

Client success story

# At-home HbA1c testing delivers better health outcomes, plus satisfied members



**Industry:** Large health plan with Commercial and Medicare membership

**Members:** 100,000+

**Teladoc Health Products:** Diabetes Management

**Sample Outcome:**

- 45% test kit return rate
- 87% of lab results had HbA1c <8

## Summary

This large health plan worked with Teladoc Health to translate the significant blood glucose improvements (>1% reduction in estimated HbA1c) achieved by their members using the Diabetes Management program into HbA1c lab values that could be used for quality reporting.

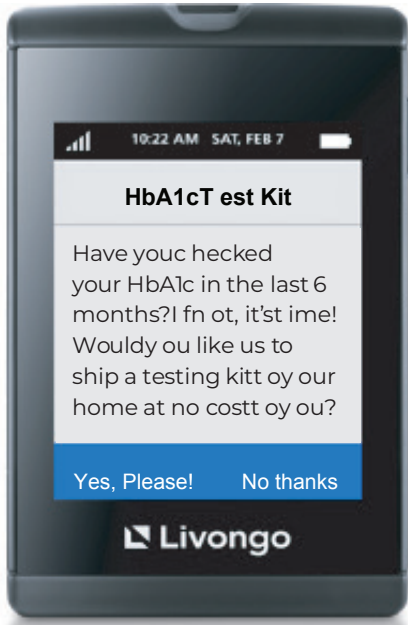
## Challenge

Many people living with diabetes don't get their hemoglobin A1c (HbA1c) levels checked on an annual basis. This can negatively affect the quality measures of health plans that are evaluated on blood sugar control because members who don't check their HbA1c levels are counted as if their blood sugar is uncontrolled. One large plan partner turned to Teladoc Health to maximize HbA1c control among its members and the associated financial incentives.

## Solution

The health plan already offered the Teladoc Health Diabetes Management program to more than 100,000 of its members. But beginning in 2020, these members were offered a more convenient way to stay up to date with checking their blood sugar levels by receiving an at-home HbA1c testing kit.

When enrolled members use their cellular-connected blood glucose meter, they have the option to receive an HbA1c kit. With a click of a button, the testing kit is sent to their home, based on the mailing address on file.



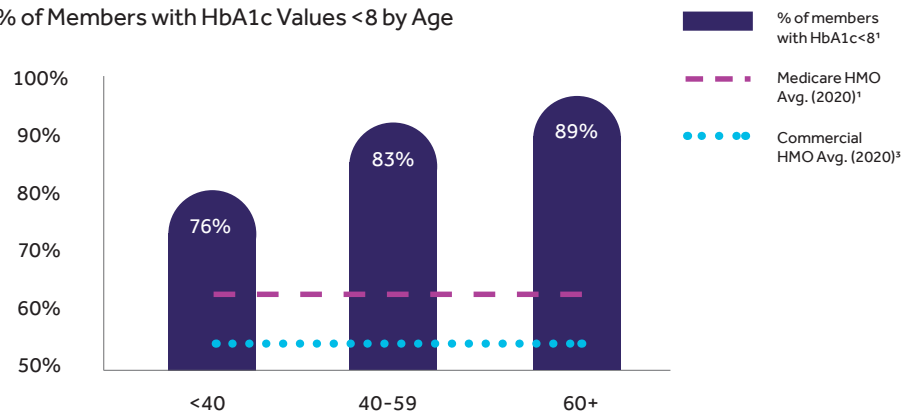
## Program highlight

# A supportive, satisfying member experience

Members appreciate the personalized follow-up they receive as part of this program. Ninety-nine percent of members with an out-of-range HbA1c result hear from a care provider in less than 3 minutes.<sup>2</sup>

## Delivering strong Diabetes Management results

% of Members with HbA1c Values <8 by Age



I love the fact that someone checks on me when my blood sugar is low and also sends me kits to check my A1c. I've lost confidence with my clinic when it comes to my diabetes; I sincerely appreciate [the program]. It's great to know you are there for me 24/7. Thank you for caring.

**Diabetes Management member**

## Results

In the first 18 months of this partnership, the plan has offered this home testing option to over 100,000 of its members enrolled in the Diabetes Management program, with measurable impact on engagement and efficacy. In fact, 87% of members who returned their kits showed an HbA1c value of <8, confirming the program is helping them manage their condition.

This at-home testing option has been particularly successful with the health plan's older members, who are among the most vulnerable and difficult to engage. The HbA1c Poor Control Measure is triple-weighted in the Medicare Stars program, so the Diabetes Management program's ability to improve a population's overall HbA1c control and reporting rates can have a significant impact on a Medicare Advantage plan's overall performance.

Our health plan partner was able to demonstrate HbA1c control data for their members within the Diabetes Management program. Since these members' HbA1c levels were more controlled than average, for each test received the plan earned credit for helping members control their blood sugar levels. This plan was recognized for strong quality performance.

<sup>1</sup>Program Data on file (DS-9429)

<sup>2</sup>2021 Teladoc Health Diabetes program metrics

<sup>3</sup>NCQA Benchmarks. <https://www.ncqa.org/hedis/measures/comprehensive-diabetes-care/>

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