



State of Delaware Group Health Insurance Plan (GHIP) Diabetes Management and Prevention Programs and Resources

The State of Delaware offers a wide variety of programs and resources for employees, retirees, participating group members and their families to assist with the management of chronic conditions such as diabetes, obesity and metabolic syndrome. Many resources are available at no cost to members and focus directly on diabetes prevention and management. Other available resources target diabetes and metabolic syndrome through overall health and wellness promotion, focusing on a whole-person approach and consider mental health needs, social determinants of health and a variety of outstanding factors that impact a member's life and wellbeing.

Table of Contents

[Section 1 - Programs and Resources for Highmark Plan Members](#)

[Section 2 - Programs and Resources for Aetna Plan Members](#)

[Section 3 - Additional Programs and Resources Offered by the Statewide Benefits Office](#)



Section 1- Programs and Resources for Highmark Plan Members

[Livongo® by Teladoc Health – Diabetes Management](#)

Livongo®, a free diabetes monitoring program, provides access to Certified Diabetes Care and Education Specialists to help with diabetes management, expert coaches who are available 24/7 if there is an issue, as well as a meter and test strips. The program is available to employees, non-Medicare pensioners and their covered spouses and dependent children living with type 1 or type 2 diabetes who are enrolled in a Highmark Delaware health plan.

Upon enrollment, members receive a Welcome Kit with a blood glucose meter, strips and lancets free of charge. When members run out of strips and lancets, they are shipped directly to the member at no cost. If a member needs a replacement meter, they will receive one through the mail free of charge. The member is responsible for the cost of any subsequent replacement meters.

➤ **Participation**

- From July 2019 – July 2024, 1,091 Highmark members enrolled in this program, with 1,018 of those members activating their account dashboard.
- 246 new members have enrolled in this program between January 2024 – July 2024.

➤ **Metrics/Results**

- 86% of enrolled members connected their blood glucose meter usage.
- 77% of enrolled members participated in some form of self-guided activity.
- 61% of enrolled members activated digital coaches.
- 8% of enrolled members scheduled an expert coaching session.
- Enrolled members engaged with the diabetes management program on average 18 times per month; engagement includes device monitoring, self-guide activity, digital coaching, on-demand or scheduled expert coaching.
- For members enrolled at least 6 months, the share of members with controlled diabetes (HbA1c < 7%) has increased from 46.8% at baseline (self-reported HbA1c at registration) to 73.1%.
- The share of members with HbA1c > 8, which indicates an above normal blood glucose, has decreased from 28.8% at baseline to 11.9%.
- 78% of enrolled members report feeling better about their ability to manage their health after utilizing this program.

[Livongo® - Diabetes Prevention Program](#)

Available to [eligible employees, non-Medicare pensioners and their covered spouses and dependent children](#), the program includes expert led coaching sessions for nutrition, behavior change and exercise (telephonic support when preferred), a moderated online community with peer support, an online app



and web dashboard including food, weight and activity tracking, and email or text messaging for personalized coaching.

➤ **Participation**

- From April 2023 – March 2024, 18 Highmark members enrolled in Livongo DPP.
- 10 out of the 18 enrolled members attended at least 4 sessions (56%).
- 4 out of the 18 enrolled members attended at least 9 sessions (22%).

➤ **Metrics/Results**

- 13 of the 18 enrolled members attained at least a 5% weight loss (72%).
- 8 of the 18 enrolled members attained at least a 9% weight loss (44%).

Transform Diabetes Care® - Medicare Prescription Plan – SilverScript

Eligible State of Delaware Highmark Special Medicfill Medicare Plan members with Prescription Coverage through SilverScript have access to the enhanced Transform Diabetes Care® (TDC) program from CVS Caremark®.

TDC provides a holistic way to manage diabetes and overall health. In addition to glucose monitoring, TDC uses health information a user shares to provide personalized health coaching based on the user’s specific needs. Users have access to trusted advice on nutrition and lifestyle habits as well as reminders about screenings and more. This benefit is available at no cost to SilverScript members.

➤ **Participation**

- Of 29,482 total SilverScript members, 7,278 members (24.7%) were eligible for this program due to a diagnosis of type 1 or type 2 diabetes in the reporting period of February 2024 – June 2024.
- 6,823 (93.7%) of the 7,278 eligible members have been identified as having gaps in their diabetes care. Gaps in care include medication adherence, screenings, medication optimization, lifestyle and comorbidities, self-monitoring and access to devices.
- 4,445 (65.1%) of eligible members identified as having care gaps were targeted for interventions such as outreach from a nutritionist, a provider reviewing medications for optimization, assistance with scheduling medical appointments, assistance with ordering a blood glucose monitor, general health coaching, and more.
- 31,513 total care gaps were identified, with the majority of eligible members having at least 4 care gaps.
- 52.4% of members eligible for this program are female with 47.6% being male.
- 85.5% of all eligible members who have a diabetes diagnosis have at least 3+ comorbidities, with the top comorbidities being hypertension (79.8%), hyperlipidemia (68.5%) and osteoarthritis (27.1%).



➤ **Metrics/Results**

- The average HbA1c level for members in this program was 7.79.
- 66.6% of all members in this program have an HbA1c level of less than 8.
- 4,426 (99.6%) of all members targeted for interventions were outreached in this quarter.
- 71.7% of all eligible members completed at least one routine screening.
- 70.8% of all eligible members completed at least one visit with a PCP or specialist.
- 12.2% of all eligible members completed a retinal eye exam.
- 6.9% of all eligible members completed a nephropathy screening.
- 2,224 care gaps were closed this quarter, with the majority of gaps being closed in medication adherence, screenings, and medication optimization.

Custom Care Management Unit (CCMU)

CCMU Health Coaches help eligible State of Delaware Highmark employees, non-Medicare pensioners and their covered spouses and dependent children work more closely with their provider and get more involved in their own care. Health Coaches are specially trained registered nurses, therapists and other medical professionals. Members can get the support they need for managing their diabetes, losing weight, eating better, quitting smoking and managing stress.

➤ **Participation**

- From July 2023 – May 2024, 7,143 Highmark members engaged in a CCMU disease management program.
- The largest demographic group engaged in disease management was females, ages 45 – 64 followed by females ages, 18-44.
- 86 Highmark members participated in CCMU for weight management.
- 730 Highmark members participated for general member education.
- 131 Highmark members participated for social support.

➤ **Metrics/Results**

- Emergency room (ER), transition of care, member education, clinical case management and integrated care team were all top interventions with respect to average monthly participants.
- CCMU participants had higher rates of adult preventive visits (60.9% compared to 53.6%), cervical cancer screening (27.6% compared to 26%), cholesterol screening (69.3% compared to 56%) and mammogram screening (65.8% compared to 59.6%) than the general member population.
- CCMU participants also had higher rates of colon cancer screening (25% compared to 21.4%) than the general member population.
- 10.4% of CCMU disease management participants were considered “High-Cost Claimants”, meaning they accrued greater than \$100,000 in claims during the fiscal year (FY) (an increase of 4.3% from FY23).



Blue 365 Discount Program

State of Delaware Highmark members looking for discounted gym memberships, weight loss programs, discounts on massage therapy and more can all be found on the [Blue 365 website](#).

As this is a discount program and is not administered by the Statewide Benefits Office, no data is collected or reported to the State on participation, metrics or results.



Section 2- Programs and Resources for Aetna Plan Members

Transform Diabetes Care®

The Transform Diabetes Care® program is a 12-month program available to State of Delaware Aetna employees, non-Medicare pensioners and their covered spouses and dependent children that helps keep diabetes in check at no extra cost to the member. It gives customized guidance based on the member's specific needs. With the CVS Health Tracker™ app, members can monitor their glucose and blood pressure, track and share readings, learn more about diabetes and maintaining a healthy lifestyle, make meals that align with your dietary restrictions, and more. To stay on track, members can get personalized support from Certified Diabetes Care and Education Specialist nurses. Anyone managing type 1 or type 2 diabetes is automatically enrolled.

➤ **Participation**

- From July 2023 – June 2024, 2,073 Aetna plan members had a diagnosis of diabetes and were eligible for this program (7.1% of all Aetna members).
- 2,028 (97.8%) of the 2,073 members with diabetes were identified as having gaps in their care. Gaps in care include medication adherence, screenings, medication optimization, lifestyle and comorbidities, self-monitoring and access to devices.
- 1,528 (73.7%) of members with diabetes with care gaps were noted as also having hypertension.
- 14,392 total care gaps were identified, with the majority of eligible members having at least 4 care gaps.
- 49.6% of members eligible for this program are female with 50.0% being male.
- The top comorbidity for Aetna members with diabetes was hypertension (67.8%).

➤ **Metrics/Results**

- The average HbA1c level for members in this program was 7.31.
- 81.7% of all members in this program have an HbA1c level of less than 8.
- 88.1% of all eligible members completed at least one routine screening.
- 85.8% of all eligible members completed at least one visit with a PCP or specialist.
- 20.5% of all eligible members completed a retinal eye exam.
- 74% of all eligible members completed a nephropathy screening.
- Of the 2,028 diabetic members identified with gaps in care, 2,018 received welcome kits (99.5%) and 1,834 of the members with gaps in care received additional outreach (90.4%).
- Of the 14,392 total gaps in care identified, 4,019 were closed during this evaluation period (27.9%).



- 694 of the total gaps closed were related to hypertension (17.3%) with 31.2% of eligible members with hypertension beginning a new hypertension therapy.
- 90.6% of eligible members with diabetes and hypertension were optimally adherent to their medication.

Solera

Solera is an innovative diabetes prevention program available to [eligible State of Delaware Aetna employees, non-Medicare pensioners and their covered spouses and dependent children](#) designed to help members lose weight, adopt healthy habits and reduce the risk of developing type 2 diabetes through participation in a personalized program. This one-year lifestyle change program includes 16 weekly sessions followed by monthly sessions for the rest of the year, access to a lifestyle health coach to help set goals and keep members on track, small group support and other helpful tools to assist members in their journey. Solera matches qualified members with a program that best fits their preferences and needs. Members can choose from different programs that are online or in-person and from proven solutions like WW (Weight Watchers®). Solera is available at no cost to those who qualify. Members who enroll and complete four weeks of the program will receive a Fitbit® at no additional cost.

➤ **Participation/Demographics**

- From January 2021 – June 2024, the SBO has seen 2,101 Aetna members enroll in this program.
- 532 enrolled members participated in Solera in FY24.
- 80.52% of all enrollees were female; 19.44% male.
- The age group with the highest enrollment is ages 50 – 59.

➤ **Metrics/Results**

- 40% of FY24 enrollees had 2 meaningful engagements with a health coach or attended 2 sessions by week 4.
- 33% of FY24 enrollees had 4 meaningful engagements with a health coach or attended 4 sessions by week 9.
- 30% of FY24 enrollees achieved 5% weight loss.

AbleTo, Inc.

AbleTo is available to State of Delaware Aetna employees, non-Medicare pensioners and their covered spouses and dependent children and provides behavioral health treatment to members identified with certain medical conditions (including diabetes) or who are going through certain life changes. Members can self-refer online or by calling AbleTo at 1-866-287-1802.

➤ **Participation**

- From July 2023 – December 2023, 29 Aetna members completed an initial consult with AbleTo.



- Following the initial consult, 24 of the 29 members enrolled in a personalized 8-week program.
- **Metrics/Results**
 - 28 members had completed their 8-week program and recommended treatment during this reporting period; specific behavioral health results per person are not measured.

Aetna One Advisor

Aetna One Advisor (A1A) is a free resource to help Aetna employees, non-Medicare pensioners and their covered spouses and dependent children manage their health, coordinate care, and meet health goals. Additionally, they help members understand their benefits, save money, make sure they are sticking to their care plan, find programs to manage stress or help with a condition, make health care easier, get support and answers during pregnancy and after childbirth, help manage diabetes and other chronic conditions, help understand a new diagnosis and get answers to health and plan questions.

- **Participation**
 - From July 2023 – May 2024, 528 Aetna members engaged in an A1A disease management program.
 - The largest demographic group engaged in disease management was females, ages 45 – 64 followed by females ages, 18-44.
 - 121 Aetna members participated in A1A for obesity management.
 - 57 Aetna members participated for weight loss.
 - 69 Aetna members participated for management of metabolic syndrome.
 - 87 Aetna members participated in an A1A “Get Active” and/or “Eat Healthier” program.
- **Metrics/Results**
 - Virtual support was the most utilized intervention for Aetna members.
 - Hyperlipidemia, obesity, weight loss, hypertension, getting active, eating healthier and metabolic syndrome were all top interventions with respect to average monthly participants.
 - A1A participants had higher rates of adult preventive visits (69.8% compared to 57.5%), cervical cancer screening (29.4% compared to 25.1%), cholesterol screening (72.7% compared to 60.5%) and mammogram screening (63.8% compared to 59.9%) than the general member population.
 - 18.5% of A1A disease management participants were considered “High-Cost Claimants”, meaning they accrued greater than \$100,000 in claims during the fiscal year (an increase of 8.9% from FY23).
 - As of March 2024, 97.8% of all A1A participants reported satisfaction with the program.



Section 3- Additional Programs and Resources Offered by the Statewide Benefits Office

[YMCA of Delaware – Diabetes Prevention Program \(Highmark and Aetna Non-Medicare Plan Members\)](#)

For members [at risk of type 2 diabetes](#), the YMCA’s Diabetes Prevention Program provides a supportive environment where they will work with others in a small group setting to learn how to adopt healthy habits in order to reduce their chances of developing type 2 diabetes.

The YMCA program is based on the landmark Diabetes Prevention Program funded by the National Institutes of Health (NIH) and the Centers for Disease Control and Prevention (CDC). This program showed that by eating healthier, increasing physical activity and losing a small amount of weight, a person with prediabetes can prevent or delay their risk of developing type 2 diabetes by 58%.

Over the course of 25 one-hour sessions in a relaxed classroom setting (YMCA branches, community sites or worksites), a trained Lifestyle Coach teaches participants skills that will help them lead a healthy lifestyle. As added benefits through the YMCA of Delaware, participants receive up to 4 free months of family membership at the YMCA of Delaware.

➤ **Participation/Demographics**

- 145 members participated in the YMCA DPP program in FY24.
- 83% of FY24 enrollees were female, 17% male.
- 32% of FY24 enrollees were Aetna members, 68% were Highmark non-Medicare members.

➤ **Metrics/Results**

- 50% of enrollees attended at least four sessions.
- 45% of enrollees attended at least nine sessions.
- 20% of enrollees achieved 5% weight loss.
- 30% of enrollees achieved 9% weight loss.

[Diabetic Medications & Supplies Savings Program \(as part of the CVS Caremark Prescription Plan\) \(Highmark and Aetna Plan Members\)](#)

Under the State of Delaware prescription plan administered by CVS Caremark, diabetes supplies (including lancets, test strips, and syringes/needles) are provided at no cost when the prescription is filled at a retail participating pharmacy or via mail-order-based CVS Caremark Home Delivery. Multiple diabetes medications may be obtained for just one copay when the prescriptions are filled at the same time at a 90-day participating pharmacy or the mail-order-based CVS Caremark Pharmacy.



As this is a savings program and does not require member enrollment, no data is collected or reported to the State on participation, metrics or results.

Diabetic Eye Care Benefit

Available to members enrolled in the EyeMed State Vision Plan. Eligible members with type 1 or type 2 diabetes can obtain a vision evaluation every six months, up to two times per benefit year, to monitor for signs of eye-related diabetes complications. Eligible members may also qualify for retinal imaging, extended ophthalmoscopy, gonioscopy, or laser scanning.

- Participation
 - From March 2023 – March 2024, 3,273 diabetics from the active employee population received an eye exam.
 - Only 32 of these members had an additional eye exam during the reporting period.
- Metrics/Results
 - 53.5% of all diabetics from the active employee population received an eye exam during this reporting period.
 - The statin adherence rate for diabetics in the active population for the incurred rolling year ending in March 2024 was 74%.

Husk Wellness

All employees and pensioners of Delaware state agencies, school districts, charter schools, Delaware Technical Community College, Delaware State University, and participating groups (e.g., University of Delaware, Delaware Solid Waste Authority, Delaware Transit Corporation, towns, cities, and fire companies), as well as their spouses and children, also have access to discounted gym memberships and fitness equipment/technology through Husk Wellness.

This includes temporary, casual/seasonal, and benefit-eligible employees/pensioners who are not currently enrolled in a State of Delaware health plan.

As this is a discount program and is not administered by the Statewide Benefits Office, no data is collected or reported to the State on participation, metrics or results.

Gym Discounts

The State of Delaware provides opportunities for gym discounts in all three counties which are available to all employees and pensioners of Delaware state agencies, school districts, charter schools, Delaware Technical Community College, Delaware State University, and participating groups (e.g., University of Delaware, Delaware Solid Waste Authority, Delaware Transit Corporation, towns, cities, and fire companies), as well as their spouses and children. This includes temporary, casual/seasonal, and benefit-eligible employees/pensioners who are not currently enrolled in a State of Delaware health plan.



Documentation such as an employee ID badge, pension check, or other proof of eligibility may be required to take advantage of the promotions.

As this is a discount benefit and is not administered by the Statewide Benefits Office, no data is collected or reported to the State on participation, metrics or results.

[Employee Assistance Program \(EAP\) - ComPsych® GuidanceResources®](#)

The [ComPsych® GuidanceResources® program](#) is a free program available exclusively for State of Delaware Group Health Insurance Plan Highmark and Aetna non-Medicare members and their dependents.

Assistance is available for confidential emotional support from highly trained clinicians, online support, interactive digital tools that contain guided programs for anxiety, mindfulness, fitness and nutrition, personal health and more. They also offer work-life solutions, legal guidance, financial resources and identity theft services.

➤ **Participation**

- From January 2024 – March 2024, 4,055 members utilized an EAP resource (34.9% of eligible employees based on average quarterly employee count).
- From January – December 2023, 10,609 members utilized an EAP resource (23% of eligible employees).

➤ **Metrics/Results**

- From January 2024 – March 2024, 231 members utilized resources related to emotional wellbeing; total for 2023 was 681.
- From January 2024 – March 2024, 76 members utilized resources related to fitness and nutrition; total for 2023 was 187.
- From January 2024 – March 2024, 38 members utilized resources related to physical health; total for 2023 was 90.
- From January 2024 – March 2024, 2 members viewed On Demand Training for *Emotional Eating: The Connection Between Mood and Food*. 6 members viewed this training in 2023.
- From January 2024 – March 2024, 34 members used the Online Center. 16 (47%) of the 34 members used the Online Center to review *Healthy Habits*. For 2023, 57 members used the Online Center. Only 1 member viewed *Healthy Habits* in 2023.