for the insulin pens are a separate transaction under the plan & will be covered according to your plan structure.  **Exception:** Member Charged a Copay for Their Diabetic Supplies with Diabetic Bundling (Kits). |
| Where do I get information about Diabetic bundling Kits? | Refer to the CIF to ensure Client participates in program. |
| What is the difference between an insulin pen and a vial? | Vials require you to draw out your insulin in an insulin syringe to the correct measurement. Insulin pens have a dial you can use to indicate the correct measurement. Insulin pens are composed of an insulin cartridge and are used with disposable pen needles to deliver the dose.  **Notes:**   * Insulin pumps all require a vial instead of an insulin pen. * Members may prefer either vials or pens. Provide the member with the information that corresponds with their preferred dosage form.     **Insulin Vial**    **Insulin Pen** |
| What is the preferred Blood Glucose Monitor (Meter) and how do I obtain it? | Let me check your formulary to determine the preferred Blood Glucose Monitor on your plan. In the future, you can access your formulary on the secure member website at www.caremark.com.  **CCR:** Commercial members may be eligible to receive one complimentary blood glucose monitor with an order for preferred test strips. They should select the blood glucose monitor according to what formulary drug list they have. 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). |
| What is the preferred test strip on my plan? | Let me check your formulary to determine the preferred test strips on your plan. In the future, you can access your formulary on the secure member website at www.caremark.com.  **CCR:** Run [Test Claims (050041](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)) and refer to Diabetic Supplies: [Continuous Glucose Monitors (CGM) and Insulin Pumps (057029)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c4550a37-7d04-4223-a206-ddafa842c097) and [Glucose Meters and Supplies (057028)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=782be1b3-3475-441c-88f3-17ad1dbcc6a3) and[Caremark.com - Covered Drug List - Formulary](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0d789ba-e92a-46dc-8d94-061c20d54508) (038389) and [CVS Caremark Drug List Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c5ec5253-d3a9-42d5-aeff-6656b12c8dfb) (116624). |
| What test strips are used with each machine? | Let me check that for you.  **CCR:** Run [Test Claims (050041](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)) and refer to Diabetic Supplies: [Continuous Glucose Monitors (CGM) and Insulin Pumps (057029)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c4550a37-7d04-4223-a206-ddafa842c097) and [Glucose Meters and Supplies (057028)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=782be1b3-3475-441c-88f3-17ad1dbcc6a3). |
| Are pump supplies covered under my pharmacy plan? | No. Pump supplies are considered durable medical equipment and may be covered under your medical plan.  **CCR:** Refer Member to Medical. |
| What is Transform Diabetes Care? | Transform Diabetes Care (TDC) is designed to work as both a standalone and to complement existing solutions such diabetes, pre-diabetes, and hypertension (high blood pressure). |

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| Calculating Quantity for Test Claims |

[Compass - Calculating Quantity for Packaged & Non-Packaged Medications (050982)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fef7af0d-800c-49b2-9b3d-1831aef5ac2d)

[Compass - Test Claim - Calculating Quantity of Packaged Medication General Information (049984](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=50bef512-603c-464b-9bb6-cb753eec44c9))

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| Related Documents with Terms and Definitions |

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

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| **Term** | **Definition** |
| **Blood Glucose Meter (BGM)** | A small, portable testing machine is used by people with diabetes to check their blood glucose levels. After pricking the skin with a lancet, one places a drop of blood on a test strip in the machine. The meter (or monitor) soon displays the blood glucose level as a number on the meter’s digital display. Used to monitor hyperglycemia and hypoglycemia. |
| **Blood Glucose Monitoring** | Checking blood glucose level on a regular basis to manage diabetes. |
| **Gauge** | The thickness of the needle. |
| **Insulin Pen** | A device used to inject insulin for treatment of diabetes. It is composed of an insulin cartridge (integrated or bought separately) and a dial to measure the dose and is used with disposable pen needles to deliver the dose. |
| **Insulin Syringe** | A device used to inject medications or other liquids into body tissues. The syringe for insulin has a hollow plastic tube with a plunger inside and a needle on the end. Primarily used with vials. |
| **Lancet** | A spring-loaded device is used to prick the skin with a small needle to obtain a drop of blood for blood glucose monitoring. |
| **Pen Needle** | A hollow needle which is embedded in a plastic hub and attaches to injection pens. |
| **Test Strips** | A small disposable strip of plastic containing a chemical called glucose oxidase that reacts with glucose in the blood sample to help monitor diabetic levels. |
| **Unit** | The basic measure of insulin. |
| **Vial** | A small container, typically cylindrical and made of glass, used for holding liquid medicine. Primarily used with syringes. |

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