

Maricopa County Diabetes Management Program



2016-2017 Frequently Asked Questions

What is the Diabetes Management Program?

The Diabetes Management Program is a program designed to support employees and their covered dependents in taking control of and managing their diabetes. By successfully completing the program requirements, participants will receive covered prescription diabetes medications and supplies at no cost.

Who is eligible to participate in the Diabetes Management Program?

Employees and their dependents enrolled in the County-sponsored Cigna HMO or UnitedHealthcare PPO medical plan are eligible to participate in the program. COBRA beneficiaries and enrollees in the County-sponsored UnitedHealthcare HDHP are ineligible.

Who manages the Diabetes Management Program?

The program is managed by the County's two medical plan administrators, Cigna (HMO) and UnitedHealthcare (PPO).

What do I need to do to participate in the Diabetes Management Program?

To participate in the Diabetes Management Program, you must complete the following program requirements:

- Annual Physical
- HbA1c Check
- Kidney Function Test (microalbumin and creatine)
- Cholesterol Test
- Blood Pressure Screening
- Diabetes Retinal Eye Exam (Make sure to schedule this exam with a contracted Ophthalmologist in your medical plan.)

Early in the plan year, you should be receiving a Welcome Packet from either Cigna or UnitedHealthcare, depending on which medical plan you are enrolled in. Your Welcome Packet will provide you with additional information and instructions on how to keep track of and/or submit any program documents (if your healthplan requires any). **Once you have completed each of the above requirements, your medical plan administrator will verify and notify you of the effective date that many of your medications will be covered at no cost to you.**

What other services are covered to help in managing my Diabetes?

Although the services below are not required as part of your participation in the Diabetes Management Program, it is recommended that you visit your health care provider to receive these services to help in controlling your diabetes:

- Foot Exam
- Dietitian Counseling
- Participation in a Disease Management Program (through your medical plan)
- Dental Cleanings (through your dental plan)
- Medication Review (with your physician)

How long are my diabetes medications and supplies covered at no cost?

Your diabetes medications and supplies are covered at no cost until the end of the Plan year (June 30, 2017).

Are all my prescriptions covered at no cost if I participate in this program or just those for diabetes?

Only certain diabetes medications and supplies are covered at no cost if you participate in the program. Review your prescription plan formulary. Medications for other conditions will continue to be covered according to your prescription plan's benefits.

Are there costs associated with completing the program requirements?

Yes. You will pay the copay, deductible, or coinsurance required under your medical plan when you receive the required lab tests or exams, as well as any of the optional services previously mentioned (foot exam, dietitian counseling, etc.)

Am I required to participate in this program?

You are not required to participate in this program. However, by participating in this program you are eligible to receive covered diabetes medications and supplies at no cost.

Who will see my results?

Your information is private and handled in accordance with the provisions set forth under the Health Insurance Portability and Accountability Act (HIPAA). The only information shared with Maricopa County is that you completed the requirements of the Diabetes Management Program.

I participated in the program last year, and am currently receiving my diabetes medications and supplies for free. Do I need to do anything in order to keep receiving these services after July 1, 2016?

If you are currently enrolled in the Diabetes Management Program and have a prescription authorization in place that expires in Plan Year 2016-2017, you will continue with that authorization until June 30, 2017.

Who do I contact if I have questions about the Diabetes Management Program?

For Cigna HMO enrollees: consult with your Cigna Medical Group primary care physician.

For UnitedHealthcare enrollees: contact United Healthcare at 602-255-1637.