

Diabetes Health Management Program

Unison Health Plan wants to help keep your patients healthy!

Facts

The Diabetes Health Management Program helps Unison Health Plan diabetic members achieve the best clinical outcomes possible. The program has helped countless members improve their quality of life.

A significant number of Unison Health Plan members have diabetes. It is the seventh leading cause of death in the United States and is the leading cause of new cases of blindness and kidney disease. More than half of people with diabetes have nerve damage and diabetics are two to four times more likely to develop heart disease. It is therefore important that your patients are offered assistance in managing their disease.

How do your patients become eligible?

In order to identify members who have diabetes, Unison Health Plan uses data from claims that have been paid. These claims identify events associated with diabetes care. These include pharmacy data for insulin and/or oral diabetes medications as well as claims for hospital, doctor or emergency room visits for diabetes care. You also may call and request that we enroll a member known to have diabetes. Also, any member with diabetes can call Member Services and ask to be included in the Program.

What does the program offer your patients?

The program evaluates members with diabetes and stratifies them by levels of their disease. Those members who require little assistance managing their illness will receive basic educational mailings.

These include booklets on managing diabetes, information on prescription medication use, and a quarterly newsletter.

Members with more serious illness receive all of these materials, plus Case Management services. There are two levels of Case Management. The difference is how often the Case Manager will contact the member.

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Working Together for Better Health

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The Case Managers will perform a risk assessment and a quality-of-life survey, and customize the program to your patient's needs. The Case Managers will supplement your treatment plan by promoting the member's adherence to your recommendations and encouraging healthy behaviors.

Members are able to change between levels of Health Management and/or Case Management. Also, members can request Case Management services without regard to their disease level.

How do we provide information to you about your diabetic patients?

Every quarter, Unison Health Plan mails you a list of members assigned to your panel that have been identified as being diabetic. In addition, we enclose a patient profile for each of these members. The profile includes such items as the most recent office visit and hospital admission date, lab test dates and results, and prescription claims data. They outline activities and treatments recommended by our guidelines based on the recommendations of the American Diabetes Association. Deviations from these standards are noted in the "alerts" section of the profile. In addition, if you have a member enrolled in Case Management, you will also receive a letter informing you that the member is enrolled in that program. Case Managers coordinate the plan's services to enhance those of the practitioners.

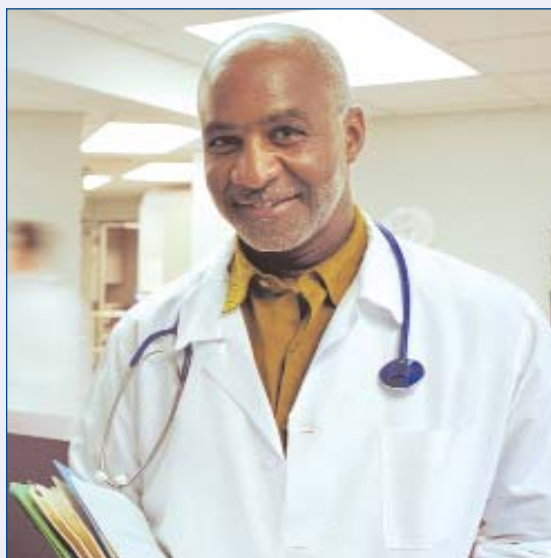
What if your patient does not want to be in the Program?

All members that are identified by claims and pharmacy use are eligible for the Diabetes Health Management Program. Any member who does not wish to participate in the program can contact Unison Health Plan and ask to opt-out.

How can I request that a patient be included in the Programs?

If you would like to request that a Unison Health Plan patient be enrolled in the Diabetes Health Management or Case Management Programs, you can complete a copy of the Health/Case Management Program form that is attached, and fax it to the number on the form.

If you have any questions about the services available to your Unison Health Plan patients through the Diabetes Health Management or Case Management Programs, please call our Provider Services Department at 1.800.600.9007.



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Unison Health Plan - Health/Case Management Program Form

Please enroll the Unison Health Plan patient identified below in the following program(s) noted by a check mark:

Patient Name: _____

Patient ID Number: _____

- Adult Case Management
- Pediatric / NICU Case Management
- Pregnancy Case Management
- Transplant Case Management
- Wound Case Management
- Asthma Health / Case Management Program
- Diabetes Health / Case Management Program

Are there any specific ways that we can help your patient? Please let us know.

Please fax this form to 412.380.7372.

Or mail this form to:
Unison Administrative Services
Attn: Quality Improvement
300 Oxford Drive
Monroeville, PA 15146

Phone: 1.800.600.9007