

# 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. 98% of members engaged in our program report feeling comfortable following their health care provider's recommendations.<sup>1</sup>

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 Specialists<sup>3</sup>



**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

**\$8K**

**cost avoidance**  
per engaged member<sup>2</sup>

**32%**

**decrease**  
in Emergency Department visits<sup>2</sup>

**49%**

**decrease**  
in inpatient hospitalizations<sup>2</sup>

## Higher-touch support for those who need it<sup>3</sup>

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**

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

1 Member reported satisfaction outcomes are based on 2025 CM/DM satisfaction surveys sent at time of case closure and represent members engaged in Chronic condition/Disease Management who were managed by Diabetes specific Case Managers.

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

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

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