



# DIABETES

Prevention & Care Program

 **Kelsey-Seybold Clinic®**  
Changing the way health cares.<sup>SM</sup>



# Announcing the Kelsey-Seybold DIABETES Prevention & Care Program

The **Diabetes Prevention & Care Program**, administered by Kelsey-Seybold Clinic, is designed to help you get the care you need when faced with a diagnosis of prediabetes (Prevention Program) or Type 2 diabetes (Care Program).

A diagnosis of diabetes can be overwhelming, confusing, and discouraging. The good news is, in many cases, complications can be prevented or delayed with medical treatment and coordinated care.

Over 60 Kelsey-Seybold Physicians have received the prestigious National Committee for Quality Assurance (NCQA) recognition for excellence in diabetes care. The **Diabetes Prevention & Care Program** coordinates all of your prevention and diabetes care needs. When you enroll in this Program, you'll get personalized support to help you prevent or manage the impact of this life threatening disease, all at no cost to you.

# What's Inside

This guide describes the benefits, eligibility, and participation requirements of the **Diabetes Prevention & Care Program**.

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Type 2 diabetes is sometimes called

# THE SILENT KILLER.

Many people have diabetes but don't know it because they don't have symptoms. You might not see it, you might not feel it, but diabetes may be lurking inside you and, left untreated, it can kill you.

Type 2 diabetes can wreak havoc on your body, quality of life, and overall health. It's time to take this "silent killer" seriously and fight back!

The **Diabetes Prevention & Care Program**, administered by Kelsey-Seybold Clinic, is designed to help you get the care you need when you are diagnosed with prediabetes or Type 2 diabetes. There are important steps you need to take when diagnosed with these serious conditions. This program offers you the tools, medical experts, and personalized support you need to manage diabetes.

## *What is the Diabetes?*

Diabetes is a result of your blood glucose (also called blood sugar) being too high. Your cells need sugar to give you energy and keep you healthy. When you have Type 2 diabetes, your body does not respond correctly to insulin, which is the hormone necessary to move sugar from the blood to the cells. In addition, sometimes your body does not make enough insulin. If the sugar builds up in your blood, it can harm many parts of your body.

### **Added Sugar and Carbohydrates**

Refined sugar is one type of carbohydrate. Excessive carbs adversely impact your blood sugar. Many people don't realize just how many carbohydrates they're consuming in a day. The key to diabetes nutrition is moderation and balance. But you can't control what you're not aware of, which is why it's time to take a hard look at some examples of everyday food and beverage items you may be mindlessly consuming without knowing the damage you're doing to your body because of high sugar and carbohydrate content.

# *Dangers of Diabetes.*

## **Hypertension and Heart Disease**

Hypertension, or high blood pressure, is a major risk factor for cardiovascular disease. When it's combined with diabetes, the risk for cardiovascular disease doubles. **Source:** Cardiovascular Disease and Diabetes, [heart.org](http://heart.org)

## **Kidney Disease**

These dangers are only a few of the Complications/Co-Morbid Conditions identified by the American Diabetes Association.

Many patients with prediabetes and Type 2 diabetes don't follow, or are unable to follow, their doctor's recommendations for self-management. Patients often feel overwhelmed, confused, or discouraged by the "job" of diabetes.

Many people with diabetes are able to prevent or delay the onset of complications with the medical treatment and monitoring made available to you through the **Diabetes Prevention & Care Program.**

## **Eye Disease and Blindness**

Diabetes can lead to a number of eye diseases such as diabetic retinopathy (blood vessels in the retina leak fluid or bleed, distorting vision), diabetic macular edema (a buildup of fluid in the macula used for reading, driving, and recognizing faces), cataracts (2-5 times more likely\* than someone without diabetes), and glaucoma (damages the optic nerve connecting the eye to the brain). All forms of diabetic eye disease have the potential to impair vision and even cause blindness.

Source: \*Facts About Diabetes Eye Disease, [nei.nih.gov](http://nei.nih.gov)

## **Amputations**

Diabetes can lead to peripheral artery disease (PAD), resulting in reduced blood flow to the legs and feet. It can also lead to peripheral neuropathy, which could prevent you from feeling pain. If you can't feel pain, you may not notice you have a wound or ulcer on your feet. It can grow and become infected. Because of reduced blood flow, the wound may not heal. Tissue damage or death (gangrene) may occur, and infection may spread to the bone. If the infection can't be stopped or the damage is beyond repair, amputation may be necessary. The most common amputations in people with diabetes are the toes, feet, and lower legs.



**DIABETES** *is here for you!*  
Prevention & Care Program

# What is Included?

As a **Diabetes Prevention & Care Program** participant, you will receive the following benefits at no cost to you:\*

- Visits with your Kelsey-Seybold Physician;
- Consultations with Registered Dietitians and/or Certified Diabetes Educators;
- Labs for blood glucose monitoring;
- Diabetes medications and testing supplies as prescribed;
- Consultations with a Pharmacist; and
- Access to in-person Weight Watchers® meetings when weight loss is recommended.

*\*For Program requirements see pages 9 and 13.*



# *Meet the Kelsey-Seybold Diabetes Support Team*

The **Diabetes Prevention & Care Program** offers a coordinated team that works together to help you every step of the way.



Your **NURSE PROGRAM COORDINATOR** will be your “go-to” contact and will help you;

- Understand the Program and assist with enrollment;
- Schedule your appointments;
- Provide and coordinate Kelsey-Seybold Team support, education, and coaching;
- Answer questions about the Program and services; and
- Remind you about your upcoming appointments.

## *We're here to help*



**PHYSICIANS**  
(Internal Medicine,  
Family Medicine, and  
Endocrinology)



**REGISTERED NURSE  
CERTIFIED DIABETES  
EDUCATORS (CDE)**  
(For Diabetes Care Program)



**REGISTERED  
DIETITIANS (RD)**



**KELSEY  
PHARMACISTS**

# Diabetes **Prevention** Program

## *What is Prediabetes?*

Prediabetes is a condition in which your blood sugar is slightly higher than normal, but not high enough to be diagnosed as diabetes. If you have a recent fasting blood glucose level of 100-124 and/or an HbA1c result of 5.7-6.4, you might be prediabetic.

## *What is the Diabetes Prevention Program?*

The Diabetes Prevention Program is a medically managed system of coordinated care designed to help you take steps to control your blood sugar and reduce your risk of developing Type 2 diabetes. The Program pathway is:

- Quarterly (every 90 days) in-person visits and lab tests with a Kelsey-Seybold Physician at a Kelsey-Seybold location.
- An in-person consultation with a Registered Dietitian;
- Quarterly touchpoint calls with the Nurse Program Coordinator;
- Consultation with Kelsey-Seybold Pharmacist, when medications are prescribed;
- Prepaid membership in Weight Watchers when weight loss is recommended.  
*See pages 16 and 17 for more details;* and
- Visits, labs, diabetes medications, and Weight Watchers membership are at no cost to you.

## **The Diabetes Support Team is here to help!**

Call the Nurse Program Coordinator at  
**713-442-6331** for assistance.

## *Who is Eligible to enroll?*

The Program is available to individuals diagnosed with prediabetes and are **enrolled in the employer medical plan** options. Eligible Program participants include:

- Active employees and their adult dependents

## *Program Requirements*

In order to maintain enrollment in the Diabetes Prevention Program, participants are required to:

- Attend all in-person Kelsey-Seybold Physician visits, scheduled at 90-day intervals;
- Participate in one face-to-face consultation with the Registered Dietitian;
- Schedule and participate in telephone touchpoints with your Nurse Program Coordinator, including: initial follow-up call, 30-day follow-up call, and quarterly follow-up calls;
- If prediabetes medication is ordered, fill all prescriptions at a Kelsey Pharmacy and pick up within 10 days of order; and
- Complete the Program with an annual physical with your Kelsey-Seybold Physician.

Should you need to reschedule any of your appointments, you will have up to 30 days to complete your required check-in visit. Your Nurse Program Coordinator will outreach three times to assist with rescheduling. If you do not complete a required appointment after these three attempts, you will become an inactive participant.

*See page 22 for more information.*

# PREDIABETIC?

## Your Diabetes **Prevention** Pathway

### Get Started with Your Program

#### Nurse Program Coordinator



**Hello!** I'm your Nurse Program Coordinator. I will contact you for an orientation call, enrollment in the Program, schedule your initial appointment for a Kelsey-Seybold Physician visit, a one-hour face-to-face visit with a Registered Dietitian, and your next follow-up call with me. I will continue to be your "go-to" contact throughout the Program year.



#### INITIAL VISIT (VISIT 1) with a Kelsey-Seybold Physician



You will have an initial face-to-face visit (**Visit 1**) with a Kelsey-Seybold Physician specializing in Internal Medicine, Family Medicine, or Endocrinology to review labs, discuss diagnosis, and develop a plan of care (which may include recommended weight loss).



#### IF MEDICATION IS PRESCRIBED, INITIAL CONSULT with a Kelsey Pharmacist

If medications are prescribed, you'll pick up your diabetes medication at a Kelsey Pharmacy. A Kelsey Pharmacist will consult with you on your medications. Your refill schedule will be directed by your Physician, and you will be required to pick up your medication within 10 days of order.

#### FACE-TO-FACE VISIT with a Registered Dietitian



Your one-hour face-to-face visit with a Registered Dietitian (RD) will get you started on the path to healthier eating, which can help regulate your blood sugar. You will learn about diet and fitness plans that are necessary to reduce the risk of diabetes.



#### INITIAL FOLLOW-UP CALL after your Physician and RD visits.

**Hello again!** Based on results from your visits, I'm here to assist with Weight Watchers enrollment (if recommended) and scheduling of all required Program appointments.



# Year at a glance.



## 30-Day Follow-up call

>> In 30 days, you will have a scheduled phone call with your Registered Dietitian to check in on progress and follow up on your recommended dietary plan.

## 90-DAY (VISIT 2) with your Physician

You will have a 90-day, 180-day, and 270-day face-to-face visit (**Visits 2, 3, and 4**) with your Kelsey-Seybold Physician to discuss progress, order recommended labs, and adjust the plan of care if necessary.

## 180-DAY (VISIT 3) with your Physician

## 270-DAY (VISIT 4) with your Physician



## 30-Day Follow-up call

**How are things going?**  
Any questions or concerns I can assist you with? Don't forget your next scheduled Physician visit (**Visit 2**).

## POST VISIT 2 Follow-up call



## POST VISIT 3 Follow-up call

I will be calling to check in and assist with any post-visit questions. If needed, I will provide you with your Weight Watchers membership renewal for the next 90 days.

## POST VISIT 4 Follow-up call

## ANNUAL PHYSICAL

End the year with an annual physical with your Kelsey-Seybold Physician who will determine next steps.



EVERY  
*Week*  
- IS -  
• A NEW CHANCE •

## WEEKLY WEIGHT WATCHERS MEETINGS

If weight loss is recommended, you will receive paid membership to attend in-person weekly Weight Watchers meetings. See pages 16 and 17 for complete details.

# Diabetes **Care** Program

## *What is Diabetes?*

Diabetes is a condition in which your blood sugar is significantly higher than normal on a consistent basis. If you have a recent fasting glucose level of 125+, and/or an HbA1c result of 6.5 or greater, you might be diabetic.

## *What is the Diabetes Care Program?*

The Diabetes Care Program is a medically managed system of coordinated care designed to help you control your diabetes and to help avoid complications often associated with Type 2 diabetes. The Program pathway is;

- Quarterly (every 90 days) in-person visits and lab tests with a Kelsey-Seybold Physician at a Kelsey-Seybold location;
- In-person consultations with a Certified Diabetes Educator (CDE). You will have an initial visit and a follow-up 45 days later. Additional visits may be required;
- An in-person consultation with a Registered Dietitian, if indicated;
- Quarterly touchpoint calls with the Nurse Program Coordinator;
- Consultation with Kelsey-Seybold Pharmacist, when medications are prescribed;
- Prepaid membership in Weight Watchers when weight loss is recommended; *See pages 16 and 17 for more details;* and
- Visits, labs, diabetes medications, and Weight Watchers membership are at no cost to you.

**The Diabetes Support Team is here to help!**  
Call the Nurse Program Coordinator at  
**713-442-6331** for assistance.

## *Who is eligible to Enroll?*

The Program is available to individuals diagnosed with Type 2 diabetes and are **enrolled in the employer medical plan options**. Eligible Program participants include:

- Active employees and their adult dependents

## *Program Requirements*

In order to maintain enrollment in the Diabetes Prevention Program, participants are required to:

- Attend all in-person Kelsey-Seybold Physician visits, scheduled at 90-day intervals;
- Attend all in-person visits with the Certified Diabetes Educator (CDE);
- Participate in the face-to-face consultation with the Registered Dietitian, if indicated by the Physician or CDE;
- Schedule and participate in telephone touchpoints with your Nurse Program Coordinator, including: initial follow-up call, 30-day follow-up call, and quarterly follow-up calls;
- Pick up your diabetes medications and testing supplies at a Kelsey Pharmacy within 10 days of order. Participate in consultations and telephone calls with the Kelsey Pharmacist as needed; and
- Complete the Program with an annual physical with your Kelsey-Seybold Physician.

Should you need to reschedule any of your appointments, you will have up to 30 days to complete your required check-in visit. Your Nurse Program Coordinator will outreach three times to assist with rescheduling. If you do not complete a required appointment after these three attempts, you will become an inactive participant.

*See page 22 for more information.*

# DIABETIC?

## Your Diabetes **Care** Pathway

### Nurse Program Coordinator



Hello! I'm your Nurse Program Coordinator. I will contact you for an orientation call, enrollment in the Program, schedule your initial appointment for a Kelsey-Seybold Physician visit, a one-hour face-to-face visit with a Registered Dietitian, and your next follow-up call with me. I will continue to be your "go-to" contact throughout the Program year.

### Get Started with Your Program

#### INITIAL VISIT (VISIT 1) with a Kelsey-Seybold Physician



You will have an initial face-to-face visit (**Visit 1**) with a Kelsey-Seybold Physician specializing in Internal Medicine, Family Medicine, or Endocrinology to review labs, discuss diagnosis, and develop a plan of care (which may include recommended weight loss).

#### INITIAL CONSULT with a Kelsey Pharmacist



You'll pick up your diabetes medication and testing supplies at a Kelsey Pharmacy. A Kelsey Pharmacist will consult with you on your medications. Your refill schedule will be directed by your Physician, and you will be required to pick up your medication within 10 days of order.

#### FACE-TO-FACE VISIT With a Certified Diabetes Educator



You will consult with a Certified Diabetes Educator (CDE) during a one-hour visit that includes education about disease progression, diet, monitoring of blood sugars, goal setting, and assistance with medication questions or prescription transfers (if necessary). The CDE or Physician may recommend a scheduled visit with a Registered Dietitian.

#### One Week Pharmacist FOLLOW-UP CALL

I'll follow up by phone to answer any medication questions or remind you to pick up your medication if you haven't done so already.

#### INITIAL FOLLOW-UP CALL after your Physician and CDE visits.

Based on results from your visits, I'm here to assist with Weight Watchers enrollment (if recommended) and scheduling of all required Program appointments.

# Year at a glance.



# Get active in Weight Watchers

## Your First **30 Days** and Weight Watchers

### WEIGHT LOSS RECOMMENDED

Your Kelsey-Seybold Physician, RD and/or CDE recommend weight loss. You will receive information about the voluntary Weight Watchers program from the Nurse Program Coordinator.



*Sometimes small changes can make a big difference.*

### INITIAL FOLLOW-UP CALL with Nurse Program Coordinator



**INITIAL  
FOLLOW-UP CALL**  
after your Physician, RD,  
and/or CDE visits.

Based on the results from your visit, I'm here to assist with Weight Watchers enrollment, if you would like to participate. You will initially receive a one-month membership that includes your weekly attendance at a Weight Watchers meeting at one of the designated locations in the Greater Houston area.

### ATTEND WEEKLY in-person Weight Watchers Meetings

These weekly meetings are really helping me eat healthy and get my weight down!

**Thanks everyone!**

Make sure to get your proof of attendance each week, by:

- Requesting your Weight Watchers attendance verification form from your meeting leader.
- Using your smartphone/device camera to snap a picture of your Weight Watchers booklet and badge/sticker received at meetings.

**TAKE  
NOTE**

If you are unable to attend a weekly Weight Watchers meeting due to illness, travel, or similar scheduling conflict, inform the Nurse Program Coordinator. *For additional details, see page 23.*

If weight loss is recommended by the Kelsey-Seybold Physician, RD, and/or CDE, Kelsey-Seybold Clinic and Weight Watchers have an agreed upon program which will be extended to participants of the **Diabetes Prevention & Care Program**.

# EVERY *Week* IS A NEW CHANCE

## PROOF OF ATTENDANCE to Nurse Program Coordinator

Please provide me with proof of your first 30 days of weekly in-person attendance at Weight Watchers via email or fax. I will then mail to your home the next 90 days of paid membership vouchers.

## CONGRATULATIONS! You are working your Program.

90-DAY  
POST VISIT 2  
Follow-up call

180-DAY  
POST VISIT 3  
Follow-up call

270-DAY  
POST VISIT 4  
Follow-up call



I will need your in-person weekly Weight Watchers attendance record every 90 days so I can provide your membership renewal. Provide proof as outlined on pg. 14. Membership renewal vouchers will be mailed to your home.

## Program Requirements

In order to continue to receive paid membership in Weight Watchers, participants are required to:

- Attend all in-person weekly Weight Watchers meetings; and
- Provide weekly proof of attendance to Nurse Program Coordinator.

# Get Enrolled

It's easy to enroll in the **Diabetes Prevention & Care Program**.

## Already Diagnosed? **Self-Enroll**

If you have recently been diagnosed with prediabetes or Type 2 diabetes, you can self-enroll in the Program:

Call **713-442-6331** or visit, **Kelsey-Seybold.com/DiabetesCare**



*Do your part.*

- Attend scheduled doctor visits.
- Take your diabetes medications.
- Get diabetes education.
- Maintain recommended weight.
- Get clinical follow-up.

*We will be with you  
every step of the way!*



# Frequently Asked Questions

## **General .....**

**What is the Diabetes Prevention & Care Program?** The Diabetes Prevention & Care Program is a disease management program designed to help you get the care and support you need when you are diagnosed with either prediabetes or Type 2 diabetes. The Program offers two distinct tracks: “Diabetes Prevention” for individuals diagnosed with prediabetes (a recent fasting glucose level of 100-124 and/or HbA1c result of 5.7-6.4); and “Diabetes Care” designed for individuals diagnosed with Type 2 diabetes (a recent fasting glucose level of greater than 125+ and/or HbA1c of 6.5 or greater).

**Why is the Diabetes Prevention & Care Program being offered?** Diabetes is a serious condition that affects 29 million Americans and is the seventh leading cause of death in the United States. The Diabetes Prevention & Care Program aims to raise awareness of the seriousness of this disease and offer support to affected individuals.

**Who is my “go-to” person when I have questions?** You will be assigned a Kelsey-Seybold Nurse Program Coordinator (NPC) who will be available to assist you in scheduling visits, coordinating Weight Watchers enrollment, getting your questions answered, and providing ongoing education and coaching. Call 713-442-6331.

**Can I visit doctors outside of Kelsey-Seybold for diabetes care and get the zero cost benefits of the Program?** No. Kelsey-Seybold is the exclusive provider of the Diabetes Prevention & Care Program.

**Am I required to have my first Physician visit and my first visit with the Registered Dietitian or Certified Diabetes Educator all on the same day?** It’s not required, but is recommended. You may schedule the visits all on the same day, or on different days within the first week. Your Nurse Program Coordinator will help schedule your visits.

**Do I have to use Kelsey Pharmacy for medication?** Yes. In order to participate in the Program, all diabetes care, including prescription drugs, must be received through Kelsey-Seybold.



## **Eligibility and Enrollment.....**

**What are the Program eligibility requirements?** For complete eligibility details see pages 9 & 13.

**How do I enroll?** You may enroll by telephone or online. To enroll by telephone, call 713-442-6331. Your call will be answered by a Diabetes Prevention & Care Program Concierge, who will schedule your initial phone orientation with the Nurse Program Coordinator (NPC).

You can also enroll online at [www.kelsey-seybold.com/DiabetesCare](http://www.kelsey-seybold.com/DiabetesCare) and complete the form on the I WANT TO ENROLL link. You will be contacted by the Concierge within one business day to schedule your initial phone orientation with the NPC.

**I have already been diagnosed by my doctor who's not at Kelsey-Seybold. What do I do?** Call the Diabetes Prevention & Care Program Enrollment Line at 713-442-6331. You will need to provide your most recent blood glucose level and/or HbA1c level test results.

**What if I think I have prediabetes or Type 2 diabetes, but I'm not sure?** Call the Diabetes Prevention & Care Program Enrollment Line at 713-442-6331 if you are unsure of your diagnosis and would like to get more information.

# Frequently Asked Questions

## Program Cost .....

**What does the Program cost?** The Program is offered at no cost. Participants must receive all diabetes care from Kelsey-Seybold and complete all Program requirements in order to maintain enrollment in the Program.

**What isn't covered as part of this Program?** The following are not covered by this Program:

- Visits to your primary care physician (PCP) and/or specialist for problems that may be related to complications of diabetes;
- Eye exams as recommended by your Physician for diabetes maintenance;
- Medications for conditions unrelated to the maintenance or control of your prediabetes or diabetes;
- Medications for a complication related to your diabetes;
- Visits or services outside of Kelsey-Seybold Clinic for your prediabetes or diabetes care; and
- Fees for a weight-loss program that is not Weight Watchers through the Kelsey-Seybold partnership.

## Program Requirements .....

**Do I have to meet any Program requirements to remain enrolled?** Yes. You must meet all Program requirements as outlined on pages 9 & 13 in order to receive Program benefits.

**What if I miss a scheduled office visit?** Should you need to reschedule any of your appointments, you will have up to 30 days to complete your required check-in visit. Your Nurse Program Coordinator will outreach three times to assist with rescheduling. If you do not complete a required appointment after these three attempts, you will become an inactive participant.



**What if I cannot pick up my medications within 10 days?** If you do not pick up your medication within the 10-day requirement, the Nurse Program Coordinator (NPC) will contact you to assist with medication pickup. Your NPC will outreach three times to assist with medication pickup. If you do not pick up your required medication after these three attempts, you will become an inactive participant.

**What does “inactive participant” mean?** You will no longer be eligible for the coordinated visits, labs, monitoring, and testing support, including the Weight Watchers membership, provided through the Program. When you become an inactive participant, any services received at Kelsey-Seybold Clinic, including a Kelsey Pharmacy, are subject to normal copays and cost sharing under your medical plan option.

## **Weight Watchers .....**

**Why is Weight Watchers the recommended weight-loss program?** Weight loss is a critical factor in helping participants reduce their risk of diabetes and for diabetics to remain in a controlled status. Kelsey-Seybold Clinic and Weight Watchers have an agreed upon program which will be extended to participants of the Diabetes Prevention & Care Program.

**If I participate in another weight loss program, will the costs be covered under the Diabetes Preventions & Care Program?** No. The only weight-loss program that is paid for as part of the Diabetes Prevention & Care Program is the Kelsey-Seybold/Weight Watchers program as recommended by your Kelsey-Seybold diabetes support team.

**What if I don't lose weight, can I stay in Weight Watchers with continued paid membership?** Weight loss is not required to receive a paid Weight Watchers membership. For complete Program requirements see page 17.

**Can I start Weight Watchers at any point during the Program?** Yes, upon recommendation from your Kelsey-Seybold Physician, Registered Dietitian, and/or Certified Diabetes Educator.

**What happens if I miss a Weight Watchers meeting?** If you are unable to attend an in-person weekly Weight Watchers meeting due to illness, travel, or similar scheduling conflict, inform the Nurse Program Coordinator of your rescheduling plans. If you miss more than three in-person weekly meetings, your Weight Watchers paid membership will become inactive.



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