

# Providing Diabetes Care for the Uninsured Patient

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# Objectives

- ▶ 1. Review the incidence of diabetes and poverty in the state of Utah.
- ▶ 2. Identify some of the resources and programs available for the uninsured or under insured people for diabetes care.
- ▶ 3. Identify some of the barriers faced by people with low income.
- ▶ 4. Identify the benefits of medication adherence.
- ▶ 5. Identify actions care providers can do to assist underinsured clients obtain the medical care they need.

# Diabetes in the United States

- ▶ Prediction of increased incidence of diabetes
  - ▶ A model using simulated data projected that diabetes incidence will increase from the current rate of 8 cases per 1,000 population to about 15 in 2050 nationwide.
  - ▶ Prevalence of diabetes (including undiagnosed cases) can be as high as one of three Americans by 2050 (see <http://www.pophealthmetrics.com/content/8/1/29>).
- ▶ Prediabetes
  - ▶ Currently, about 80 million Americans aged 20 and older have pre-diabetes, a condition that puts them at high risk for developing diabetes.
  - ▶ For many individuals, taking small steps, such as losing 5-7 percent of their weight or increasing physical activity, can help them delay or prevent developing diabetes.

# The Burden of Diabetes on Health Care Resources

## ▶ *Nationally*

- ▶ Diabetes places an enormous burden on health care resources, approximately \$245 billion is spent annually in direct medical costs (\$176 billion)
- ▶ Indirect costs (\$69 billion) such as disability, work loss, and premature death. (See [National Diabetes Statistics Report, 2014](#)).



# Diabetes in Utah

- ▶ *Incidence of diabetes and outcomes*
  - ▶ About 142,000 Utah adults (about 7.1%, or one in 14) has been diagnosed with diabetes.
  - ▶ Diabetes is the seventh leading cause of death in Utah.
  - ▶ An estimated 45,000 more Utahns have diabetes but have not yet been diagnosed.
- ▶ *In Utah, more than a billion dollars each year are spent on direct and indirect costs of diabetes.*

# Diabetes in Utah

- ▶ In 2013, diabetes was the underlying cause of death for more than 550 Utah residents.
- ▶ Diabetes is the leading cause of blindness among adults aged 25 to 74.
- ▶ Diabetes increases the risk of these life-threatening events by two to four times.
- ▶ In Utah, there are about 4,500 hospital discharges for cardiovascular complications related to diabetes every year.
- ▶ **It is the leading cause of non-traumatic lower-extremity amputation and renal failure**
- ▶ Diabetes rates are generally higher for members of most minority racial and ethnic groups.

# Reducing the Incidence of Diabetes

- ▶ Healthy People Objective D-1: Public Health Indicator Based Information System (IBIS) -Utah's Public Health Data Resource
  - ▶ Reduce the annual number of new cases of diagnosed diabetes in the population
    - ▶ U.S. Target: 7.2 new cases per 1,000 population aged 18 to 84 years
    - ▶ State Target: 7.2 new cases per 1,000 population aged 18 to 84 years

# Diabetes Prevention Programs

- ▶ Intermountain Health Care
  - ▶ Prediabetes Class
    - ▶ Free Community Service
    - ▶ Contact any Intermountain Diabetes Clinic or other clinic for details, location and schedule.
- ▶ National Diabetes Prevention Program (National DPP)
  - ▶ The Centers for Disease Control and Prevention's (CDC) is an evidence-based lifestyle change program for **preventing type 2 diabetes**.
  - ▶ Various organizations throughout Utah are part of the National DPP, led by the Centers for Disease Control and Prevention (CDC).



# Diabetes Prevention Programs

## ▶ Eligible Participants

- ▶ The target for this program are adults 18 and older
- ▶ Who are at high risk for developing Type 2 diabetes based on fasting glucose or A1C or via a short risk survey.

## ▶ Locations for classes across the state

- ▶ Utah Locations., go to:  
[https://nccd.cdc.gov/DDT\\_DPRP/City.aspx?STATE=UT&CITY=ALL](https://nccd.cdc.gov/DDT_DPRP/City.aspx?STATE=UT&CITY=ALL)

# Diabetes Prevention Programs

## **Bear River Health Department**

Logan, UT 84341  
(435) 792-6500

## **Birch Family Pharmacy**

Tooele, UT 84074  
(445) 882-7775

## **Davis County Health Department**

Clearfield, UT 84015  
(801) 525-5000

## **Exodus Healthcare Network**

Magna, UT 84044  
(801) 250-9638

## **Hyrum Senior Center**

Hyrum, UT 84319  
(435) 245-6422

## **OLIVE PHARMACY**

West Valley City, UT 84119  
(801) 972-5155

## **Payson Rx Express Education Center**

Payson, UT 84651  
(801) 609-2300

## **Summit County Health Department**

Park City, UT 84060  
(435) 333-1509

## **University of Utah Diabetes Prevention Program**

WVC, UT 84129  
(801) 581-6696

## **University of Utah Diabetes Prevention Program**

S. Jordan, UT 84009  
(801) 581-6696

## **University of Utah Diabetes Prevention Program**

SLC, UT 84108  
(801) 581-6696

## **Utah Navajo Health System - Old Blanding**

Family Practice  
Blanding, UT 84511  
(435) 678-3601

# Health Insurance, or not...

- ▶ Persons with health insurance are more likely than persons without health insurance to have a regular source of primary health care and to have routine preventive care.
- ▶ Persons without coverage have often delay seeking needed care and find services difficult to afford.
- ▶ In Utah, both males and females, ages 19-34, have a higher percent of uninsured rates than other age groups
  - ▶ Percentage of Uninsured (Utah Data 2013)
    - ▶ Males: age 19-26; 20.7%; age 27-34: 20.3%
    - ▶ Females: age 19-26; 16.1%; age 27-34: 18.6%
- ▶ Health insurance is defined as including private coverage, Medicaid, Medicare, and other government programs.

<https://ibis.health.utah.gov/indicator/view/HlthIns.AgeSex.html>

# Health Insurance, or not...

- ▶ Health Insurance coverage helps patients get into the healthcare system
  - ▶ Factors that contribute to improving health outcomes
    - ▶ Having a primary care provider that is the usual source of care
    - ▶ Access to health care services
    - ▶ Timeliness of the health care system to provide care.
- ▶ Uninsured people
  - ▶ are less likely to receive medical care.
  - ▶ More likely to die early
  - ▶ More likely to have poor health
  - ▶ More likely to seek Emergency department care when ill.
  - ▶ Economic hardship results without medical insurance to cover outpatient medications or co-pays for visits.

# Poverty

- ▶ The 2015 federal poverty level, officially known as a poverty guideline, was set at \$24,250 for a four-person household in the 48 contiguous states and the District of Columbia.
- ▶ Many of the hard-working people who work in jobs we rely on every day—from waiters, child care aides to bus drivers—lack access to affordable health insurance.
- ▶ Recent data shows that many of these low-wage uninsured workers could gain health coverage if their states accepted federal dollars to expand Medicaid.
- ▶ In the analysis of data done by Families USA (<http://familiesusa.org/product/medicaid-expansion-helps-low-wage-workers-non-expansion-states#infographic>) from the 22 states\* that have not made the choice, it was determined that more than half of the residents who could benefit from Medicaid expansion are working adults—and that they work in occupations that make up the foundation of the state's economy.

# Improving Adherence, gaining access

- ▶ Decrease co-pays for diabetes care and medications
- ▶ Developing interventions suitable for those with all levels of health literacy will be important in improving health outcomes in patients with diabetes.
- ▶ Assist patients to obtain insurance if eligible
  - ▶ Affordable Care Act (ACA) Health Insurance Enrollment Help
  - ▶ Health Insurance Marketplace: Learn more about health insurance plans available at the Health Insurance Marketplace at [Healthcare.gov](https://www.healthcare.gov).
  - ▶ In-Person Assistance: For in-person help with applying for insurance, call [2-1-1](tel:211) or visit [Take Care Utah](https://www.takecareutah.com) to find a trained assister near you.
  - ▶ *Small Businesses in Utah*: If you own a small business in Utah, visit [Avenue H](https://www.avenueh.com) - Utah's own small business health insurance marketplace.



# Adherence to the Diabetes Regimen

- ▶ Medication adherence Issues may include:
- ▶ Regimen Complexity
  - ▶ Split tablets, Mixing products, dosing frequency >twice daily
  - ▶ product use education, depression,
  - ▶ Self-efficacy. Confidence, depression
  - ▶ Adverse side effects or fear of them
- ▶ Depression
  - ▶ A report is noted in *Diabetes Educator*
    - ▶ Medication Taking and diabetes; a systematic review of the literature; Odegard, S.O.; Capoccia, K.; The Diabetes Educator; Vol. 33, Number 6, November/December 2007.
  - ▶ Identified depression as a significant factor challenging Diabetes adherence.
  - ▶ Those with depression are less likely to report and demonstrate adherence
    - ▶ 42% with depression report good adherence
    - ▶ 67% without depression report good adherence
- ▶ Remembering to take Medications or obtain refills.



# Medical Care Resources for people with Diabetes who are uninsured or underinsured

## ➤ Accessing Care

- Primary Care Clinics often offer care by appointment unless they are an Urgent Care Provider.
- Provide Medical Home care.
- Offer Primary Care Services for families, people of all ages.
  - Physical exams
  - Ongoing care for chronic conditions.
  - Care for acute conditions.
- Translation services are provided in all languages at some of the clinics
  - Midtown Community Health Center
  - Intermountain Healthcare



# Payment for services

- ▶ Accept various forms of payment, including
  - ▶ insurances such as
    - ▶ Medicaid
    - ▶ CHIP
    - ▶ PCN
    - ▶ Private insurance
- ▶ Offer sliding scale fees based on income and family size
  - ▶ Example is the Intermountain Community School based fee schedule is
    - ▶ \$25.00
    - ▶ \$35.00
    - ▶ \$45.00



# Care of Refugees

- Refugee Medical Assistance may be provided at some of the clinics
  - Midtown Community Health clinic
  - Any clinics that accept the insurance or income based co-pays
  - access more information at the Utah Department of Health Website:
    - <http://health.utah.gov/epi/healthypeople/refugee/>
- Refugees, as lawfully present immigrants, are eligible for the same protections and benefits under the Affordable Care Act as U.S. citizens.
- Refugees will remain exempt from the five-year waiting period to receive Medicaid and Children's Health Insurance Program (CHIP), and will receive many new benefits thanks to health reform.

# Profile of a community clinic

## Wasatch Family Health Center-Mountainlands Clinic

750 N 200 W, #201

Provo, UT 84601

801.4292000

### • Patient Profile for Year 2014

- Patients by Race (top 2)\*: Caucasian (91%), Asian (1%)
- Patients by Ethnicity\*: Hispanic/Latino (64%)
- Unduplicated Patients: 16,769
- Patient Visits: 41,183
  - 18 years of age and under: 25%
  - 65 years of age or older: 6%
- Female: 57%
- Uninsured: 69%
- Medicaid/CHIP: 10%
- Medicare: 6%
- Patients best served in a language other than English: 72%
- Patients with an income less than 200% of Federal Poverty Level (FPL): 94%
- Homeless: <1%

While Mountainlands Family Health Center serves all residents regardless of ability to pay, they offer specialized services that meet the needs of migrant and season agricultural workers and their families, homeless residents, and veterans.

# Accessing Diabetes Care

## Low income clinics

### Non-Intermountain Health Care Clinics For Low-Income & Uninsured People

- ▶ **Cedar City Clinic**  
1303 North Main St.  
Cedar City, Utah 84720  
(435) 865-8520
- ▶ **Doctor's Free Clinic**  
1036 East Riverside Drive  
St. George, Utah 84790  
(435) 656-0022
- ▶ **Rescue Mission Clinic**  
2775 Wall Ave.  
Ogden, Utah 84401  
(801) 394-4161
- ▶ **Davis Volunteer Medical Clinic**  
2075 North 1200 West  
Layton, Utah 84047  
(801) 497-9555
- ▶ *Find a community Clinic: <http://auch.org/index.php>*

# Intermountain Health Care Community Clinics

- ▶ **Cache Valley Community Health Center**  
272 1/2 North Main Street  
Logan, Utah 84321  
(435) 752-7060
- ▶ **Lincoln Elementary Clinic**  
Serving people living in the 84111 zip code  
1090 Roberta Street  
Salt Lake City, Utah 84111  
(801) 578-8376
- ▶ **North Temple Clinic**  
Providing urgent care  
54 North 800 West  
Salt Lake City, Utah 84116  
(801) 359-0901
- ▶ **Rose Park Elementary Clinic**  
Serves people within designated Zip codes  
1105 West 1000 North  
Salt Lake City, Utah 84116

**Dixon Health Center at Dixon Middle School**  
750 200 N, Provo, UT 84601  
(801) 357-5757

# Clinic for Homeless People

- ▶ **4th Street Clinic**  
Wasatch Homeless Health Care  
404 South 400 West  
Salt Lake City, Utah 84101  
(801) 364-0058



# Alternative ways to receive diabetes care or medications

- ▶ Clinical Trials Participation; Research
  - ▶ Patients may or not benefit from being involved in a clinical trial
  - ▶ May refer to a clinic conducting Diabetes related Clinical research
    - ▶ University of Utah
      - ▶ Clinical trials
        - ▶ [Exercise Intervention to Improve Glucose Tolerance](#)  
Recruiting
        - ▶ [Cardiovascular Inflammation Reduction Trial \(CIRT\)](#)  
Recruiting
        - ▶ [Novo Nordisk EX1250-4080 \(insulin degludec vs. insulin glargine\)](#)  
Recruiting
        - ▶ [TrialNet Natural History Study](#)  
Recruiting
- ▶ <https://www.clinicalconnection.com/SearchStudies.aspx>: lists 32 clinical trials in the Salt Lake area.

# Access to Medications

- ▶ Generic drugs for \$4-\$5 per month
- ▶ Needy meds
- ▶ Meds in Motion
- ▶ Dispensary of Hope
- ▶ AstraZeneca coupons
- ▶ BD Diabetes supplies
- ▶ Mountainlands
- ▶ Community Health Clinics
- ▶ Drug Coupons



# Medication Resources



# Medications

- ▶ \$4 Generic Drugs
- ▶ 16 Discount Drug Programs - Utah

|   |  |
|---|--|
| Albertsons MyRxCare                                     | \$3.99 for up to a 30-day supply, \$9.99 for a 90-day supply         |
| Costco Member Prescription Program                      | Estimated savings between 2% and 40%, calculated at the time of sale |
| CVS/pharmacy Prescription Savings Program (Scriptsaver) | \$11.99 for 90-day supply  |
| Dan's Fresh Market Prescription Savings Club            | \$4.99 for 30-day supply; \$11.99 for 90-day supply                  |
| Dick's Fresh Market Prescription Savings Club           | \$4.99 for 30-day supply; \$11.99 for 90-day supply                  |

# \$4 Generic Drugs-UTAH

|  |   |
|--|---|
| Fresh Market Prescription Savings Club           | \$4.99 for 30-day supply; \$11.99 for 90-day supply   |
| Good Neighbor Pharmacy Prescription Savings Club | \$4.99 for 30-day supply; \$10.99 for 90-day supply   |
| Kmart Pharmacy Savings Plus Program              | \$3-\$10 for 30-day supply, \$10-\$30 for 90-day supply                                     |
| Maceys Prescription Savings Club                 | \$4.99 for 30-day supply; \$11.99 for 90-day supply   |
| Rx Outreach Medications                          | Price varies with medication, dosage and formulation. Contact program for more information. |
| Sam's Plus Members Extra Value Drug List         | \$4 for 30-day supply, \$10 for 90-day supply   |
| Target \$4/\$10 Generics                         | \$4 for 30-day supply, \$10 for 90-day supply   |
| Target Pharmacy Discount Generic Drug Program    | Contact local Target Pharmacy for details   |

# \$4 Generic Drugs-Utah

|                                |                                     |   |
|--------------------------------|-------------------------------------|---|
| <u>Walgreens</u>               | Walgreens Prescription Savings Club | \$5, \$10 or \$15 for 30-day supply; \$10, \$20 or \$30 for 90-day supply (price for a generic drug is based on its tier and whether it is a 30-day or 90-day supply) |
|                                |                                     |   |
| <u>Walmart</u>                 | Walmart's Prescription Program      | \$4 for 30-day supply, \$10 for 90-day supply   |
|                                |                                     |   |
| <u>Xubex Pharmacy Services</u> | Xubex Discount Medication Program   | Price Varies Depending on Medication  |

# Insulin

- ▶ Reli-On insulin
  - ▶ Regular
  - ▶ NPH
  - ▶ NOVOLIN 70/30
  - ▶ \$26.00/vial
  - ▶ Humalog
    - ▶ Coupon for free vial/pen

# Dispensary of Hope

*Intermountain Health care partnered with a charitable medication distributor (Dispensary of Hope) to dispense certain formulary medications to qualifying uninsured populations who lack affordable access to prescription drug*

▶ **GOALS:**

- Improve medication adherence
- Reduce hospital readmission rates
- Decreased emergency use

▶ The Dispensary of Hope collects and distributes medications to pharmacies.  
Inventory may vary as it relies on donated medications.

▶ **How does it Work?**

- ▶ Patients are seen by an Intermountain provider and qualify for the program could receive formulary medications at no charge from one of the participating Intermountain Community Pharmacies
- ▶ The medication must be on the formulary to receive it at no cost. The patient will be responsible for the cost of the other meds, not on the list
- ▶ Provider may send the Rx for 90 day supply for one year or as indicated.
- ▶ Patient picks up the medication at the pharmacy.

# Dispensary of Hope

## ▶ **Who Qualifies?**

- ▶ *Patient has no prescription coverage*
- ▶ *Income is 200% below the Federal Poverty level—WHAT IS IT*
- ▶ *Desired medication is on the formulary list*
- ▶ *Patient complies with the Financial Assistance Program*

## ▶ **Who Does Not Qualify?**

- ▶ *Patient has insurance benefits that cover drugs, including high deductible prescription plans, Medicaid and Medicare-D.*

## ▶ **What medications are covered?**

- ▶ *Both generic, Brand and over the counter medications are available. List updated periodically.*
  - ▶ *Such diabetes medications as Janumet, Invokana, Farxiga, Kombiglyze, are currently on the formulary, but this can vary.*
- ▶ For Intermountain Community Pharmacies that participating charitable prescription coverage go to <https://intermountainhealthcare.org/patient-tools/financial-assistance/>

# Meds in Motion Pharmacy

## Offers

- The **BEST PRICE** for your medication
- Has already applied every possible coupon to the prescription.
- Will deliver the medication to your clinic or the patient's home.
- Packages meds in the "Motion Pack"
- Locations

## In Millcreek:

3798 South 700 East  
Suite #7  
SLC, UT 84106  
(801) 506-6999

## In Holladay:

4624 S. Holladay Blvd.  
Suite #101  
SLC, UT 84117  
(801) 316-0790

## LTC:

4624 S. Holladay Blvd.  
Suite #3  
SLC, UT 84117  
(801) 316-0799



<http://medsinmotion.com/providers.html>

# Other Prescription Assistance Programs

- ▶ AZ&ME; AstraZeneca Prescription Savings Program
  - ▶ <https://www.astrazeneca-us.com/medicines/Affordability.html>
  - ▶ 1-800-AZandMe
    - ▶ (1-800-292-6363).
- ▶ Needymeds.com
- ▶ RxSolutions
- ▶ GSK Patient Assistance Program
  - ▶ 1-866-728-4638
- ▶ Each program has its own rules. Questions and answers
- ▶ Usually an individual must:
  - ▶ 1) Be a U.S. citizen or legal resident
  - ▶ 2) Have no prescription insurance coverage
  - ▶ 3) Have an income under 200% of the Federal Poverty Level
- ▶ Can I apply for these programs if I have Medicare or Part D?
  - ▶ It depends on the company. Some companies will let people with Part D apply for their programs. Other companies may review applications on a case-by-case basis.
- ▶ Is this Insurance?
  - ▶ No. This program is not an insurance product and is not affiliated with any Medicare, State, or Governmental program.
- ▶ Is there a limit to how many medications you will help me with?
  - ▶ No! There is no limit to the number of medications we will help you with.
- ▶ What if I have a change in my medication?
  - ▶ You should contact us to inform us of any changes to your medications including if your doctor has changed your dosage or frequency, added a new medication, or taken you off any medication we are providing you with.

# BD DIABETES SUPPLIES

- ▶ Complimentary samples intended for patient use only
  - ▶ Order supplies and distribute to your patients
- ▶ BD Insulin syringes
- ▶ BD pen needed.
- ▶ Getting Started literature
- ▶ Prescription tools; Wallet care, Rx pads
- ▶ Tear pads
- ▶ Sharps containers
  - ▶ GO TO [www.bd.com/us/diabetes/hcp](http://www.bd.com/us/diabetes/hcp)

# RX COUPONS

- ▶ Internet Drug Coupons.com

- ▶ <http://www.internetdrugcoupons.com/conditions/diabetes>

- ▶ Coupons for Januvia, Lantus, Invokana, Farxiga. Bydureon, Tradjenta, Onglyza, Humalog.

- Discount Prescription Cards

Prescription Savings Card: [www.singlecare.com/rx](http://www.singlecare.com/rx)

Community Assistance Program: [www.CapRxProgram.org/u625](http://www.CapRxProgram.org/u625) or call 1-877-459-8474.

Rxrelief: [www.rxreliefcard.com](http://www.rxreliefcard.com) or call 1-855-872-2416.

# Diabetes Supplies

- ▶ Express Diabetic.com
  - ▶ <http://expressdiabetic.com/>
  - ▶ i.e. Prodigy Glucose test strips: 50/\$7.95 (as of 10/15/16)
  - ▶ Free shipping for orders > \$75.00
- ▶ Reli-on Prime Glucometer and Glucose Test Strips
  - ▶ Reli-On Prime
    - ▶ 50 strips/\$15.00
- ▶ Abbott
  - ▶ Freestyle Precision Neo system Glucometer and Test Strips
  - ▶ Get 50 Test Strips for under \$20.00
  - ▶ Abbott provides free blood glucometers
- ▶ ACCU-CHEK Patient Assistance Program (<https://www.accu-chek.com/us/customer-care/patient-assistance-program.html>)
  - ▶ Free glucometer and FastClix lancing device

# Vision Care

- ▶ Dilated eye exams
  - ▶ Vision Care
  - ▶ Vision Works <https://www.visionworks.com>
  - ▶ COUPON online for eye exam for \$19.00. May be more with dilated exam.
  - ▶ Other best buys-usually about \$60.00
    - ▶ Walmart
    - ▶ Costco

# Helping your patients make the most of the available resources

- ▶ *Show sensitivity to your patient's feelings about disclosing his or her financial status.*
- ▶ Be Cost-Conscious
  - ▶ Ask yourself, "is there a less expensive way to treat this?"
  - ▶ Find out what drugs are covered on a patients' formulary or what is available of the Prescription Assistance Program.
- ▶ *Help the patient connect with the right resources*
  - ▶ Assure the patient that any financial information he or she shares is confidential.
  - ▶ Assist with the application process for PAPs, your clinic may designate one person to head this up. Use the PAP system to track the applications and prescriptions.
  - ▶ Help them make an appointment with an insurance advocate: [TakeCareUtah.gov](http://TakeCareUtah.gov) or call 211.
- ▶ Ask Drug representatives about drug coupons
  - ▶ Some offer free prescriptions when a new drug is approved by the FDA
    - ▶ May not require proof of citizenship.
- ▶ Discount drug cards may be helpful to patients who can afford to pay part of their prescription costs.
- ▶ Utilize Drug samples while awaiting the prescription to be processed.
- ▶ Refer uninsured patients to
  - ▶ To Financial Assistance
  - ▶ Clinics for the uninsured

## *Be an Advocate!*

- ▶ Write to your legislature
  - ▶ Medicaid Expansion
  - ▶ Cost of insulin

*Promote lifestyle changes to prevent diabetes and obesity!*

*Thanks for listening!*

# References

- CDC; Center for Disease Control and Prevention; National Diabetes Prevention Program;  
Find a program near you;  
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- “How to help your low-income patients get prescription drugs; accessing affordable medications can be a hassle. Here’s how you and your patients can make the most of the available resources”; K. Montemayer; November/December 2002;  
[www.aafp.org/fpm](http://www.aafp.org/fpm). pg 51-56.
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<https://intermountainhealthcare.org/about/who-we-are/community-benefit/school-and-community-clinics/>
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