

Frequently Asked Questions

Transition of Care: Diabetic Care Management

On January 1, 2017, Cigna officially replaced Harvard Pilgrim Health Care (HPHC) as our health insurance carrier and OptumRx replaced CVS/Caremark as our Pharmacy Benefit Manager.

1. What can I do to ensure a successful transition to the Cigna Medical plan for diabetic care?

Call Cigna's Customer Service to review your current medical needs including diabetic equipment and supplies that you currently use. Cigna's Service Advocates will address which items will be covered under the medical plan, including home health services and durable medical equipment managed by Cigna's vendor partner CareCentrix. They can outreach to your doctor's office with you to provide next steps or you can speak with your doctor's office to let them know that your insurance carrier changed effective 1/1/2017.

2. What is covered by the Cigna medical plan?

Office visits, lab work, diabetes self-management education, insulin pumps and supplies needed for insulin pumps (i.e. test strips), home blood glucose monitors, and more are covered under the Medical program administered by Cigna (utilizing CareCentrix for medical supplies).

3. What is covered by the OptumRx pharmacy plan?

Pharmaceuticals such as insulin, oral diabetic medications, glucose test strips (unless provided with the insulin pump manufacturer), lancets, syringes, needles. These items would be eligible for coverage under the OptumRx plan.

4. What is the contact information for my doctor and for myself, if appropriate?

Cigna customer service at 1-800-244-6224 (also noted on the back of your Cigna ID Card). You can call CareCentrix directly if you prefer and speak to a transition team member at 1-866-776-4617. CareCentrix will work with your current provider to make sure there are no equipment or service interruptions. Cigna's contracted physicians have access to the CareCentrix Provider Portal to submit requests for authorization, or they can call 1-877-446-0164.

5. How do I find out what the cost share is?

The applicable place of service benefit will apply. For example, diabetic nutritional counseling is usually a doctor's office visit, lab work at an independent facility would fall under that benefit, while insulin pumps and supplies for the pumps are covered under the Durable Medical Equipment and supplies. If you have any questions, you can call Customer Service at 1-800-244-6224 and an advocate can assist you. Pharmaceuticals (Generic/Preferred Brand) that are covered under OptumRx's premium formulary are provided at a \$0 copay. You can contact OptumRx Customer Service at 1-866-633-5874 for more information.

6. Are there any programs members can participate in to help with their condition?

Yes, Cigna has a condition management program that gives members access to a Health Coach. The Coach can work with members to help manage their diabetes, including helping members to:

- Follow a personal care plan.
- Understand medications or your doctor's orders.
- Identify triggers that affect your condition.
- Make educated decisions on your treatment options.
- Know what to expect if you need to spend time in the hospital.
- Improve your lifestyle, by coping with stress, quitting tobacco use, maintaining good eating habits, and managing or losing weight.