

Transform Diabetes Care[®]

A personalized, connected approach to reduce complexity, improve outcomes

The prevalence of diabetes – it affects one in 11 Americans¹ – and the cost burden it places on the nation’s health care system are well known. Perhaps less understood is how complex effectively managing the condition can be for patients. To prevent complications and adverse health events, patients need to manage complex medication regimens, control blood glucose levels, closely monitor symptoms, and practice healthy behaviors. Left uncontrolled or not properly managed, diabetes can lead to poor health outcomes for plan members and significantly higher costs for payors.

2.3 times
greater health care costs
for people with diabetes²

Successful diabetes management largely depends on a patient’s ability to self-manage care between often brief, and infrequent, visits with their doctor.

50% of patients leave their doctor’s office not understanding what they have been told³

50% of patients do not take their medication as prescribed⁴

Up to **80%** of patients with diabetes do not monitor their blood glucose as recommended⁵

47% of patients have uncontrolled A1C levels⁶

Each patient’s needs are unique, based on where they are in their condition journey. Environmental and socioeconomic factors may also affect how well the patient can manage their own care. For instance, access to quality care, whether they can afford their medications, and their level of health literacy all play a role in determining outcomes.

Transform Diabetes Care is a personalized solution, designed to help reduce the complexities of self-managed care for members with diabetes, improve health outcomes, and reduce overall costs.

Utilizing connected monitoring technology, professional expertise, a high-touch engagement model, and local points of care, the program aims to help members remain on track with their prescribed treatment plan. Members receive guidance specific to their needs and access to resources at the most important points in their condition journey. Our ability to connect with providers can also help keep care teams coordinated, improving the overall experience.



1. CDC National Diabetes Statistics Report, 2017.

2. Economic Costs of Diabetes in the U.S. in 2017, American Diabetes Association, 2018.

3. Atreja A., Bellam N., Levy S. R. Strategies to enhance patient adherence: making it simple. MedGenMed : Medscape general medicine. 2005;7(1):p. 4.

4. Brown MT, Bussell JK. Medication adherence: WHO cares? Mayo Clin Proc. 2011;86(4):304–314.

5. Harris MI, Frequency of blood glucose monitoring in relation to glycemic control in patients with type 2 diabetes. NHANES, 2001.

6. Fitch, K, Iwasaki, P Pyenson, B. The cost and quality gap in diabetes care: an actuarial analysis. Milliman Client Report. January 30, 2012.

Transform Diabetes Care utilizes pharmacy and biometric data to generate key health insights, which can be used to deliver targeted outreach, face-to-face interventions and actionable solutions for a personalized experience that goes beyond traditional broad-based models and can complement existing disease management strategies.

After first identifying members with diabetes within a client's population, we utilize advanced analytics to understand their unique challenges based on the complexity of their specific situation. We then determine the appropriate level of support needed for each member to effectively manage their condition and stay on track with their prescribed treatment plan.

The key components of Transform Diabetes Care include:

Medication Management:

- One-on-one CVS pharmacist-led counseling*
- Prescriber notification of medication therapy gap and resolution opportunity*
- Medication management support tools*



Blood Glucose Control:

- Blood glucose monitoring through connected blood glucose meter
- Outreach by a trained professional following an out-of-range reading
- Ability to share test results with providers and care teams
- Health summary reports with trends and insights that can be shared with providers



Condition Management:

- Personalized condition coaching with Certified Diabetes Educators
- MinuteClinic® diabetes preventative monitoring visits with results logged in member's electronic health record
- Educational tips and motivational messaging integrated into blood glucose meter
- Actionable health messaging delivered on prescription bag label*



1.2 point HbA1c improvement, achieved at six months and sustained at 12 months^{7**}

OVER 50% of members with uncontrolled diabetes were moved to controlled status^{7**}

31% connected meter enrollment among all eligible members with diabetes⁷

Transform Diabetes Care can conduct outreach and provide targeted, personalized, care to members in their home, at CVS Pharmacy, and MinuteClinic locations.

Understanding a member's environment and unique challenges can help us better support them in managing their own care. We consider the best points to engage each member as they navigate their diabetes care regimen and engage them in a meaningful way when it can have the greatest impact on their health.

CVS Pharmacy and MinuteClinic



Pharmacists and nurse practitioners can offer members face-to-face, personalized guidance and encouragement when and where they are already engaged with their health. Pharmacists can provide members a private, in-person consultation while they are in a CVS Pharmacy to address medication management challenges, help them enroll in the connected meter offering, and can intervene when needed, to help members better manage blood glucose. With MinuteClinic, members also have access to a convenient place to get recommended exams and tests to help prevent complications and help them remain on track with their prescribed care plan between visits with their doctor.

At Home or on the Go



Through connected glucose meters Transform Diabetes Care facilitates member engagement when they are at home or on the go, enabling ongoing blood glucose monitoring with corrective outreach from a trained professional prompted when readings are out-of-range. Certified Diabetes Educators can offer one-on-one coaching sessions that are personalized to the member's needs based on their health insights focusing on condition education, encouraging healthy behaviors, improving condition management, and setting goals.

22 annual visits to CVS Pharmacy by members with diabetes⁸

2 MinuteClinic diabetes preventative monitoring visits offered annually to members at no out-of-pocket cost

8. CVS Health Enterprise Analytics, 2018. On average, among members filling exclusively at CVS Pharmacy.

*Available when filling within CVS Pharmacy® network.

**Among members with uncontrolled diabetes (HbA1c ≥ 7) engaged with a connected glucometer (testing $\geq 5x/month$ over three months prior to six and 12 month evaluations). Average HbA1c improvement measured at six months and 12 months following meter activation.

All data sharing complies with applicable privacy laws.

Connectivity with Providers and Care Teams

One of the greatest challenges for physicians and care teams is limited visibility into patient activity outside of office visits. Transform Diabetes Care can help close that gap by providing the capability to communicate with physician offices, through multiple channels, at various points in member therapy. By supporting information sharing with the provider's office, the program can help ensure that their patients are adhering to their care plan outside of scheduled visits, effectively extending the reach of the physician and providing members a more coordinated system of support.

Provider Office Outreach

CVS Pharmacy:

Pharmacy staff can conduct fax outreach to notify prescribers of any gaps in their patient's therapy and the opportunity to take action



MinuteClinic:

Our clinicians can help ensure the primary care provider has access to member results integrated into the electronic health record, can provide visit summaries, and can contact them through phone communication in case of immediate health concerns or questions



Call Center:

Call center pharmacists reach out to the prescriber to suggest medication or dosing change that may be appropriate



Connected Meter:

Blood glucose readings and health summary reports can be shared with physicians and care teams by members for better visibility and ability to closely monitor therapy



Transform Diabetes Care takes a personalized approach to help reduce the complexity of self-managed care for members with diabetes, through comprehensive support and connected technology. Members receive the right level of help and interventions tailored to their specific needs helping them remain adherent to their care plan and avoid costly complications. The program is designed to help increase the effectiveness of payors' overall diabetes strategies, improve member health outcomes, and reduce associated health care costs.