

Health Benefits for Diabetes Care: Employer Assessment Tool

1) What services are available to employees?

- Are there specialized services for people with diabetes? What does the plan cover? Note the American Diabetes Association (ADA) recognizes certain self-management education programs.
- Are lifestyle and self-management classes available? Are they covered?
- Are case managers available?

What the organization plan has available and how much the plan covers:

2) What do 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?
- Does your plan allow for bundling of diabetic supplies?

What the plan covers:

3) What types of providers are available to employees?

- 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 the plan:

- 4) What if an employee has a question about care?
- Is there a 24-hour a day nurse line?
 - How can providers be contacted and do they return calls promptly?
 - Are providers reachable by email?
 - Does the health plan have informational pieces on diabetes that given to employees?
 - Are written benefit materials easy to understand?
 - What types of information can employees access through the health plan website?

Sources of information available through the health plan:

- 5) How is diabetes managed by the plan(s) offered by your organization?
- How often are guidelines for diabetes treatment updated?
 - Do guidelines follow the American Diabetes Association (ADA) standards of care?
 - Do providers with the health plan(s) participate in the American Diabetes Association Provider Recognition Program?

How does the plan manages diabetes:

- 6) How effective is the plan at treating diabetes?
- What are their Health Plan Employer Data and Information Set (HEDIS) scores and how do they rank against other plans?
 - Does the plan receive high Consumer Assessment of Health Plans (CAHPS) scores?
 - 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
 - Does your organization publish quality of care measures of plans or providers in order to help employees make informed choices?
 - Does you organization have a program to reward health plans or providers who provider high quality care?

Organization efforts to promote high quality care:

- 7) Are there initiatives in addition to health insurance benefits that your organization takes to assist people with diabetes in taking care of themselves?
- Can an employee get information on diabetes care or about how their health plan works through human resources or an employee assistance program or the organization website?
 - Does your organization offer or promote wellness activities? Do you offer incentives for health behavior such as exercise or health screenings?
 - Are healthy food choices available at the work site through cafeterias or vending machines? Are they reasonably priced?
 - Is the workspace accommodating to employees that need to care for their disease? For example, is there an area in which they can give themselves injections or test their blood sugar in private?

Assisting people with diabetes at work:

- 8) Please use your responses to the questions above to evaluate how your organization promotes good care for people with diabetes.
- Identify your strengths
 - Identify opportunities for improvement

List strengths and areas that need improvement; develop a plan of action:

Resources:

<http://www.diabetesatwork.org>

<http://www.diabetes.org>

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