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# OHIO MEDICAID MANAGED CARE PLANS QUALITY IMPROVEMENT COLLABORATION

7.12.2022

# 2022 Diabetes Quality Improvement Efforts

Focus on Members aged 18 to 75 with diabetes

- Increase Appropriate Utilization of Continuous Glucose Monitor based on practitioner's clinical judgement
- Increase Utilization of DSME/T Benefit by providing education, remove barriers to access to DSME programs



# 2021/2022 All MCP Interventions Related to DSME/T & CGM

## DSME/T:

### Statewide interventions

- Coverage and Standardization of DSME/T Benefits
- Ensure patient access to DSME/T

### Provider/MCP QI Collaboration

- Coordinated, partnership-based approach of provider, patient and MCP
- Assist patients in scheduling DSME appointments
- Connect patients to provider practices for diabetes management
- Provide transportation and SDoH support

## CGM:

### Statewide interventions

- Promote the utilization of CGMs for clinically appropriate members for diabetes management
- Removal of PA for all OH MCD MCOs

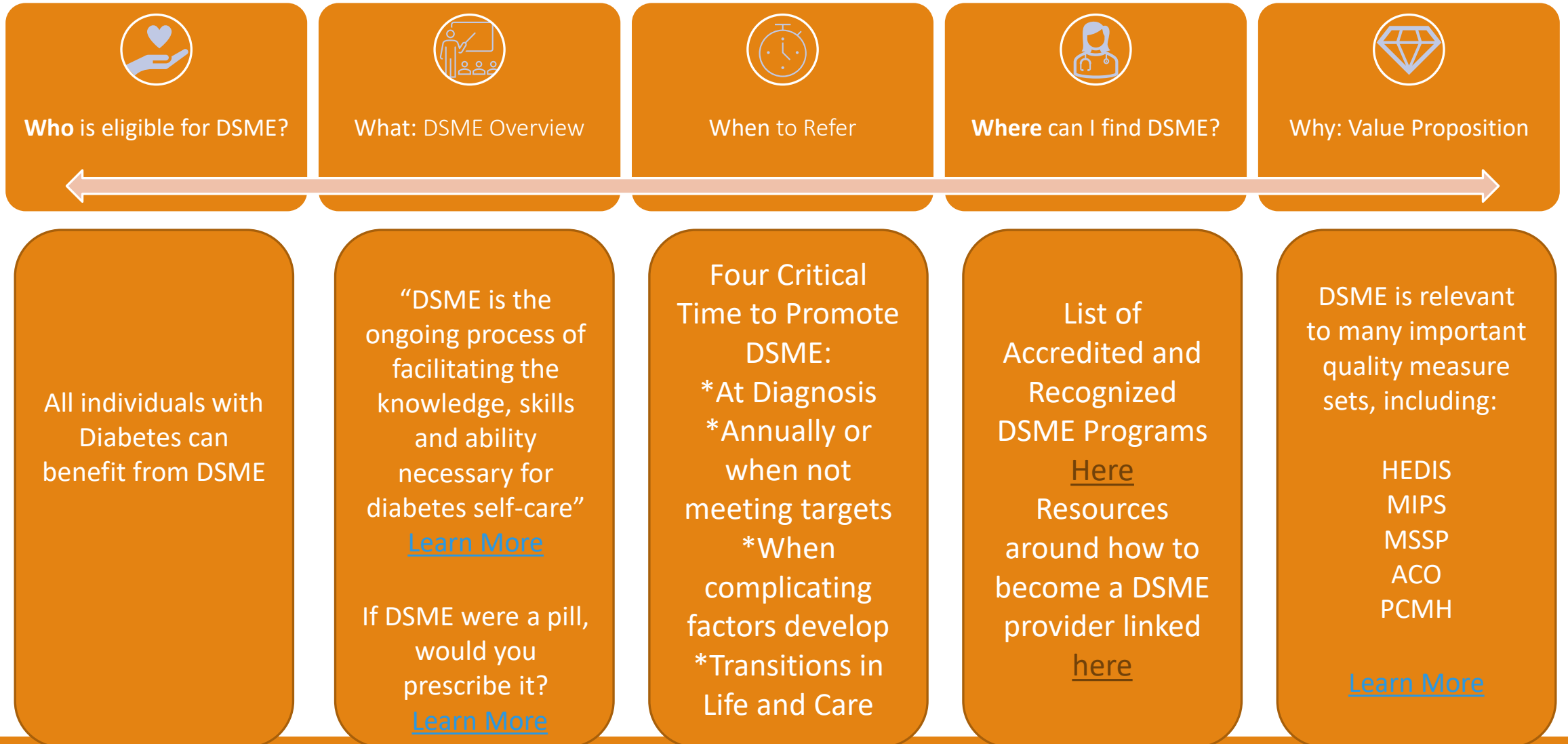
### Provider/MCP QI Collaboration

- Coordinated, partnership-based approach of provider, patient and MCP
- Working with a broad range of practices, including practices w/embedded pharmacists, Endo, PCP with APN, Diabetes Nurse Educators, telemedicine.
- Connect patients to provider practices for diabetes management
- Provide unlimited transportation trips for diabetes management
- SDoH support

# 2022 DSME/T Updates

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# Diabetes Self-Management Education (DSME)



# DSME/T Billing and Reimbursement

As of December 22, 2021, the Ohio Department of Medicaid established payment for Diabetes Self Management and Education/Training (DSME/T) services for eligible members:

- **HCPCS Codes G0108 (individual) and G0109 (group)**
  - Members are allowed up to:
    - 10 hours for the first year and
    - 2 hours for follow-up training each year after initial education
      - Billed in half-hour units (G0108 –individual and G0109 – group)
      - Two follow-up hours (four units) can be requested per benefit year with prior authorization that includes documentation of medical necessity
      - Lifetime maximum of twenty units per medical eligible individual
- Must be delivered by Physicians, Advanced Practice Registered Nurses, Physician Assistants, Registered Dietitians, & Pharmacists

DSMT Service	Number of Covered Units	Rate
G0108 - Diabetes Management Training, individual	2	\$40.22 per unit
G0109 - Diabetes Management Training, group	18	\$11.15 per unit

# 2022 Voice of the Customer... *What We Heard from our Medicaid Members*

Each MCO surveyed 10-12 Medicaid members with a primary diagnosis of Diabetes. Of this randomized sample, 49 members responded to the focused VOC questions. The following are key points learned from this survey:

49% are only 'somewhat confident' in managing their diabetes

100% do not know what is covered/discussed in DSME/T classes

When asked how classes could help them better manage their diabetes:

- 25% stated knowing what foods to eat
- 25% stated obtaining better blood sugar control

When asked "What would get in the way of attending DSME/T":

- Transportation: 42%
- Fear: 17%
- Not able to understand materials: 17%
- Lack of family support: 17%

\*Note: No key trends among age, race/ethnicity, gender or geography were noted in the sample

# DSME: Opportunities for Collaboration

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## Patient identification

- Practice + MCP collaboratively determine appropriate patients

## Streamlined referral process

- Standing orders
- DSME Providers in proximity to patient

## Use of telehealth

- Linking Providers and Members to DSME Telehealth resources

## Referral tracking

- Increase rate of successful/kept appointments

## Accurate coding and billing

- Use of approved codes



## DSME: Testing Innovation

### DSME Dedicated Slots

- Dedicated DSME appointment structure to promote improved access and resource management

### Care Management Outreach + Gift Card

- MCO Care Management support to offer incentives for member uptake of DSME

### Expanded DSME Network

- MCO Assistance to become an Accredited or Recognized DSME provider

### CGM Alignment

- Promoting DSME as part of the continuum of Diabetes Care

# 2022 CGM Updates

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# Changes to PA requirement for CGM

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## **Revised CGM requirement to allow providers to refer more members for CGM**

- Members aged 18 to 75 with diabetes
- Member list based on clinician discretion
- No cohort limitation

# Covered CGM Devices at Participating Practices

## No PA required

### Continuous Glucose Monitors (CGM) continued

Manufacturer	NDC	Product Description	Quantity Limits
Abbott Diabetes Care Sales Corporation	57599-0000-19	FREESTYLE LIBRE SENSOR	3 per 30 days for the original Libre product
Abbott Diabetes Care Sales Corporation	57599-0000-21	FREESTYLE LIBRE READER	1 reader per 3 years
Abbott Diabetes Care Sales Corporation	57599-0001-01	FREESTYLE LIBRE 14 DAY SENSOR	2 per 28 days for the 14 day product
Abbott Diabetes Care Sales Corporation	57599-0002-00	FREESTYLE LIBRE 14 DAY READER	1 reader per 3 years
Abbott Diabetes Care Sales Corporation	57599-0800-00	FREESTYLE LIBRE 2 SENSOR	2 per 28 days for the 14 day product
Abbott Diabetes Care Sales Corporation	57599-0803-00	FREESTYLE LIBRE 2 READER	1 reader per 3 years
DexCom Inc	08627-0016-01	DEXCOM G6 TRANSMITTER	1 per 90 days
DexCom Inc	08627-0053-03	DEXCOM G6 SENSOR	3 per 30 days
DexCom Inc	08627-0091-11	DEXCOM G6 RECEIVER	1 per 3 years

**\*Libre 14-day reader to be phased out 3/1/2022. Available while supplies last.**

# Pulsewrx Program

Compatible with Dexcom and Freestyle Libre applications

## Lifeline Wireless Program

Our mission is to bring mobility and accessibility to underserved populations. Partner with us to enroll your eligible recipients today to take advantage of this premier offer.

- All Medicaid Members are eligible for FREE benefit
- For member sign up: [Mobility and Accessibility Leaders | Pulsewrx](#)
- Phone number: 614.656.8056

## Program Benefits

Our unique Lifeline Wireless Program and Affordable Connectivity Program offering gives eligible recipients a free smartphone and comprehensive plan that enables long-term connectivity with family & friends, health care, access to governmental resources and more.

### FREE Smartphone

All eligible members receive a new Android smartphone.

### Unlimited Talk

Utilize unlimited minutes to connect.

### Unlimited Text

Send and receive unlimited text messages each month.

### Unlimited Data\*

Get unlimited data (15GB of high speed data).

# Custom Enrollment & Fulfillment Process

Smartphones shipped with Dexcom and Freestyle Libre applications preloaded

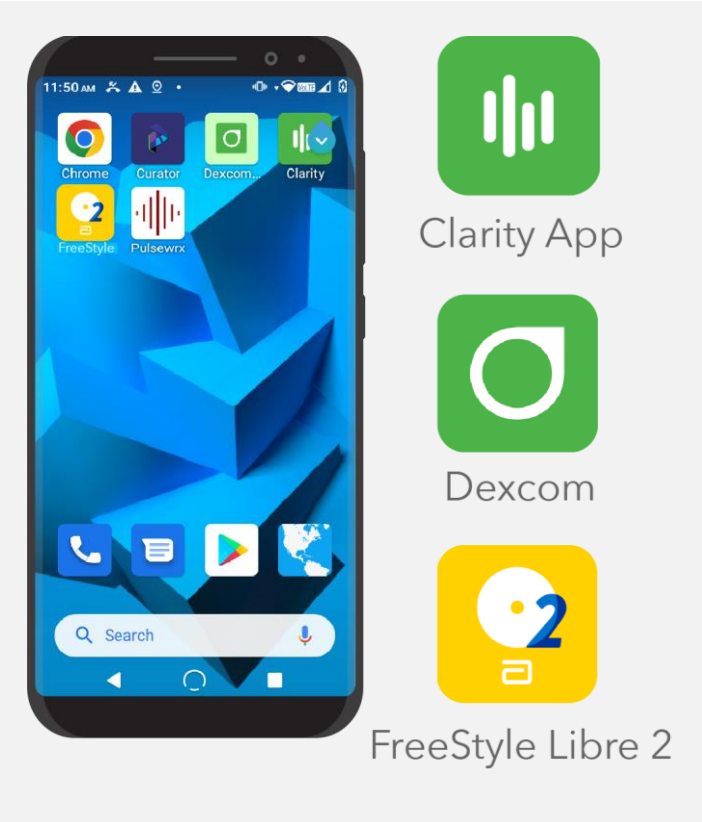
**SIGN UP NOW!**

START APPLICATION

Did you check your eligibility first? Be sure to confirm eligibility in the Lifeline Program below, then enter your zip code here!

- Referral ID required for custom phone provisioning
- Phones shipped directly to member’s residence or alternate location

Managed Care Plan	Referral ID	Direct URL
CareSource	aiiohcshd	govphoneservice.com/aiiohcshd
Buckeye Health Plan	aiobhpd	govphoneservice.com/aiobhpd
Molina Healthcare	aiomhcd	govphoneservice.com/aiomhcd
Anthem/Paramount	aiopapd	govphoneservice.com/aiopapd
UHC Community Plan	aiouhcd	govphoneservice.com/aiouhcd





Dexcom is here to provide you with ongoing support and answer any questions you may have about your Dexcom CGM System.  
Locate the right support department below based on your immediate needs.

## Ohio Physician Office and Field Team

Mary McClain – [mary.mcclain@dexcom.com](mailto:mary.mcclain@dexcom.com)

## General Dexcom customer support

1-888-738-3646

Monday - Friday 6 AM - 5 PM PST

## Dexcom CARE

1-888-738-3646

Monday - Friday 6 AM - 5 PM PST

Dexcom CGM training, software downloads, and

## Global Technical Support

1-844-607-8398

Available 24/7 days a week

Product troubleshooting or replacement inquiries, Request a call back from a representative, Submit a Product Support Request, Sensor Over patches, Chat Live with Dexcom Tech Support





## HEALTH SYSTEMS/HEALTH CARE PROVIDERS EDUCATION FOR CGM

- PLEASE CONTACT MELISSA DAVIS (STRATEGIC ACCOUNT MANAGER, HEALTH SYSTEMS) – (614)668-7749 | [MELISSA.DAVIS1@ABBOTT.COM](mailto:MELISSA.DAVIS1@ABBOTT.COM)



# Transportation Support for Members



Transportation  
grid



To Schedule, Cancel or get Trip status, Call →	1-866-531-0615 24/7	1-800-488-0134 7am-7pm M-F	1-866-642-9279 24/7	1-866-837-9817 24/7	1-800-269-4190 or 1-800-895-2017 7am-7pm M-F
Standard Timeline for Scheduling	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance	1-2 business days advance notice, up to 30 days in advance	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance	Trips must be scheduled 48 hours (2 business days) up to 60 days in advance	Trips must be scheduled 48 hours (2 business days) in advance -48 hr advance notice for pregnancy related trips
Special Scheduling Instructions	Scheduling online and via smartphone app is available. <a href="#">Android app</a> , <a href="#">iPhone app</a> . Text reminders are also available	Scheduling online and via smartphone app is available. <a href="#">Android app</a> , <a href="#">iPhone app</a> . Text reminders are also available.	Scheduling online and via Access2Care smartphone app is available. <a href="#">Android app</a> , <a href="#">iPhone app</a> . Text reminders are also available	Scheduling online and via smartphone app is available. <a href="#">Android app</a> , <a href="#">iPhone app</a> . Text reminders are also available	Scheduling online via ModivCare portal to schedule and monitor trips
Same Day/Sick Visit Instructions	Sick visit trips available same day and must be confirmed by the provider.	Sick visit trips available same day by calling scheduling line above.	Sick visit trips available same day by calling scheduling line above. Non-sick visit same day trips must be authorized by Molina's Member Services.	Sick visit trips available same day by calling scheduling line above. Non-sick visit same day trips must be authorized by Paramount's Member Services.	Sick visit trips available same day by calling scheduling line above.
30 One-Way Trips / 15 Roundtrips Less Than 30 Miles	Members have unlimited trips to all medical appointments and stand-alone trips to the pharmacy that is within 10 miles of the member's pick up and drop off location .	✓	✓	✓	✓
Unlimited Trips	Members have unlimited trips to all medical appointments and stand-alone trips to the pharmacy that is within 10 miles of the member's pick up and drop off location .	Dialysis, Chemo / Radiation, Hosp discharge, Wheelchair, NICU, Pregnancy related trips, Diabetes Management, OhioRISE	Dialysis, Chemo/ Radiation, Hosp discharge, Wheelchair, Pregnancy related trips, OhioRISE	Dialysis, Chemo/ Radiation, Hosp discharge, Ambulance, Wheelchair, Urgent Care, Organ Transplant, Pregnancy related trips, Diabetes Management, OhioRISE	Dialysis, Oncology, Wound Care, Chemo, Substance Use Disorder, NICU, Wheelchair, Pregnancy related trips, Diabetes Management, OhioRISE

# Working Together

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# Provider/MCP Collaborative Approach for Improving Diabetes Management

## Provider Opportunities

Identification of patients with uncontrolled diabetes and refer for DSME/T

Consider a **streamlined process** for DSME/T referrals and CGM orders – standing orders

Consider **telehealth** when available and accepted by patient

Actively **engage patients** with CGM activation and remote monitoring

Track **referral completion** for DSME/T and CGM orders

**Coordinate with MCP** to remove barriers for DSME and CGM

Ensure appropriate **coding and billing**

## MCP Support

MCPs can **generate provider-specific lists** to assist in identification of patients

MCPs can provide **geographic DSME/T provider lists** and removal of CGM PA requirements

All MCPs provide **coverage for telehealth** services for DSME/T and CGM remote monitoring

MCPs can assist with **member outreach** and CM support to educate and assist with barriers

MCPs can assist with **Referral Data Tracking** to identify and outreach to patients who miss DSME/T/CGM appointments

MCPs will provide a **single point of contact** per plan for assistance

MCPs can provide **education on covered billing codes**

Managed Care Plan (MCP) Name	Point Of Contact
<b>Buckeye</b>	Julie Ann Zaucha <a href="mailto:Julie.A.Zaucha@centene.com">Julie.A.Zaucha@centene.com</a>
<b>CareSource</b>	Deana Davis <a href="mailto:Deana.Davis@caresource.com">Deana.Davis@caresource.com</a>
<b>Molina</b>	Melina Gaines <a href="mailto:Melina.Gaines@MolinaHealthCare.com">Melina.Gaines@MolinaHealthCare.com</a>
<b>Anthem/Paramount</b>	Terry Kirkham <a href="mailto:Terry.KirkhamMSNRN@ProMedica.org">Terry.KirkhamMSNRN@ProMedica.org</a>
<b>UHC</b>	Sharil Barnhart <a href="mailto:Sharil_Barnhart@uhc.com">Sharil_Barnhart@uhc.com</a>