OPTUMRx DIABETES MANAGEMENT PROGRAM

Addressing the needs of all diabetic members
Market problem

Diabetes imposes a substantial burden: higher medical costs, lost productivity, premature mortality, and reduced quality of life.¹

Diabetes is one of the top 5 chronic conditions in the U.S.¹

More than 20% of all health care spending is for diabetes.¹

Unmanaged diabetes can lead to kidney failure, amputations and blindness.²

Diagnosed diabetes costs were $327 billion in 2017 up 26% from 2012.¹

The OptumRx® Diabetes Management program can control costs and help members achieve positive health outcomes.

Diabetes requires careful management. This program provides targeted guidance and services designed to prevent costly and clinically dangerous complications.
**Diabetes in the workplace**

**Impact to employers**

$327 billion: total cost of diagnosed diabetes in 2017. This includes $237 billion in direct medical costs and $90 billion in reduced productivity.

Indirect costs include¹:

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
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<tbody>
<tr>
<td>$2B</td>
<td>Reduced productivity for those not in the labor force.</td>
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<tr>
<td>$3B</td>
<td>Absenteeism</td>
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<tr>
<td>$20B</td>
<td>Lost productivity due to early death.</td>
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<tr>
<td>$27B</td>
<td>Reduced job productivity while at work.</td>
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<tr>
<td>$38B</td>
<td>Due to disease-related disability and inability to work.</td>
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$90 BILLION
REDUCED PRODUCTIVITY
Controlling diabetes

Reduces disease complications and overall health care costs

**People with Controlled Diabetes**
- Have fewer hospitalization and emergency room visits
- Adhere to medications
- Regularly test blood glucose levels and participate in preventive screenings
- Maintain a healthy lifestyle, including diet and exercise

**UP TO 10% DECREASE IN COSTS**

**People with uncontrolled diabetes**
- Use more Rx drugs
- Experience more ER and physician office visits
- Risk: cardiovascular, kidney/eye disease, cancer, obesity, hypertension, fractures, amputations

**AVERAGE COST: $17,000 PMPY**
Evidence-based engagement strategy varies by risk

STANDARD SOLUTION FOR ALL MEMBERS

- Educate: Diabetes literacy
- Monitor: Medication adherence
- Resolve: Close gaps in care

HIGH-RISK RECEIVES STANDARD AND ENHANCED ENGAGEMENT

- Connected Devices: Cloud meter and digital
- Counseling: One-on-one
- Providers: Engaged for therapy changes
- Incentives: Free supplies (no copay)

OPTUMIQ™ MACHINE LEARNING MODEL

- Predicts high-risk factors
- Categorizes high vs. low risk diabetics

Lower-risk diabetics need proactive care
High-risk diabetics need higher-touch care
Optimizing therapy management

OptumIQ advanced analytics and pharmacist engagement combine for improved health care outcomes.

**DATA SOURCES**
- Machine learning
- Rx claims
- Medical claims
- Lab data
- Member reported data

**DATA MINING**
- A1C GOAL: 7.5
- Not at Goal

**COMORBIDITIES**
- (e.g. statin and hypertension meds)

**ENGAGEMENT**
- At Goal
  - Reinforce adherence and lifestyle management
- Not at Goal
  - Recommend therapy change to provider, as appropriate
  - Member adherence coaching
- **Recommend therapy change to provider, as appropriate**
- **Member adherence coaching**
Medication adherence monitoring

For all members with diabetes

Targets member and providers at key therapy points using multiple channels.

We monitor medication compliance for antidiabetic therapy and 18 other medical conditions, including common co-morbidities associated with diabetes.

- Asthma
- Anticoagulants
- Anticonvulsants
- Antidepressants
- Antiplatelet Agents
- Antipsychotics
- Antiretroviral
- COPD Meds
- Diabetes
- Hep C
- High Cholesterol
- Hypertension
- Inflammatory
- Multiple Sclerosis
- Bisphosphonates
- Oral Oncology
- Pulmonary Hypertension Drugs
- Transplant
One-on-one counseling
For high-risk members with diabetes
Pharmacist-certified diabetes educators drive personalized consultations.

Automation drives better health outcomes
- Captures A1C scores from cloud-based meter
- Compares A1C levels with standard medication ranges
- Scans for gaps in care, safety and adherence across all diseases
- Stores profile information for a complete member snapshot
- Engages providers for clinical concerns

Personalized care and ongoing monitoring are key to improving diabetes health.
Closing Gaps in Care

For all members with diabetes

We evaluate each member’s claim history after a prescription has been dispensed. Our goal is to identify prescribing issues that are unsafe, ineffective, or inconsistent with evidence-based standards of care, and then alert the prescribing physicians.

- Identify and close gaps in medication therapy
- Improve compliance and lower health care costs
- Effective with chronic conditions like diabetes and cardiovascular disease

### Identification
- Retrospective review of member claims
- Identify gap closure opportunities

### Intervention
- Provider intervention and provider-specific reporting
- Lists members and clinical rationale

### Evaluation
- Post-intervention evaluation via claim review
- Clinical issues resolved & total health care savings
Cloud-based connected care

Every diabetes program participant receives a $0 copay smart meter and testing supplies.

Premium formulary members receive a cloud-based OneTouch Verio® Flex meter.

Select formulary members receive a cloud-based OneTouch Verio® Flex meter or Accu-Chek® Guide meter.

✓ Members receive a letter explaining how to get their and supplies.

✓ Their doctor can provide a prescription can be filled at the pharmacy of their choice.

✓ Members can call their Certified Diabetes Educator (CDE).

✓ Meter testing results are shared via mobile app or on the web.

OptumRX integrates testing data from the cloud-based meter into a member’s profile for enriched coaching.
Diabetes member journey: John’s story

High-touch engagement helps prevent serious/costly events

**John, age 57**
Suffers from diabetes, hypertension and high cholesterol

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Machine learning identifies John as high-risk based on his complex patient profile.

When John receives his welcome letter, he calls to request his free cloud-based meter and supplies. He begins coaching with Judy, an OptumRx pharmacist and certified diabetes educator.

Judy assesses John’s adherence, gaps in care and general health information. Using data from John’s meter, Judy determines that John’s blood glucose levels were out of normal range the past few weeks. Judy calls John for a second session and he admits that he has not been consistent with his medication or testing.

Judy develops a nutrition plan and goals for John to maintain until their next session. She also reinforces the importance of adherence, testing and annual eye/foot exams. John learns to set an alarm to test and take medications. John’s adherence begins to improve, and his blood glucose levels remain consistent.

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OptumIQ machine learning identifies John as a high-risk diabetic based on his medical history, utilization patterns and other data points. He is enrolled in the high-risk component of the OptumRx Diabetes Management program.
Diabetes member journey: Maria’s story

Helping a diagnosed member prevent complications

Maria, age 43
Taking metformin for diabetes

Engaged low-risk members may avoid health issues later.

Alerts and outreach help identify and resolve adherence issues.

Our rules engine and provider engagement help close gaps in care.

Members can save time and money through home delivery.

1 Machine learning flags Maria as low-risk for diabetes complications. So she is enrolled in the low-risk, proactive component of the OptumRx Diabetes Management program.

Maria receives a welcome letter. When she forgets to refill her metformin prescription, the system identifies her as “late to refill.”

OptumRx calls Maria and connects her to her last dispensing pharmacy. The pharmacist refills Maria’s metformin and the adherence issue is closed.

Maria is diabetic but she is not currently on a medication to protect her kidneys. The automated clinical rules engine flags this as a “gap in care.”

OptumRx alerts Maria’s provider, who recommends lisinopril. Per Maria’s request, the doctor calls in a 90-day supply to OptumRx Home Delivery Pharmacy.

OptumRx Home Delivery Pharmacy ships the lisinopril prescription and the gaps-in-care issue is closed. Maria is adherent to her new medication moving forward, which successfully keeps her kidney function intact.
See how we can help
OptumRx is a full-service pharmacy care services company serving more than 65 million members with innovative prescription drug benefits services. Our resource library is full of great ideas and examples of how we are helping clients achieve better health outcomes and lower overall costs.

OptumRx is part of Optum®, a leading information and technology-enabled health services business dedicated to making the health system work better for everyone.

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References: