

Health Benefits for Diabetes Care: Employee Assessment Tool

1) What do my benefits cover?

- What diabetic supplies are covered? What is the limit?
- What medications are paid for?
- Is there a co-pay and how much?
- Are referrals needed and how do they work?
- Is there a deductible?

What my plan covers:

2) What services are available to me?

- Is there a diabetes management program? What does my plan cover?
- Are lifestyle and self-management classes available? Are they covered? Note that the American Diabetes Association (ADA) recognizes certain diabetes self-management education programs.
- Are case managers available?

What my plan has available and how much my plan covers:

3) What types of providers are available to work with me?

- Primary Physician
- Physicians Assistants and Nurse Practitioners
- Diabetes Nurse Educator
- Specialists, such as for eye or kidney treatment
- Dietician
- Podiatrist
- Pharmacist
- Dentist and Dental Hygienist
- Mental Health Provider, Counselor or Social Worker

Types of providers that are available through my plan:

4) What if I have a question about my care?

- Is there a 24-hour a day nurse line?
- How do I reach my provider is I have a question and how quickly do they return calls?
- Are providers reachable by email?
- Does my health plan have informational pieces on diabetes that they can provide me with?
- Are written benefit materials easy to understand?
- What types of information can I access on my plan's website?

The Quality Forum's Workplace-Focused Diabetes Project Team would like to thank Sonya Sidky for sharing this document and generously offering to have it included in the toolbox as an example.

Sources of information available to me:

5) How is diabetes managed by the health plan?

- How often are guidelines for diabetes treatment updated?
- Do guidelines follow the American Diabetes Association (ADA) standards of care?
- Does my plan offer a self-management education program which is a ADA recognized program?
- Do providers with my health plan participate in the American Diabetes Association Provider Recognition Program?

How my plan manages diabetes:

6) How effective is my plan at treating diabetes?

- What are their Health Plan Employer Data and Information Set (HEDIS) scores and how do they rank against other plans?
- What are their Consumer Assessment of Health Plans (CAHPS) scores and how do they rank against other plans?
- See these websites for examples of HEDIS and CAHPS reporting in Wisconsin:
 - The Wisconsin Department of Employee Trust Funds Report Cards:
http://etf.wi.gov/publications/et2107_2005.htm
 - The State of Wisconsin Office of the Commissioner of Insurance:
http://oci.wi.gov/hmo_info/hmodata.htm#graphs

My plan's performance on HEDIS and CAHPS:

Resources:

<http://www.diabetesatwork.org>

<http://www.diabetes.org>

<http://www.ncqa.org/index.htm>