



RECOMMENDATIONS DURING COVID-19

MANAGING DIABETES (Part 1)

People with diabetes are more likely to experience severe symptoms and complications when infected with COVID-19.

- [California Department of Health Care Services](#)

A REMINDER OF RESOURCES FOR MCPs



Provider Re-Engineering

- ▶ **Video Visits:** Staff provides [iPad](#) to the member, waiting in car, for a video visit and sanitizes iPad in between members' use.
- ▶ **Project Echo Diabetes Program:** [A hub team](#) of experts train primary care physicians on how to deliver subspecialty care in primary care settings about diabetes amid COVID-19.
- ▶ **Pharmacy Access:** Members call first before picking up medications curbside; consider reducing or waiving prescription delivery costs.
- ▶ **Telemedicine Application:** Using [Tidepool](#) and [CGMs](#), clinicians are able to access member glucometer and insulin pump data to adjust medications.

Support for Members

- ▶ **Medication Availability:** Ensure a minimum of 90 days supply of maintenance medications (both generic and brand name) and a week ahead supply of insulin; home delivery options.
- ▶ **Use of Quick Reference Guide:** Encourage members to use a [one-page resource](#) with local numbers and website links of pharmacy and community health support, and personal emergency contacts.
- ▶ **Diabetic Self Care Tips:** Gather [supplies](#) and important information, such as [diabetes meal planning](#); [plate method](#); [fitness](#) and [sample exercises](#); [physical activity recommendations](#) for different age groups; what to do [if sick](#) with COVID-19.



RECOMMENDATIONS DURING COVID-19

MANAGING DIABETES (Part 2)

People with diabetes are more likely to experience severe symptoms and complications when infected with COVID-19.

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MCP SPOTLIGHT

SUPPORTING PROVIDERS AND MEMBERS DURING COVID-19

- ▶ **Virtual Town Hall Meetings:** MCP facilitates provider meetings to share effective practices to improve and safely provide preventive services to members.
- ▶ **Community Partnerships:** MCP assists providers with SNAP referrals, food bank linkages, and endocrine specialty referrals.
- ▶ **Medication and Medical Equipment Assistance:** MCP facilitates prior authorization needs for medications to manage diabetes not on formulary.
- ▶ **Food Access Assistance:** MCP, in partnership with grocery stores, provided two weeks food supply using the food box program.
- ▶ **Transport Assistance:** MCP assists transport of members to shelter care or motel room for COVID-19 self-quarantine purpose.
- ▶ **Strategic Outreach:** MCP uses data to identify high risk members for targeted messaging with wellness tips and immunization reminders.
- ▶ **Messaging:** MCP assures members that they can continue to safely receive vital health services and needed immunizations to keep members healthy.