

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 separates them 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 their diabetes level.

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?

All members that are identified as having diabetes by claims and pharmacy use are eligible for 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.

OPT-OUT CONTACT INFO

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

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

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.



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

This managed health care plan may not cover all your health care expenses. Read your contract and/or member handbook carefully to determine which health care services are covered. If you need help reading this information, please call Unison at 1.800.414.9025. The information in this notice is available in other languages and formats by calling Member Services at 1.800.414.9025 (hearing-impaired: 711).

For more information, we are available Monday, Tuesday, Thursday and Friday from 8 a.m. to 5 p.m. and Wednesday 8 a.m. to 8 p.m. You can reach us at 1.800.414.9025 (hearing-impaired: 711). La información de este aviso está disponible en otros idiomas y formatos si llama a Servicios para Miembros al 1.800.414.9025 (711 para las personas con deficiencias auditivas). Si necesita ayuda para traducir esta información, por favor comuníquese con el departamento de Servicios a miembros del Unison al 1.800.414.9025 (711 para las personas con deficiencias auditivas).

ព័ត៌មាននេះត្រូវបានផ្តល់ជូនជាភាសាខ្មែរ និងភាសាស្រីលង់ ដើម្បីជួយអ្នកយល់ពីសេវាដែលបានផ្តល់ជូន។ ប្រសិនបើអ្នកមានបញ្ហាខាងការស្តាប់ ទូរស័ព្ទទៅលេខ 1.800.414.9025 (ចំពោះអ្នកមានបញ្ហាខាងការស្តាប់: 711)។

此通知里的信息有其它语言及格式, 请致电 1.800.414.9025 (听力有障碍人员请转分机 711) 联系会员服务处索取。

Информацию, содержащуюся в данном извещении, можно получить на других языках и в иных форматах по телефону отдела обслуживания участников: 1.800.414.9025 (для лиц с нарушением слуха: 711).

Thông tin trong thông báo này có sẵn bằng các định dạng và thứ tiếng khác bằng cách gọi Dịch Vụ Thành Viên theo số 1.800.414.9025 (người khiếm thính: 711).