Diabetes remote monitoring with LifeScan OneTouch Reveal®

Solution overview
Diabetes presents an enormous problem for our healthcare system

Members living with diabetes often have difficulty controlling blood sugar levels, leading to health complications and higher downstream medical costs.

1.5M
Americans diagnosed each year

$108.80
PMPY spend

37%
Nonadherence

34M
adults in the U.S. have diabetes

$237B
in direct medical costs related to diabetes in the U.S.

Diabetes remote monitoring with LifeScan

Meaningful data empowers members and enables clinicians to make proactive, tailored interventions

Bluetooth-enabled blood glucose meter for easy testing

Personalized analytics inform patient health tracking and coaching

Diabetes pharmacists in the Therapeutic Resource Center\textsuperscript{SM} identify dangerous trends and reach out to patients via phone and email
Why is remote patient monitoring important?

Patients with diabetes often have difficulty controlling blood sugar. Remote monitoring and coaching from diabetes pharmacists can improve blood sugar control, reducing high and low events.

PARTICIPATING MEMBERS EXPERIENCED:

- 6/10 lowered their A1c levels by at least 0.5
- $83 PPPM total healthcare savings
- 36% drop in hypoglycemic episodes
- 42% drop in hyperglycemic episodes

Results are based on the pilot program and may vary based on client.
Member experience and awareness

Patient awareness → Patient enrolls via the web → Patient syncs meter → Clinical monitoring → Diabetes pharmacist intervention

THREE DIRECT MAIL INVITATIONS
THREE EMAIL INVITATIONS
EMPLOYER COMMUNICATIONS

3 mailers and 3 emails over ~5 weeks
Clinical targeting criteria

- Member meets 1 of 3 clinical criteria:
  - Metformin
  - Any test strip claim
  - Any other diabetes medication

Member becomes eligible for solution

Members over age 18
Review claims within past 6 months
Getting started

01 Members enroll on the web
Complete in less than 3 minutes

02 Meter setup
a) Open Welcome Kit
b) Pair meter with phone
c) Begin testing!

03 Verio Strip Rx setup
a) Claims history check
b) Specially trained Therapeutic Resource Center pharmacist coordinates new Rx
Clinical monitoring and outreach
Diabetes pharmacists monitor member readings for patterns and trends to provide personalized consults, getting members back in control

- **Low pattern**
  - 2 or more readings below 60

- **High pattern**
  - 4 or more readings above 350

- **High morning pattern**
  - 4 or more initial morning readings above 200

- **Mixed pattern**
  - 4 or more readings above 350 and/or below 60

Trigger looks back over past 2 weeks

Trigger looks back over past 4 weeks

*Members will receive no more than 1 outreach within a 4-week period.*
Tracking readings with One Touch Reveal®

- Automatically tracks your readings all in one place
- Visibility of a 14-, 30- or 90-day lookback at trend data
- Easily share your results with a doctor or caregiver, in addition to your Express Scripts care team*
- Access via mobile app or web portal

*Text or email individual readings or email a full report