



Diabetes Management Webinar FAQs

April 4, 2024

Registration Questions

How do I register for Teladoc?

You can register with Teladoc by downloading the app from the Apple App store or Google Play, by visiting www.teladochealth.com/TeamCare, or by calling Teladoc at 800-835-2362. If you are the adult dependent on the policy, you should create your own account using your own email address, separate from the primary policy holder.

How do I enroll in the Diabetes Program?

Once logged into your Teladoc portal account, on the main page you will see program tiles labeled 24/7 Care, Mental Health, Condition Management, and Dermatology. Select the purple button labeled Go to Programs under the Condition Management tile.

Is there a registration code that should be used?

There is no registration code needed to register for Teladoc or for the Diabetes Management program.

Can I register if I am a pre-diabetic or a dependent under 18 years old?

This program is for members who have been diagnosed with Type I or Type II diabetes, regardless of age. Members with pre-diabetes do not qualify for this program.

Diabetes Management & Mental Health

Complete Program Questions

Is there a cost to enroll in the program?

There is **NO COST** to you for being enrolled in the program. All diabetic supplies provided to you are also **FREE**! The Mental Health Complete program is **FREE** as well!

Does this program work in conjunction with my regular PCP/Endocrinologist? Are my results delivered to my doctor or TeamCare?

Yes, this program works in conjunction with your PCP/Endocrinologist. Results will be included in your Health Summary Report which you have the option to share with your PCP via email, text, or fax directly from your glucometer.

Can I continue to engage with my Conifer nurse or is this program replacing the Conifer program? If you are currently working with a Conifer nurse and are interested in enrolling in the Diabetes Management program, please do so today! These two benefits will work together to improve your health and help you achieve your health goals.

Can this program help with weight management or nutritional counseling?

Weight management is available for those who qualify upon enrolling in the Diabetes Management program. Qualified members will receive a Bluetooth enabled scale to track weight. Nutritional counseling is also offered to those who qualify. Members will have access to a food log and nutritional support from both digital content and available health coaches.

Is it possible to reverse or be cured from being a diabetic by engaging with this program? No, this program does not reverse or cure diabetes. This program is designed to help manage the diabetes condition and assist you in living a healthier life.

When you log food, how is this tracked in the app?

You can track each food item's nutrition against your personal food and weight goals at any time and are able to update those target goals. You can also prioritize daily nutrition tracking between carbs, fat, protein, or caloric intake, providing flexibility to account for various dietary focus areas.

Can we edit, delete, or add a category for blood draw entries?

When you use the glucometer to check your blood sugar, the results will automatically upload to the app and cannot be deleted. You can manually add blood sugar readings as needed.

I am a Type I diabetic using an insulin pump and the sensor/meter that goes with the pump. Is there any benefit for me to use this program?

The meter does not currently integrate with insulin pumps. However, insulin pump users are not excluded from participating in the Diabetes Management program. If you are using an insulin pump, you can enter in your blood glucose readings manually instead.

Is there a minimum A1C level required in order for me to qualify for this program?

To qualify for the Diabetes Management program, you must have a diagnosis of Type I or Type II diabetes which generally indicates you have an A1C level of 6.5 or higher.

I don't have depression or any other type of 'mental health condition'. Am I required to engage with Mental Health Complete in order to access the Diabetes Management program?

The Mental Health Complete program can be utilized if you are living with or without Diabetes. You are not required to engage in the Mental Health program to access Diabetes Management. You may access the Mental Health Complete services even without a Mental Health diagnoses. You may find the support you need in the available digital content, such as guided meditation or skill-building exercises.

Will this program still be available to me when I begin Medicare or sign up with Teamcare Gold through Humana?

This program is available to you if you are on an active or retiree health plan covered under TeamCare. If you are on an active plan and become Medicare eligible, TeamCare will be your primary insurance and the Diabetes Program will still be an offered benefit to you.

However, retiree plan coverage with TeamCare (including free coverage for the Teladoc Diabetes Management program) will end once you are Medicare eligible. You may continue to use the program after you become eligible for Medicare or enroll in TeamCare Gold but will be responsible for any costs of the program. Teladoc will bill you on a monthly rate.

Diabetic Supplies Questions

What supplies are included in the kit that is mailed and how can I get one?

You will be sent a blood glucose meter, test strips, and lancets once enrolled in the Diabetes Management program. You may also receive a blood pressure monitor and digital scale if you qualify based on your condition. Supplies are sent to you via union carrier within 3- 5 business days.

Are ketone strips included with the supplies?

No, ketone strips are not included in the supplies.

How will I receive additional diabetic supplies like Lancets, strips, etc.? Do I have to order these through the app?

You will receive a reminder to order more supplies when you are down to a 20-day supply. You can request additional strips and lancets via the meter, member portal, or by calling member support. For additional information, you can visit the Teladoc Health Member Self-Help Center: [**How To Order Diabetes Test Strips and Lancets**](#)

I have been getting my diabetic supplies at the pharmacy. Should I stop?

Members can stop getting their testing supplies through the pharmacy. This will be a benefit to you if you have been paying a copay or coinsurance at the pharmacy, since you will not have a cost for the supplies through the Teladoc Diabetes Management program.

Can I get the supplies sent to my temporary address?

You will be able to ship your initial Welcome Kit or any additional diabetic supplies to an alternate address in the app. You can also contact Teladoc at 800-835-2362 to ensure supplies are shipped to the new address.

How many test strips do you get? How often can I check my glucose?

There is no limit on the number of test strips that can be ordered and there's no limit on how often you can check your blood glucose.

Can multiple members of my household use the scale provided by this program?

Each device is assigned to a member's personal account, so sharing a device with others is not recommend. Allowing others to use the device will result in inaccurate data.

I hate pricking my finger. Is there another way I can check my blood glucose levels without pricking my finger?

Using a Continuous Glucose Monitors (CGM) is an alternative method to track blood glucose levels without the need to prick your finger. A CGM will be prescribed by your physician based on your condition if appropriate but are not offered to everyone. Teladoc will send the standard glucometer with the Welcome Kit and will only send a CGM should your physician or your Teladoc care team prescribe one.

What do I do if my glucometer gets lost or breaks?

You can order a replacement at no cost to you by calling Teladoc (800-835-2362).

The glucometer comes with instructions to download the Livongo app. What is Livongo and what is the difference between the Livongo app and the Teladoc app?

Teladoc Health and Livongo merged in 2020 to create new standard in global healthcare delivery, access, and experience. Teladoc Health is in the process of phasing out the Livongo brand name during this transition. You do not need to download the Livongo app, as the glucometer box indicates. You will be able to access the full Diabetes Management platform in the Teladoc app.

CGM Specific Questions

Can I get a CGM through the Teladoc Diabetes Management program and which one?

Should you qualify for a CGM, you will receive one that should be worn consecutively for 30 days. You will qualify if your A1C is >8%. The Dexcom 7 CGM is offered through the Teladoc Diabetes program; however, the Dexcom 6 is also compatible.

If I am sent a CGM through the program, will I still receive additional test strips and lancets? Can I decline additional supplies?

Members will receive the Welcome Kit, which includes standard meter, test strips, and lancets. If you are prescribed a CGM, there is no requirement to order additional supplies beyond what is sent in the Kit. However, based on your clinical condition, you will be able to order the supplies at any time should you need them.

If I already have a CGM, will I still get a standard glucometer when I enroll? Should or can I use both?

Yes, members will still receive the standard glucometer in their Welcome Kit and will have the option to utilize both, if needed.

If I already have a CGM, can I use this with the program? What CGMs are compatible?

If you already have a Dexcom 6 or 7 GCM, they are compatible with the app. You will be prompted to authorize your Dexcom data to be shared in the app.

I have a Dexcom 6 CGM currently. Are there any advantages to switching to the Dexcom 7 model?

Either model works with the platform. Please consult your physician for clinical recommendations for the different model types.

If I wish to continue using my CGM that is not compatible with the Teladoc program, can I manually log my levels in my account? Can I still use the other program benefits such as coaches, mental health, etc.?

Yes, you will have the capability to log your own levels in your account, as well as have access to the additional program benefits such as coaching and other mental health services.

Why does my Accu-Chek meter sometimes show a different reading than the Teladoc meter?

Blood glucose meters are designed to estimate true blood glucose as measured by a lab measurement, which is the most accurate way to measure. Since blood glucose meters do vary, the FDA requires that their results fall within a certain range of those lab-measured numbers to be considered accurate. Teladoc conducted research involving 30 popular meters and determined that the Teladoc meter was among the most accurate.

Clinical Questions

For the following questions, please consult with your doctor on the best course of action.

What is the cut-off for being classified as a pre-diabetic vs. a diabetic?

How often should you take readings of blood pressure and glucose, etc.? Is it best in the morning before eating or after?

If I work from the hours of 1AM-8AM, what would be my best time to check my blood levels?