

DIABETES

Diabetes Health Management Program



FACTS ABOUT DIABETES:

Unison Health Plan wants you to have the best health outcomes possible. The Diabetes Health Management program helps members with their diabetes. Diabetes is the seventh leading cause of death in the United States. It can lead to blindness and kidney disease. Diabetics are more likely to get heart disease and nerve damage. It is important to get proper care.

HOW DO I JOIN?

Unison Health Plan enrolls members who have diabetes by looking at claims that their doctors send us. These claims identify diabetes services. They include data for medications and claims for hospital, doctor and emergency room visits for diabetes care. Your doctor may call and request that we help you with your diabetes care. Also, any member with diabetes can call Member Services and ask to be included in the program.

WHAT DOES THE PROGRAM OFFER ME?

The program assists members with their diabetes. It puts members into certain levels of care. Those members who need little help managing their illness will get useful mailings. These include booklets on managing diabetes, fact sheets about medications, and newsletters. Members who need more help with their

illness will get mailings and Care Management services. There are two levels of Care Management. The difference is how often the care manager will contact you.

The care managers will review your condition and how it affects your life. They will make the program fit your needs. The care managers work with your doctor on the best treatment plan for you. All members with diabetes can ask for and get Care Management services, no matter how serious their diabetes is.

HOW DOES MY DOCTOR KNOW HOW I AM DOING?

Every 3 months, your primary care provider (PCP) gets a list of their Unison members who have diabetes. It includes a summary on how well you are doing. Doctors who have a member in Care Management also get a letter telling them that the member is enrolled. Care managers coordinate the plan's services and help members follow the PCP's treatment plan.

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DIABETES

Diabetes Health Management Program (Continued)



DIABETES

800.414.6314

WHAT IF I DON'T WANT TO JOIN THE PROGRAM?

Any member who does not wish to be in the program can contact Unison in writing and ask to be removed; this is known as "opting out." The same process works for Care Management services. The care managers will give you the chance to join.

WHAT SHOULD I DO IF I HAVE AN EMERGENCY CONDITION?

You can still get services 24 hours a day, 7 days a week for an emergency. You should go to the nearest emergency room or 24-hour care center. If you need a ride for an emergency, call your local emergency service. You will need to call your PCP and Unison Health Plan as soon as the emergency is under control. If you have any questions, please call Diabetes Care Management at 1.800.414.6314.

OPT-OUT CONTACT INFO

If you do not want to join the Diabetes Health Management program, you can tell us by calling 1.800.414.6314 or writing to:

**Integrated Care Management
Unison Administrative Services
1001 Brinton Road
Pittsburgh, PA 15221**



FOR MORE INFORMATION about diabetes, call 1.800.414.6314 (TTY: 1.800.473.0989).



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Medicaid & Medical Assistance