



PEIA Face-to-Face Diabetes Management Program

Call the number below or send us an email if you would like to know more about the program, you want help determining if you are ready for the program, or you are in the program and having any issues.



1-888-680-7342

PEIA.help@wv.gov

**West Virginia
Public Employees Insurance Agency**

601 57th St., S.E., Suite 2
Charleston, WV 25304-2345

How do I enroll?

Enroll online at www.wvpeia.com, click on the link for wellness tools, and then on Face-to-Face Diabetes Management Program.

How much does it cost?

Participation in the program costs nothing. The savings you get on your prescriptions varies depending on the prescription and your deductible.

What should I do if I am not receiving the services expected?

Let us know! Please call PEIA Customer Service at 1-888-680-7342.

Face-to-Face Diabetes Management Program



**Lifestyle change is hard,
*but it's worth it!***

Learning the skills and techniques to manage diabetes can make your life easier. Learn to make healthy choices and reduce risk factors for complications of diabetes.



Who qualifies for the PEIA Face-to-Face Diabetes Management Program?

To participate in the PEIA Face-to-Face Diabetes Management Program you must be a PEIA PPB plan member with a diabetes diagnosis.

You are not eligible if:

You are not eligible if you are a retiree with Medicare or Humana, you are a member of The Health Plan, you have exhausted the 2 attempt or 24 month benefit, or you are a tobacco user.

What is the PEIA Face-to-Face Diabetes Management Program?

This program is a two year Disease Management program for PEIA PPB plan members with diabetes. The program was developed to improve the health care status of members with diabetes while reducing their prescription costs. Participants are required to select a program provider in their area who provides one-on-one diabetes care.

What services will I receive?

- Co-payments for some diabetes-related prescriptions and limited supplies waived
- Counseling services

Participants are responsible for their deductibles and 75% co-insurance of any non-preferred medications.

What are my obligations as a program participant?

- Attend regularly scheduled appointments with the Face-to-Face provider and physician;
- Provide a hemoglobin A1C lab value to the provider at the initial appointment. If the lab value is 7 and below, the hemoglobin A1C must be submitted twice per year. If above 7, the value must be submitted four times per year;
- After one year, HBA1C must be 8 or less to remain enrolled;
- Notify the provider at least 24 hours in advance if you must reschedule an appointment;
- Become an active participant in improving your health;
- Remain tobacco free;
- Provide self-glucose monitoring values to provider at each visit.

DIABETES

Why does PEIA offer this benefit?

Although we do not expect the program will reverse the epidemic of diabetes in West Virginia, it does offer the necessary supports for those people who are committed to learning how to better manage their condition. The nature of the program is designed to assist members in managing their healthcare utilization by reducing risk factors.

