Managed Care Plans Resources for Provider Management of Diabetes

Background on MCP Diabetes Work

- Purpose: Help reduce complications for diabetic members in Ohio, and to ensure A1c <9.0% while increasing access to services
  - A coordinated, partnership-based approach of MCP, provider, and patient
  - Outreach to patients with A1c >= 9.0%
  - Connecting patients to providers for diabetes management
  - Promoting equity and reducing disparities
  - Ensure patient access to diabetic education and management tools

aetna
Aetna Better Health® of Ohio
MyCareOhio Connecting Medicare + Medicaid

buckeye health plan
MyCareOhio Connecting Medicare + Medicaid

CareSource
MyCareOhio Connecting Medicare + Medicaid

MOLINA HEALTHCARE
MyCareOhio Connecting Medicare + Medicaid

PARAMOUNT ADVANTAGE
Affiliate of ProMedica

UnitedHealthcare Community Plan
MyCareOhio Connecting Medicare + Medicaid

MCP Support for Providers

- All Medicaid Managed Care Plans have agreed to add coverage of Diabetic Self-management Education to Medicaid benefits
- Managed Care Plans have home A1c testing kits that can be delivered to the patient to improve glycemic monitoring
- Coordination with care management and providers to direct more patient visits to the office for chronic diabetic care
  - Logistical support for patient outreach to include Managed Care Plan calls to patients, if desired
  - Transportation available upon request
- Provide reports of identified members with poorly controlled A1c or no A1c to supplement outreach and follow-up efforts, on request.

Continuous Glucose Monitor Coverage

CGM Device Coverage by Plan

Molina, **Paramount**, and **United Healthcare** are not requiring prior authorization

All Plans have quantity limits on supplies

Plan	Prior Authorization Required?	Quantity Limits on Supplies	Covered Devices
Medicaid Fee for Service	No	Yes	DexCom G6 **AND** FreeStyle Libre
Buckeye Health Plan	Yes	Yes	DexCom G6 **AND** FreeStyle Libre
CareSource	Yes	Yes	DexCom G6 **AND** FreeStyle Libre
Molina	No	Yes	DexCom G6 **AND** FreeStyle Libre
Paramount	No	Yes	DexCom G6 **AND** FreeStyle Libre
United Healthcare	No	Yes	DexCom G6 **AND** FreeStyle Libre

Continuous Glucose Monitor Coverage

Coverage of CGM supplies with limits (All Plans)

Manufacturer	NDC	Product Description	Quantity Limits
Abbott Diabetes Care Sales Corporation	57599-0000-19	FREESTYLE LIBRE SENSOR	3 per 30 days for the original Libre product
Abbott Diabetes Care Sales Corporation	57599-0000-21	FREESTYLE LIBRE READER	1 reader per 3 years
Abbott Diabetes Care Sales Corporation	57599-0001-01	FREESTYLE LIBRE 14 DAY SENSOR	2 per 28 days for the 14 day product
Abbott Diabetes Care Sales Corporation	57599-0002-00	FREESTYLE LIBRE 14 DAY READER	1 reader per 3 years
Abbott Diabetes Care Sales Corporation	57599-0800-00	FREESTYLE LIBRE 2 SENSOR	2 per 28 days for the 14 day product
Abbott Diabetes Care Sales Corporation	57599-0803-00	FREESTLYE LIBRE 2 READER	1 reader per 3 years
DexCom Inc	08627-0016-01	DEXCOM G6 TRANSMITTER	1 per 90 days
DexCom Inc	08627-0053-03	DEXCOM G6 SENSOR	3 per 30 days
DexCom Inc	08627-0091-11	DEXCOM G6 RECEIVER	1 per 3 years

***Note:** Any request that exceeds the listed quantity limits will require a prior authorization addressing quantity.

MCP Unified Supplies

- All MCP alignment on unified quantity limits on non-CGM diabetic supplies

Product	Unified Criteria
Blood Ketone Strips	QL: 100/30 days
Insulin Syringes (disposable)	QL: 7/day
Pen Needles	QL: 7/day (UPDL QL 612/102 days
Alcohol Swabs	QL: 10/day
Blood Glucose Strips	QL: Noninsulin 2/day Insulin: 7/day
Blood Glucose Meters	QL: 1/720 days

In-home A1c Test Kits

- MCPs are and will be utilizing Home A1c test kits to help capture the members A1c – with a kit delivered directly to the patient's home
  - Targeted to members without a claim/result in the last 90 days
  - Members outreached prior to kit mailing
  - Provider and members receive results, when available, by fax, mail, email, and electronic data exchange (where available)
    - MCP supports linkage back to diabetes provider

Managed Care Plan	Test-Kit Lead	Contact Info	Test Kit Vendor
Buckeye Health Plan	Patricia Barnett	Patricia.Barnett@centene.com	Everlywell
CareSource	Erin Brigham	Erin.brigham@caresource.com	Everlywell
Molina Healthcare of Ohio	Elizabeth Geigle	Elizabeth.Geigle@molinahealthcare.com	LabCorp
Paramount Health Care	Dan Morrissey	daniel.morrissey@promedica.org	BioIQ
UnitedHealthcare Community Plan of Ohio	Timothy Walton	Timothy.walton@uhc.com	BioIQ

Diabetes Self-management Education(DSME)

- Covered by all Managed Care Plans
- Education must be provided by
  - Association of Diabetes Care & Education Specialists (ADCES) Diabetes Education Programs (https://www.adcesconnect.org/home) or Recognized ADA® Diabetes Education Programs (https://professional.diabetes.org/diabetes-education)
  - In-Network provider with Medicaid
    - List of in-network DSME providers:
- Possible covered codes:
  - G0108 (Diabetes mgmt. training – individual)
  - G0109 (Diabetes mgmt. training – per individual in a group setting)
- Members are allowed up to 9 hours for the first year then 2 hours for follow-up training each year after initial education
- Transportation available upon request

Diabetes Self-management Education(DSME)

DSME Description:

"Ongoing process of facilitating the knowledge, skills, and ability necessary for diabetes self-care, and activities that assist with implementing and sustaining the behaviors needed to manage his or her condition on an ongoing basis, beyond or outside of formal self-management training."

Based on ADA® recommendations there are four critical times to evaluate the need for DSME:

- At diagnosis
- Annually and/or when treatment targets are not met
- When complicating factors develop
- When transitions of life / care occur

DSME Program Benefits

- DSME can improve hemoglobin A1c, control of blood pressure and cholesterol levels, medication adherence, and healthier lifestyle behaviors. It can also enhance self-efficacy and decrease healthcare costs, including fewer hospital admissions and re-admissions

What constitutes Diabetes Self-management Education?

- Core content includes the following Diabetes self-care behaviors and information:
  - Diabetes pathophysiology and treatment options
  - Healthy eating
  - Physical activity
  - Medication usage
  - Monitoring and using patient health data
  - Preventing, detecting, and treating acute and chronic complications
  - Healthy coping with psychosocial issues and concerns
  - Problem-solving

Sources: 2017 National Standards for DSME, American Association of Diabetes Educators, 2021 ADA Standards of Care in Diabetes, CDC

What constitutes Diabetes Self-management Education?

Diabetes Self-management Education is ***not***:

- *Medical Nutrition Therapy (MNT)*
  - Nutrition-centered care plan
- *Medication Therapy Management Services (MTMS)*
  - Targets prevention of complications & treatment of chronic conditions
- *Diabetes Empowerment Education Program (DEEP)*
  - Education curriculum for people with pre-diabetes and diabetes
- *Diabetes Self-Management Program (DSMP)*
  - Peer-led support model for people with chronic disease and their caregivers
- *Diabetes Prevention Program (DPP)*
  - Focuses on helping participants make positive lifestyle changes

The Offer…

- How can MCPs help you reach patients who have not been seen, not been tested, or are having difficulty controlling their diabetes (e.g., A1c >= 9.0%)?
- MCP can assist by:
  - Calling patients at your request to help encourage appointments with caregivers and/or provide lists of patients to provides who show a need for an appointment
  - Outreach to patients not assigned to care management to help them schedule with their primary care physician if not seen in last 12 months
  - Coordinating home A1c testing if no testing obtained in the last 90 days
  - Assist in routing eligible patients to the nearest Diabetes Self-Management Education provider (DSME)
  - Help answer benefit questions/billing questions regarding DSME benefit
  - Arranging transportation for patients for provider appointments, testing, and pharmacy visits

The Ask….

- For patients with no A1c test in the past 12 months or an A1c greater than 9.0%
  - Establish your preferred method of outreach to patients for setting appointments for the management of diabetes
    - MCP team outreach
    - MCP provided patient rosters for your internal outreach teams
  - Consider ordering DSME for all eligible patients with a provider near your patients
  - Ensure patients have an A1c in the last 90 days
    - In-office, in-lab, or A1c home testing kits
    - Goal of A1c < 9.0%
  - Partner with the Managed Care Plans to help manage your most challenging diabetic patients; guide them to appointments and perform regular A1c testing

Who to contact from each MCO for DSME questions

Managed Care Plan	DSME Lead	Email Address
Aetna	Holli Hampton, CPHQ Health Care QM Manager	hamptonh@aetna.com
Buckeye Health Plan	Osa Ojo, DNP, APRN, FNP-C Manager, Case Management, BHP	OOJO@CENTENE.COM
CareSource	Joan Mendenhall, MS BSN RN CCM Director Care Management	Joan.Mendenhall@caresource.com
Molina	JoAnne Camiola Sr. Specialist Quality Interventions/QI Compliance	Joanne.Camiola@molinahealthcare.com
Paramount Advantage	Dan Morrissey, QI Specialist	Daniel.Morrissey@ProMedica.org
UnitedHealthcare	Timothy Walton, Diabetes Population Health QI Lead	timothy.walton@uhc.com