

Managing Diabetes

What do I need to know?

Whether you're navigating a new diagnosis or have been living with diabetes for years, we're here to help you understand your coverage. We've collected frequently asked questions that address what to know when transitioning to Priority Health, the basics of diabetes coverage and **how to save money on your diabetes supplies.**

Transitioning to a Priority Health plan

Q As a new member, what can I do now to be proactive regarding my diabetes needs?

A Check if your current prescriptions are covered on the Priority Health Approved Drug list at priorityhealth.com/formulary/employer. Some therapies for diabetes require pre-approval or step therapy before filling. If that applies to a treatment you're taking, talk to your doctor to discuss your options.

Q My current treatment requires pre-approval (prior authorization) from Priority Health. Am I still able to fill my current treatment while my doctor works to get approval?

A Yes. For all new Priority Health members, a 30-day courtesy transition fill is available within the first 120 days of your plan start date. Check if the medication requires a prior authorization through the online [approved drug list](#).

Q Which Durable Medical Equipment (DME) providers can I use for my supplies?

A Check Find A Doctor at priorityhealth.com or through your member account at member.priorityhealth.com for the most current list of participating diabetic supplies providers in your area. Priority Health also partners with several DME suppliers specifically for diabetes supplies, including:

- Byram Healthcare | byramhealthcare.com
- Medtronic | medtronicdiabetes.com
- CareLinc | carelinccom.com
- Tandem | tandemdiabetes.com
- J&B Medical | jandbmedical.com

Q Do I have to get my insulin from a pharmacy, or can I get it delivered to me?

A You can fill your prescription at your local pharmacy or sign up for our mail order prescription drug service through our partner, Express Scripts.* Go to express-scripts.com to register for the mail order service.

Q What should I know about purchasing Continuous Glucose Monitors, sensors and receivers?

A In 2024, Priority Health is changing how we cover CGMs. If you order your CGM, sensors/receiver through a DME provider, you will need to transition your prescription to your preferred retail pharmacy or mail order services to maintain coverage.

Q Does Priority Health offer a diabetes management program?

A Yes, members with Type 2 diabetes are automatically invited to participate in the Condition Management or **Diabetes Management** program through Teladoc Health. Both programs give you a connected meter and unlimited strips and lancets at no cost.

If you have any questions about the pre-approval process, reach out to a Priority Health representative at **800.942.0954.**



Diabetes coverage basics

Q Is a prescription needed to get diabetes supplies from the pharmacy?

A Yes, a prescription is required from your physician for diabetes supplies covered under the pharmacy benefit. Other supplies like test strips may also require one if purchased from a DME provider.

Q Which diabetes supplies require pre-approval (also known as prior authorization) from Priority Health?

A - Specific continuous glucose monitors require a prescription for insulin for approval - including, but not limited to:

- Dexcom G6 and G7
- Freestyle Libre monitor and supplies

- Newly prescribed and replacement insulin pumps

- Shoe inserts

- Durable medical equipment over \$1,000 per item

- All durable medical equipment rentals

Your physician will submit the request for pre-approval to Priority Health.

Johnson & Johnson
One Touch meter
available without
pre-approval.

See next page for
additional details.

Saving money on your diabetes supplies

Q How can I save money on my insulin?



A A list of low cost, Tier 1 insulins are available, with brands like Lantus, Toujeo, Humulin and Humalog. If your prescribed insulin is not one of the preferred, Tier 1 therapies, reach out to your provider as you may need to complete step therapy or prior authorization requirements for coverage. This process is facilitated between your provider and Priority Health.

Q Where is the most cost-effective place to fill my insulin prescription, at the pharmacy or by mail?

A While each option works differently, they both still help fill your prescription in a timely manner. Generally, using mail order is the most cost-effective option. Here's how they compare:

Mail Order Prescription Drug service (MOPD) VS. Retail Pharmacy Cost Example

Note: copay amounts used as example, your specific copays are listed in your member account and plan documents.

	VS.	
MOPD		Retail Pharmacy
On most Priority Health plans ¹ you can get a 90-day supply of your prescription at a reduced cost by using our Mail Order Prescription Drug (MOPD) service through Express Scripts.		A copay is applied to every 30-day supply of medication.
\$40		\$60
90-day supply		90-day supply
2 x \$20 = \$40 Tier 1 medication		3 x \$20 = \$60 Tier 1 medication

Go to [express-scripts.com](https://www.express-scripts.com) to register for the mail order service.

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Q How can I purchase diabetes supplies at the lowest cost?

A For many members, purchasing supplies through a pharmacy is the lowest cost option. However, your plan documents outline your unique plan and will indicate whether purchasing through the pharmacy or DME is most cost effective. You can review your specific coverage details in your Priority Health member account at member.priorityhealth.com.

New for 2024: Continuous Glucose Monitors and associated supplies are covered at 100%² through participating pharmacies for Fully Funded members.

Get a free glucometer from Johnson & Johnson

Follow the link below to access a voucher for a free One Touch[®] meter. Present this voucher to the pharmacist when picking up your prescription for OneTouch[®] meters and test strips.

**Johnson & Johnson
One Touch[®] Voucher**



**Meter style is subject to availability.*

To learn more about your specific plan's coverage of diabetes services and supplies, make sure review your plan documents or log into your Priority Health member account at member.priorityhealth.com. You can also download our app on the App Store or Google Play.

¹ Check with your employer to see if they participate in the Priority Health mail order program.

² Deductible applies for PriorityHSA members without IRS-allowed chronic condition prescription drugs rider coverage