

Working together, supporting your teams' diabetic care

Health care works best when it works together. That's why Excellus BlueCross BlueShield provides a coordinated, caring, personalized, and holistic health insurance experience that connects the dots for you and your employees, improving care and helping to manage costs for everyone.

We understand that your employees living with diabetes are affected in every aspect of their life. Managing diabetes well is paramount in helping them stay healthy, avoid complications, and manage rising costs. That's why our personalized, comprehensive diabetes management program is designed to address every employee's unique needs.

Employees receive care that's built just for them

Our team of clinical experts ensure employees who are identified as having a rising risk or more enhanced diabetic needs are provided personalized support and guidance to manage their diabetes. This results in improved outcomes, behaviors and overall diabetic health. Nearly 94% of members engaged in our program report feeling comfortable following their health care provider's recommendations.

Our comprehensive identification model provides personalized outreach and comprehensive engagement strategies that meet your employees where they are.



Identification: Through a combination of referrals, management reports, and sophisticated data analytics, we identify members with gaps in care and proactively reach out to members meeting specific criteria.



Outreach: Our on-staff Diabetes Care Management Team coordinates with one another – and our provider network – to deliver the right level of support and guidance to meet each employee's needs. This team includes:

- Registered Nurses, Registered Dietitians, Licensed Social Workers, Pharmacists, Physical Therapists, Medical Directors, Respiratory Therapists, Certified Diabetes Care and Education Specialists³



Engagement: A case manager works with the on-staff clinical team, assessing the whole person to develop a personalized care plan to each employee's unique needs, including identifying high dollar drug utilization, behavioral health needs, barriers to care and coordination with their providers.

A complete team in every employee's corner

Using a comprehensive approach we connect with employees in many ways:

Preventive screening reminders

Newsletters

Wellframe

A Care Management support tool which allows for direct messaging with the care team in addition to clinical content

Referrals to community based organizations

Collaboration

Connecting members with providers, Accountable Cost and Quality Agreement (ACQA) partners and vendors, to use their benefits effectively

Telephonic support

Digital tools on Excellus BCBS website

Interdepartmental member identification

and collaboration with Pharmacy and Utilization Management

\$362 per member per month cost savings¹

45% decrease in Emergency Department visits¹

54% decrease in inpatient hospitalizations¹

Higher-touch support for those who need it³

In addition to our standard Care Management Team we also have Certified Diabetes Care and Education Specialists (CDCES) on staff.

The CDCES offer personalized coaching, clinical support, and a structured education curriculum based on American Association of Diabetes Educators (AADE7), engaging member who are newly diagnosed and who have poorly managed conditions.

Discover more ways our comprehensive approach is working for you and your employees at [ExcellusForBusiness.com](https://www.ExcellusForBusiness.com)

Wellframe is an independent company that provides a health and wellness support mobile app to Excellus BCBS members.

¹ Outcomes data is based on full year 2022 claims experience for members engaged in CM/DM with a primary diagnosis of Diabetes, using a Pre/Post methodology.

² Member reported satisfaction outcomes are based on 2023 CM/DM satisfaction surveys sent at time of case closure and represent members engaged in Chronic condition/Disease Management.

³ Available to all fully insured group plans. Buy-up for self-funded and minimum premium groups.

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