

## **Diabetes Care Management Program Frequently Asked Questions**

- **Q:** Will shipping cost me anything?  
**A:** No, shipping to your residence is at no cost to you.
  
- **Q:** Is there a copay?  
**A:** No
  
- **Q:** What electronics do I need to participate in these virtual appointments?  
**A:** Most smartphones or tablet devices have the required microphone and camera. If you use your computer it needs to have a microphone and a camera.
  
- **Q:** Can pediatrics or dependents participate in this program?  
**A:** This program is limited to associates and adult dependents only.
  
- **Q:** Do I need an online account anywhere?  
**A:** Yes, you will need to have an Epic MyChart account. For activation of this account you can call the Diabetes Care Management Program office at 1-800-214-7351
  
- **Q:** Does the diabetes program clinician need access to my lab results and medical records?  
**A:** Yes, the diabetes program clinician will need access to both of these from your provider. However some of these records can be retrieved by the practice electronically once you give consent for the diabetes program to pull your records. For clinics that keep their records on paper charts, there is a form you must fill out and send to your provider to accomplish this. It can be downloaded, along with instructions, from the program webpage here: <http://www.christushealth.org/diabetes-care-management>. Our diabetes program representatives will help you through this process.
  
- **Q:** How recently prior to this virtual appointment must my diabetic lab testing have been done?  
**A:** 6 months.
  
- **Q:** Where will get my Diabetes testing strips?  
**A:** Your Diabetes testing strips will continue to be provided by Livongo, if they are providing them now
  
- **Q:** Will I still have regularly-scheduled Diabetes management appointments with my current provider?  
**A:** Yes, you should continue these with your current provider as well as having your lab work-up done regularly.

- **Q:** What's the deadline for these virtual appointments?

**A:** The appointment must be completed by Nov 15, 2020 to take advantage of these benefits. If you do not participate in the program, after a short grace period following 11/15/2020, these medications will no longer be covered by the plan and, you will have to pay the full price for the medications.