



# Managing diabetes care together

## Our Enhanced Diabetes Education Program for those who need additional support in their diabetes management journey.

Excellus BlueCross BlueShield works together with members because health care works best when we work together. Coordinating personalized care that looks at the employees' health as a holistic experience helps to improve care and manage costs for everyone.

In addition to our standard Diabetes Care Management program, our Enhanced Diabetes Education Program offers additional support to those struggling to manage their diabetes. This program takes a more structured approach, following the educational curriculum outlined by the American Association of Diabetes Educators (AADE7)\*. Our Certified Diabetes Care and Education Specialists (CDCES) work with members through the seven topics that help build foundational skills for long term condition management.

- Our team engages eligible employees based on specific criteria of a diabetes diagnosis, gaps in care and emergency visits. We provide 1:1 coaching, education and care coordination, linking members with providers, supporting with preventive screenings and ensuring attendance of medical appointments.
- Members meet with their CDCES to complete the seven topics laid out in this program, typically over four to six sessions. Employers only pay for members who engage with the program, and only for the number of sessions the employee needs.

### The learning experiences our team tackles in this program are:

1. Assessment
2. Healthy eating
3. Managing diabetes
4. Taking medications
5. Reducing risks
6. Healthy coping
7. Problem solving

**For those employees who actively engage with our Enhanced Diabetes Management Program, we see an overall improvement to their quality of life and lower costs for employers.**

**32%** decrease in  
Emergency  
Department visits<sup>1</sup>

**59%** decrease in  
preventable  
admissions<sup>1</sup>

# Coordinated care. Complete coverage. Greater value.



## Proactive outreach

Our team proactively identifies and reaches out to employees to assess their current care plan, knowledge barriers, medication adherence, diet and lifestyle and whether they are getting routine screenings.



## Setting SMART goals

We work with employees to set up their own SMART (Specific, Measurable, Achievable, Relevant and Time-Bound) goals to incorporate self-management into their daily lives.



## Expert education

Each employee's plan is unique and case managers provide personalized coaching and education to help them along the way. Common topics include the impact of diabetes on overall health, improve medication adherence, preventive care, nutrition, exercise, advice to overcome psycho-social barriers, and more.



## Ongoing motivation

We help motivate and encourage employees to take a more active role in their health with our clinical support program by Certified Diabetes Care and Education Specialists.



## Resources

To reinforce the education and enhance learning, case managers provide tools such as digital support through Wellframe, videos and articles, and other available resources.



## Follow up

Throughout the program, the case manager follows up with employees to help keep them accountable and determine if any goal adjustments need to be made.

Learn more ways our comprehensive approach is working for you and your employees at **ExcellusForBusiness.com**

\* Outcomes data above is based on full year 2024 experience for commercial members engaged in CM/DM with condition of Diabetes.

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

\* Sources: American Diabetes Association. Diabetes Care. Economic Costs of Diabetes in the US Copyright © 2026, Excellus BlueCross BlueShield, a nonprofit independent licensee of the Blue Cross Blue Shield Association. All rights reserved.