



## DIABETES DISEASE MANAGEMENT PROGRAM CONTENT

Sanford Health Plan has developed a prospective disease-specific approach to the management of a member's chronic medical conditions. The emphasis of these programs is disease prevention and wellness education for targeted members and physicians to improve the overall health, wellness and quality of the member's life. The goal of the program is to provide educational tools for our members to promote improved health through better prevention, detection, treatment and education. By analyzing utilization patterns, we will be able to educate our members about preventable complications so that emergency department visits and hospital admissions/readmissions may be reduced. These tools will facilitate understanding and consumer responsibility for their own disease processes as well as coordination of care between the member and his/her primary care physician.

### **Am I eligible for the program?**

Eligible members for the Diabetes Disease Management Program are identified as Sanford Health Plan members who meet the following criteria: Members must have been dispensed insulin or oral hypoglycemics/antihyperglycemics OR have had 2 face-to-face encounters in an ambulatory setting or non-acute inpatient setting or 1 face-to-face encounter in an acute inpatient or emergency room setting. This determination of eligible members occurs on a monthly basis.

### **How do I participate or notify you that I choose not to participate in the program?**

Once Sanford Health Plan has identified you as an eligible member for the program, you will be provided written program information by mail. You may choose to opt out, or not participate in the program by completing the Non-Participant Form that accompanies this initial mailing and returning the form to Sanford Health Plan in the enclosed postage paid envelope. Your name will then be removed from the program's mailing list and you will not be considered "enrolled" in the Diabetes Disease Management Program. Members who do not return this form are automatically considered enrolled in the program after a period of 30 days. Should you choose to actively participate in the program by returning completed health risk assessment, your healthcare provider will be notified that you are participating in our Diabetes Disease Management Program.

### **What does the Diabetes Disease Management Program include?**

All members in the program are mailed diabetic education on a quarterly basis. This information includes topics such as blood sugars, eating right, medications, exercise, recommended tests and more.

Enrolled members who identified a risk factor on their enrollment form, whether it is smoking, foot and leg care or having had an inpatient or ER visit for diabetes, will receive all of the above mailings and materials in addition to information specific to their identified high risk factor. The Quality Resource RN will contact members that are identified as noncompliant with diabetic management. These contacts involve discussions on cholesterol control, recommended practice guideline compliance, practitioner appointment compliance, diabetic education appointments, blood sugar monitoring, etc.

Members in all stratification levels may reach a Registered Nurse toll-free at 1-800-805-7938 or (605) 328-6807 for any questions concerning the Disease Management Program, medical benefits or other issues of concern.

All members of the program may contact Sanford Health Plan toll-free at 1-800-805-7938 or (605) 328-6807 for any questions concerning the Diabetes Disease Management Program, medical benefits or other issues of concern Monday through Friday between the hours of 8 a.m. and 5 p.m. (CDT).