

# Diabetes Care *Program*

*Featuring Accu-Chek® + 360Care™*

## Living well with diabetes can be a lot of work.

Avoiding serious complications from this condition requires consistent monitoring of your nutrition and blood glucose levels and committing to a daily routine that supports healthy living. We know there are daily challenges and significant costs associated with diabetes care.

### We can help.

As a Medavie Blue Cross Member, you have exclusive access to the **Accu-Chek® + 360Care™ Your Health Coach program**, which uses a quarterly subscription model to provide:

- ✓ A Bluetooth enabled Accu-Chek® Guide glucometer
- ✓ Accu-Chek® Guide test strips — automatically delivered to your doorstep as you need them
- ✓ Access to a team of specialized health coaches through video, talk or text-based communication



This exclusive new offering integrates real-time glucose monitoring, personalized coaching and home delivery of supplies to help you effectively manage your health. If you are living with diabetes, high blood pressure or cholesterol or weight issues and test your blood glucose levels, the Diabetes Care Program can make life a little bit easier. The 360Care™ health coaching team includes registered nurses, dietitians and counsellors who work together to help you reach your health goals.



### Just for you!

We worked directly with Accu-Chek's manufacturer to develop this exclusive, holistic approach to supporting your health.

## Highlights of the program include:

**Convenient and effective** - Online enrolment and a multi-disciplinary approach to health coaching offers convenient access to diabetes support whenever and wherever you want it, providing a combination of clinical guidance and regular touchpoints.

**Home delivery** - Both your Accu-Chek® Guide glucometer and test strips are sent directly to your front door — you do not need to leave the house to get supplies; the program knows when you need replenishment of your strips and dispatches a supply automatically, making testing easier than ever.

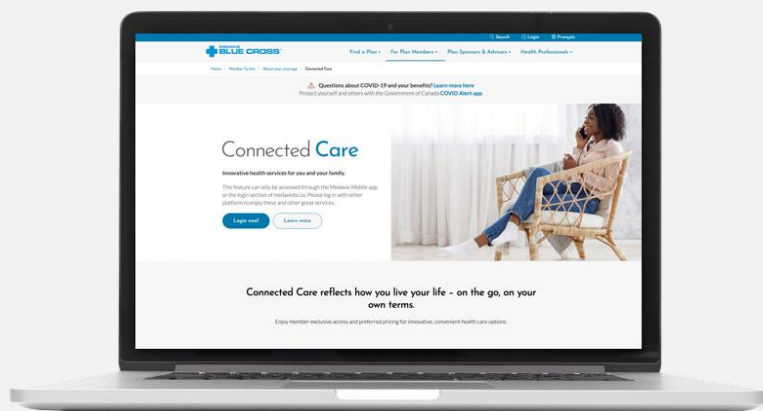
**Concierge service** - Personalized 1:1 assistance from a health concierge who will help you set up your digital account, schedule your initial coaching session, and answer any questions that you may have about program use and technical navigation.

**Specialized coaching** - A team designed to help you meet your health goals; depending on your needs, coaches may include a registered nurse, registered dietitian, or registered psychologist/counsellor.

**Covered by many plans** - If your plan includes the Managing Chronic Disease benefit, you will pay only your co-pay. You can confirm if you have this coverage on the Medavie Blue Cross mobile app, under “Extended Health Benefits”. It can also be reimbursed through a Health Spending Account or a Personal Wellness Account.

**Reflecting your needs** - The program covers as many test strips as you need, based on your own usage.

**ACCU-CHEK®**  
+ 360° Care™



## Ready to get started?

Learn more by logging in at [medaviebc.ca/connected-care](https://medaviebc.ca/connected-care) or through the *Medavie Mobile* app.



# Frequently Asked Questions

## Connected Care

### Diabetes Care Program



### What is the Accu-Chek + 360Care Program?

This program combines specialized health coaching, a free glucometer and home delivery of as many test strips as needed for testing blood glucose. The health coaching is designed for people living with diabetes, high blood pressure or cholesterol or weight issues who test their blood glucose.

### What Types of Health Coaches Might I Work With in This Program?

Depending on your needs, the **Accu-Chek + 360Care** program could include coaching with a Certified Diabetes Educator, Registered Nurse, Registered Dietitian, or a Registered Psychologist. The specific coaches you require will be discussed in a session with a Nurse Navigator.

### How Do I Know If My Plan Has the Managing Chronic Disease Benefit?

If you have the Managing Chronic Disease benefit, it will appear in your employee benefits booklet. Look in the Summary of Benefits under the Extended Health Benefits section. You can also find it in the Medavie mobile app under My Coverages. See the Extended Health Benefits section.

### How Much Does the Program Cost?

The program cost, including the Accu-Chek Guide monitor, test strips as needed and health coaching via the 360Care app, is \$156 for each 3 month period enrolled. For members who have the Managing Chronic Disease benefit, this amount will be direct billed to Medavie Blue Cross and the member's credit card will be billed for their Extended Health Benefit co-pay.

### Can I Use Other Brands Of Glucometer/Test Strips With This Program?

While blood glucose readings from other brands of monitors could be manually input by a member into the 360Care app, only the Accu-Chek Guide monitor and test strips are included with this program. No discount is available for those who wish to use other brands of meter/test strips. The program includes a Bluetooth-enable monitor that determine when a resupply of test strips is required.

### Is This Program Available For Members Who Use Other Brands Of Glucometers/Test Strips or CGM Systems?

The Accu-chek + 360Care program includes a Bluetooth-enabled Accu-chek Guide monitor which provides data to the 360Care app when a reading is taken. This usage data tells Roche, the maker of Accu-Chek test strips, when to send a new supply of test strips to a member's home. Other brands of glucometer or CGM device are not part of this program. As program participants are provided with a new monitor and appropriate test strips, those using other options for brands may choose to switch to the Accu-Chek system.

### How Long Does the Program Last?

Participants must register for the program for 3 months at a time. This will allow members enough time to evaluate if the health coaching is valuable for them. There is no defined end to the program. Members may continue in the program, 3 months at a time, for as long as they find value in the combination of home delivered test strips and health coaching.

### Are There Options To Help Members With Other Chronic Health Conditions?

The Managing Chronic Disease benefit provides coverage for specialized health coaches to help members address chronic conditions like diabetes, including pre-diabetes, cardiovascular or lung diseases and smoking cessation. More information can be found on Medavie's website at [medaviebc.ca/en/members/your-coverage/managing-chronic-disease](https://medaviebc.ca/en/members/your-coverage/managing-chronic-disease).

### How Do I Register?

Go to Medavie's Connected Care site on the mobile app or the member services site ([medaviebc.ca](https://medaviebc.ca)). Choose "**Diabetes Care Program**", then click the "**Get started now**" or "**View program details**" button to enter the Accu-Chek + 360Care site. Further instructions are provided on the partnered page.

### What If I Need Assistance With the App?

Part of the onboarded process is a call with the program's Concierge. This person will help you set up the 360Care app and make sure your Guide meter is sending readings to the app. They will also schedule your first coaching session, process your first quarterly payment, and answer any questions you may have about the program. Please note, the Concierge is not a medical professional. Any questions specific to your diabetes or other health conditions will be answered by the Nurse Navigator, Diabetes Educator or Registered Dietician.

### More Questions?

Visit [medaviebc.ca/connected-care](https://medaviebc.ca/connected-care) to learn more about the program.

