



Better Health has partnered with Neighborhood **Diabetes**, to provide our members with diabetic supplies via mail order. In addition they contact the member and arrange a **home visit** to teach the member regarding:

- The correct use of his/her glucometer (each member will receive a FREE glucometer)
- Less painful ways to test their blood sugar, thus helping to increase compliance of their testing
- About regular eye care, foot care, and ways to avoid the complications associated with diabetes
- Healthy eating habits and the importance of exercise

In addition, if a problem is identified during the home visit or a telephone contact, the **Neighborhood Diabetes** representative will contact the member and the Plan's Case Manager advising of the identified problem.

The **members** may contact **Neighborhood Diabetes** to order their supplies and to enroll in the Program. The **PCPs and specialists** may also refer the members.

CALL NEIGHBORHOOD DIABETES AT 1-800-937-3028

Neighborhood Diabetes associates will make a minimum of 7 attempts to contact all identified members with diabetes in order to schedule an in-home training. For those members that cannot be contacted, Neighborhood Diabetes will attempt to obtain updated addresses and/or telephone numbers with the PCP.

The program has several components:

- I. In-home training, available in several languages as well as for the visually impaired and which consists of
 1. Glucose self-monitoring
 2. Key elements of adherence to the diabetes treatment regimen, as ordered by the member's physician
 3. Educating the member on addressing potential problems and who to contact to resolve them
 4. Initial assessment to evaluate the member's blood glucose results; the member's ability to independently and successfully check his own blood sugar and the member's potential for assistance by a caregiver
 5. Diabetes "6 Steps of Success" Self-care training:
 - Testing own blood sugar
 - Use of the test results
 - Know their "A1C" level
 - Be partners with their healthcare providers
 - Understand how their diet, exercise and medications can impact their health
 - Obtain the tests and checkups they need
- II. Member's written educational materials
- III. Follow up telephone call one week after their-home training to determine if the member needs additional training or assistance. A second home visit will be scheduled, if identified as needed.
- IV. Follow up telephone calls every 90 days.
- V. Outcomes tracking: Ongoing reporting to the health plan and communicating with the member's PCP or specialist and the Plan's case Management and Disease Management Team.