

2008 Diabetes Care Disease Management Program

The purpose of the 2008 HMO Diabetes QI Project is to improve the quality of care provided to members with a diagnosis of diabetes by increasing the percentage of physicians who track diabetes care using a diabetes flowsheet or electronic medical record. A portion of the QI Fund is available to IPAs based on the percentage of members whose care is tracked on a diabetes flowsheet or electronic medical record which includes at a minimum, HbA1c, eye exam, LDL cholesterol, blood pressure and medical attention for nephropathy, and is organized to both trend results over time and remind the practitioner when a service is due. Additional payments are available to IPAs based upon the percentage of diabetics who have been screened for depression and the number of members who met criteria for overall diabetes care. A Blue Star is awarded to IPAs demonstrating high levels of performance in providing routine diabetic care.

The Diabetes QI Project includes a number of initiatives for members and IPAs in addition to the QI Fund Project.

Members identified as having diabetes are sent the following information:

- quarterly mailings on diabetes, each addressing one topic from the American Diabetes Association Clinical Practice Guidelines. These mailings include a statement on how members were selected for the program and how to opt out of the program.
- a diabetes care card to keep track of their diabetes care
- a flu shot reminder
- an offer for a glucose meter at no charge (offer limited to one new meter every twelve months)
- includes information about the services offered through the BCBSIL diabetes program
- the Diabetes Care Survey is sent to a random sample of members to assess member perception of diabetes care
- an annual mailing to members with diabetes who have not had recommended services

Additional resources provided to members include:

- information on managing diabetes available through the Personal Health Manager and "Ask a Nurse" on Blue Access® for Members, the secure website at www.bcbsil.com
- "blueprints for health", the BCBSIL member newsletter, includes articles on diabetes care

IPAs are provided with the following:

- annual educational programs on the QI Fund Project
- quarterly QI Forums that include best practices
- a list of members with diabetes to target for flu shots
- information about the free glucose meter program
- For members who may be at high risk, an annual list of members who did not have diabetic services or who had services but values were not controlled