

# Diabetes Wellness Centre (DWC)

## Frequently Asked Questions

### Programs

#### What are the components of the Diabetes Wellness Centre (DWC)?

The Diabetes Wellness Centre offers two programs for diabetes patients. Smart Choices and Remote Blood Glucose Monitoring (RBGM).

DWC Components	Requirements to Participate
<p><b>1)</b> Smart Choices - for diabetes claimants</p> <ul style="list-style-type: none"><li>• Timely email alerts triggered by prescription drug claiming patterns that identify savings opportunities</li><li>• Telephone call when you might be experiencing an adherence issue or a gap in treatment is detected</li><li>• Access to the ESC Diabetes Wellness Centre team of experienced health care professionals</li></ul>	<ul style="list-style-type: none"><li>• Plan is adjudicated by Express Scripts Canada (ESC)</li><li>• Enrolment/consent</li></ul>
<p><b>2)</b> Remote Blood Glucose Monitoring (RBGM)– for Smart Choices participants that use insulin</p> <ul style="list-style-type: none"><li>• Blood glucose monitoring by a specialist pharmacist who will alert you when levels repeatedly fall above high or below low limits to help you stay within a healthy range</li></ul>	<ul style="list-style-type: none"><li>• Has a smartphone</li><li>• Agree to use OneTouch Verio Flex™ meter and app</li><li>• Enrolment with ESC Pharmacy for filling of test strips*</li></ul>

#### What is the difference between the Smart Choices and the RBGM programs?

Smart Choices is the foundation of the DWC. When you make the choice to enrol in the Smart Choices program, with your consent, the health care professionals at ESC will gather your prescription drug plan data history related to the management of your diabetes in order to get a clear and complete picture of your unique health situation. ESC will continue to monitor your prescription claims data remotely to identify every opportunity to help you better manage your condition. If ESC detects an issue that you need to be alerted to, you will receive an alert. Alerts are generated through analysis of your personal drug claims history, to identify opportunities to better manage your condition. This includes:

- Timely email alerts identifying potential savings opportunities
- A telephone call from the ESC Diabetes Wellness Centre when you might be experiencing an adherence issue or a gap in treatment is detected

The RBGM program is an added layer of technology that supports Smart Choices remotely, allowing those using insulin to derive additional benefits.

\*Provincial legislation in Quebec differs from the rest of the country. As such, enrolling with the Express Scripts Canada Pharmacy is not a requirement.

If you use insulin and choose to enrol in the RBGM program through the Express Scripts Canada Pharmacy®, you will receive a free blood glucose meter that utilizes Bluetooth® technology to sync wirelessly with your smartphone or tablet. When you test your blood glucose, your results will be uploaded through an app which then sends the readings to a secure location in the cloud, where an Express Scripts Canada Pharmacy specialist pharmacist will review them. Based on these results, you can expect to receive one or more of 15 potential alerts generated through analysis of both your claims and blood glucose data to identify opportunities to better manage your condition.

Both programs are being implemented on a pilot basis.

**Can I enrol in both the Smart Choices and the RBGM programs?**

Yes. Anyone living with diabetes can enrol in and benefit from the Smart Choices program.

To qualify for the RBGM program through the Express Scripts Canada Pharmacy, you must have diabetes, use insulin, and agree to use the free blood glucose meter provided by Express Scripts Canada to monitor and track your blood glucose levels for the entire time you participate in the program. To ensure that you get the best healthcare possible, we ask that you become a member of the Express Scripts Canada Pharmacy and provide them with your prescription for test strips. NOTE: Legislation in Quebec differs in terms of how the program can be offered to residents of that province. Separate communications will be provided to residents of Quebec at a later date.

**What happens to my diabetes support at the end of the pilot?**

Once the pilot ends, the programs will be assessed and continuation will be determined based on the findings. It is important to remember that as a member of the Express Scripts Canada Pharmacy, you will continue to benefit from diabetes support and access to a pharmacist 24/7.

**Is there a cost associated with participating in one or both programs?**

There is no upfront cost associated with participating in either of the programs. As a member of the RBGM program, the blood glucose meter will be provided free of charge along with 30 complimentary test strips. However, your insurance copay will apply based on your coverage for subsequent purchases of test strips.

**Enrolling**

**How do I enrol in the Smart Choices program?**

Enrolling is as easy as 1, 2, 3.

1. Call Express Scripts Canada toll free at 1 855 550-MEDS (6337)
2. Tell ESC you want to enrol in Smart Choices
3. Sit back and let ESC help you manage your health

\*Provincial legislation in Quebec differs from the rest of the country. As such, enrolling with the Express Scripts Canada Pharmacy is not a requirement.

### **How do I enrol in the RBGM program?**

To enrol in the RBGM program through the Express Scripts Canada Pharmacy, you must meet the following requirements:

- Use insulin
- Be or be willing to become a member of the Express Scripts Canada Pharmacy and provide them with your prescription for test strips
- Be willing to [download](#) the free OneTouch Reveal® app and register the Express Scripts Canada Pharmacy as a trusted clinic using the clinic code ESC provides you with when you join so that they can access your blood glucose results.
- Agree to use the glucose meter and app to monitor and track your glucose levels for the entire time you participate in this program

If you meet the above requirements, call the Express Scripts Canada Pharmacy toll-free at 1 855 550-MEDS (6337) to enrol.

### **I only enrolled in Smart Choices, but want to participate in the RBGM program. Is it too late?**

No, it's never too late as long as the pilot is running. Contact the Express Scripts Canada Pharmacy at 1 855 550-MEDS (6337) to let them know you'd like to benefit from the RBGM program.

## **RBGM Meter and Test Strips**

### **Can I purchase my test strips from another pharmacy?**

In order to participate in the RBGM program, you must transfer your test strip prescription to the Express Scripts Canada Pharmacy so that a specialist pharmacist can track and manage your health profile in an efficient manner.

**Please note that this does not apply to residents of Quebec.**

### **Do I have to transfer all of my drug prescriptions to the Express Scripts Canada Pharmacy?**

You do not have to transfer all of your prescriptions to the Express Scripts Canada Pharmacy, only your test strips prescription (unless you reside in Quebec). However, you can choose to join the Express Scripts Canada Pharmacy to benefit from free delivery in Canada of all maintenance medications, up to a 90-day supply, refill and renewal reminders to help ensure you never run out of your medications and pharmacists on-call 24/7 to answer your clinical questions.

### **Can I use my old blood glucose meter or more than once device at a time in this program?**

You can choose to use another or an additional meter only if it is a OneTouch Verio Flex™ meter. However, you must contact the Express Scripts Canada Pharmacy at 1 855 550-MEDS (6337) to register the meter on your health profile to receive the full benefits of the program. It is important to remember, however, that if you choose to use a different brand of meter the blood glucose readings will not be a part of the RBGM program.

### **Can my blood glucose meter be shared with other members of my family?**

No. It is advisable to use your blood glucose meter for your own personal usage. If any of your family members are interested, we encourage them to call us and enrol in our Smart Choices

and RBGM programs to receive their own free blood glucose meter and diabetes management support.

## Privacy

### **Will my information be stored somewhere?**

We will gather your consent during enrolment for using your claims and blood glucose readings data. Once, we have your consent, we will use these data solely for the purpose of generating health alerts based on certain clinical criteria to help you better manage your diabetes.

### **How will my data be used and what kind of analysis will be done on my data?**

Your data will be used solely for the purpose of generating health alerts to help you better manage your diabetes.

## Contact

**For questions about any of the following, please contact the Express Scripts Canada Pharmacy at 1 855 550-MEDS (6337):**

- The Smart Choices Program
- The RBGM Program
- Email Alerts
- Program preferences

**For questions about the OneTouch Verio Flex™ meter or for support:**

- Visit the support section of the LifeScan Canada OneTouch website at [onetouch.ca/support](https://onetouch.ca/support)
- Contact them by phone at 1-800-663-5521
- Email them at [CustomerService@LifeScanCanada.com](mailto:CustomerService@LifeScanCanada.com).

They are available Monday to Friday from 9 a.m. to 8 p.m. ET and 6 a.m. to 5 p.m. PT.