

# Understanding **Your** **Diabetic** Benefits

## Coverage for Diabetic Supplies

One of the most frequently asked benefit questions is whether PacificSource covers diabetic insulin, syringes, and other supplies. The following information may help you better understand the plan benefits for diabetic supplies.

### **If Your Plan Includes Prescription Drug Coverage...**

- Diabetic insulin and syringes are available for the same copayments as any other covered prescription drugs.
- Lancets and test strips are available for the same copayments as any other covered prescription drugs when you purchase them using your prescription drug benefit at a Caremark pharmacy. If you purchase supplies without accessing your pharmacy benefits through a Caremark pharmacy, the supplies will be considered under your durable medical equipment (DME) benefit. To maximize your DME coverage and reduce your out-of-pocket expense, use a participating DME provider. Our Customer Service Department is happy to help you find a

provider and answer other benefit questions.

- Glucagon recovery kits are available for the plan's Tier 2 copayment. You may purchase up to two kits at one time, but no more than four kits in any calendar year (unless preauthorized).
- You may purchase up to a 90-day supply of 500 (or five 100-count boxes) test strips and lancets. For larger orders, preauthorization is required.
- Supplies can be purchased through Caremark® pharmacies and our mail order services. Once you present your PacificSource ID card, participating pharmacies will process those claims automatically, so there is no need to submit claims to us.

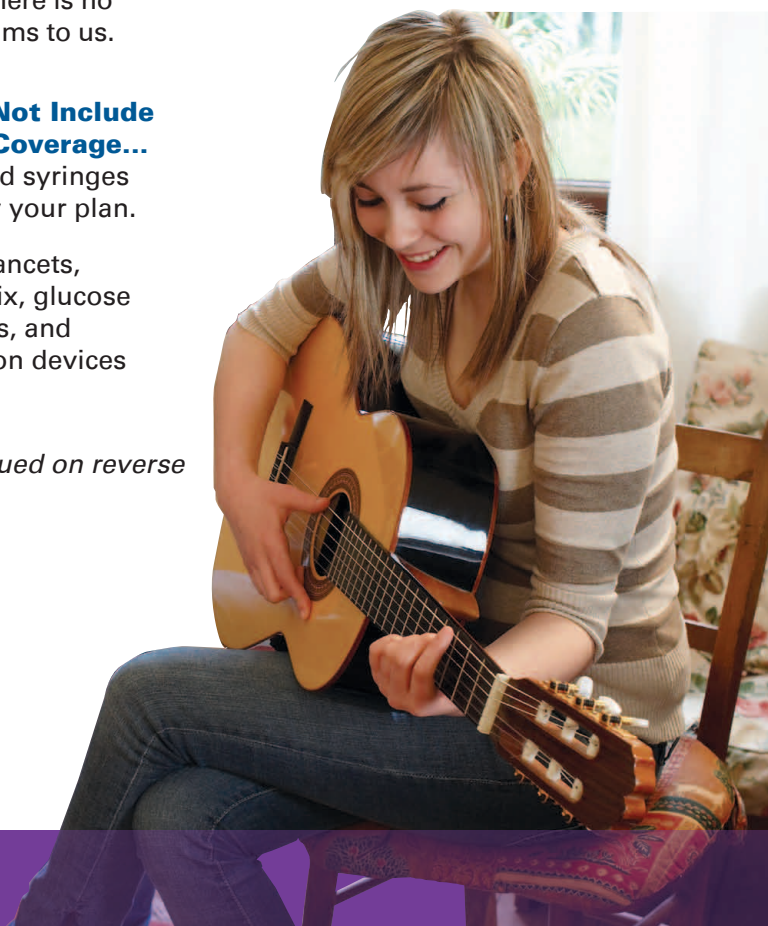
### **If Your Plan Does Not Include Prescription Drug Coverage...**

- Diabetic insulin and syringes are not covered by your plan.
- Supplies such as lancets, test strips, glucoStix, glucose monitoring devices, and needle-free injection devices

are covered under your medical plan's durable medical equipment (DME) benefit.

- You may purchase up to a 90-day supply of 500 (or five 100-count boxes) test strips and lancets. For larger orders, preauthorization is required.
- You can send your itemized receipts for supplies purchased from any vendor to PacificSource for reimbursement. However, you will maximize your benefits if the vendor is a PacificSource participating provider. For reimbursement, be sure to include member's name who received services, their PacificSource ID number, and group number along with your receipts. Mail your

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receipts to PacificSource Health Plans, Attn: Claims, PO Box 7068, Eugene, OR 97401-0068.

We will process the claim under your plan's durable medical equipment benefit and mail you a reimbursement check.

### For All Plans...

- You get your choice of one free PacificSource's preferred blood glucose meter. The meter choices are:
  - ACCU-CHEK® Aviva system
  - ACCU-CHEK® Compact Plus system
  - ONETOUCH® Ultra®2 system
  - ONETOUCH® UltraMini™ system
- For information on how to obtain your free system, contact PacificSource Pharmacy Services Department at (541) 225-3874, or toll-free at (800) 624-6052 extension 3784, or by e-mail at [pharmacy@pacificsource.com](mailto:pharmacy@pacificsource.com)
- Insulin infusion pumps and needle-free injection devices are covered as durable medical equipment for diabetic patients meeting certain criteria. This equipment must be preauthorized by PacificSource in order to be covered. Please contact our Customer Service Department for more information.
- Your PacificSource medical plan also includes a limited benefit for outpatient diabetic education to help you better understand your condition and how to control it. For details, please

see the Covered Expenses section of your Member Benefit Handbook.

### Learning More About Diabetes

Questions you can discuss with your doctor to help manage your diabetes:

- What effect has diabetes had on my eyes and kidneys?
- When should I get together with a dietitian to review what I eat?
- What exercises are best for me? What adjustments to my food or insulin should I make if I plan to exercise?
- What should my family and friends do if my blood sugar goes so low that I need their help?
- What should I do about taking care of my diabetes if I plan to become pregnant?
- How should I take care of my feet?
- Are there any diabetes groups in my area?
- What is my glycosylated hemoglobin (a test that measures average blood sugar level over the past two to three months)? What is a normal glycosylated hemoglobin?
- How can I get my glycosylated hemoglobin in the normal range?
- How often and under what conditions should I test my blood sugar? What should I do with the results? What patterns should I try to achieve?

- What changes should we make in my program as a result of the Diabetes Control and Complications Trial (DCCT)?
- Do I have microalbuminuria (detection of tiny amounts of albumin in urine indicating early diabetic kidney disease)?

*From the National Diabetes Information Clearinghouse Web site, [Diabetes.niddk.nih.gov](http://Diabetes.niddk.nih.gov)*

### Online Resources

#### American Diabetes Association (ADA)

The official Web site of the American Diabetes Association. [Diabetes.org](http://Diabetes.org)

#### Joslin Institute

The world's largest institute dedicated exclusively to diabetes, part of Harvard Medicine. [Joslin.harvard.edu](http://Joslin.harvard.edu).

#### Juvenile Diabetes Research Foundation

A long-standing organization dedicated to helping kids and parents cope with juvenile diabetes. Publications include a magazine for children with diabetes. [JDF.org](http://JDF.org).



**Direct:** 541.684.5582

**Toll Free:** 888.977.9299

**[PacificSource.com](http://PacificSource.com)**

***If you have questions, you are welcome to contact our Customer Service Department at 888.977.9299 or e-mail [cs@pacificsource.com](mailto:cs@pacificsource.com).***