

Diabetes Management program

Member experience

Using advanced data analytics, Optum Rx identifies and assigns a risk level to members who have diabetes.

Low-risk members



Data is reviewed daily for signs of complication or progression to high risk. Anyone who shifts from low to high risk will begin the high-risk case management process outlined in column two.

High-risk members



Days 1-14

- Identify high-risk members.
- Drive engagement and support medication adherence through member outreach.
- Eligible members are set up to receive incentives (like diabetes testing supplies, free meters or \$0 copays).



All members with diabetes are monitored daily for intervention opportunities such as:

- Education for those new to therapy
- Support for those who are not taking medications as prescribed
- Phone calls to members who are late in refilling prescriptions
- Addressing gaps in therapy



Days 14-28

- We proactively engage members to participate in the Diabetes Management program by:
 - Sending a welcome letter that invites them to connect with a pharmacist who is a Certified Diabetes Care and Education Specialist (CDCES) and provides information on how to get a free glucose meter and supplies.
 - Calling them to initiate a personalized disease management consult.
- CDCES pharmacists are available for guidance on how to get supplies and set up cloud-based meters.
- We monitor members' blood glucose levels and, if out of range, reach out and/or provide on-demand counseling.
- Quarterly follow-ups discuss action plan progress, health profile changes and potential barriers, guiding members on their path to better health.

Delivering care without compromise

Contact us at optumrx@optum.com to see how Optum Rx clinical solutions can help you and your employees achieve positive outcomes.