

**Executive Summary**

# Delivering a comprehensive diabetes care management solution

with individualized support for better member outcomes



Diabetes is prevalent and costly disease to manage, and comorbidities like hypertension add to the complexity of care when plan members have both of those conditions.

Transform Diabetes Care helps members with diabetes **better control HbA1C using outreach that's personally targeted** based on their specific risks. Only CVS Health® can surround members with over 120+ clinically monitored health actions, with digital, virtual and in-person touchpoints that communicate gaps in care.

- CVS Pharmacy support (including HealthHUB and MinuteClinic)
- Health Optimizer Digital App
- Digital, telemedicine, text, mobile, phone
- Certified Diabetes Care Nurse\*

Left untreated, gaps in care can lead to increased payor medical costs and poor outcomes for members<sup>1</sup>







**3.3**

average number of gaps in care per member<sup>2</sup>

This solution provides effective, customized support across five clinical impact areas. It uses early identification, individualized support and unique touchpoints — both face-to-face and virtual — to help lower A1C. Members who also have hypertension receive additional support to help lower blood pressure.<sup>3</sup> Some members can also benefit from reducing their medications.

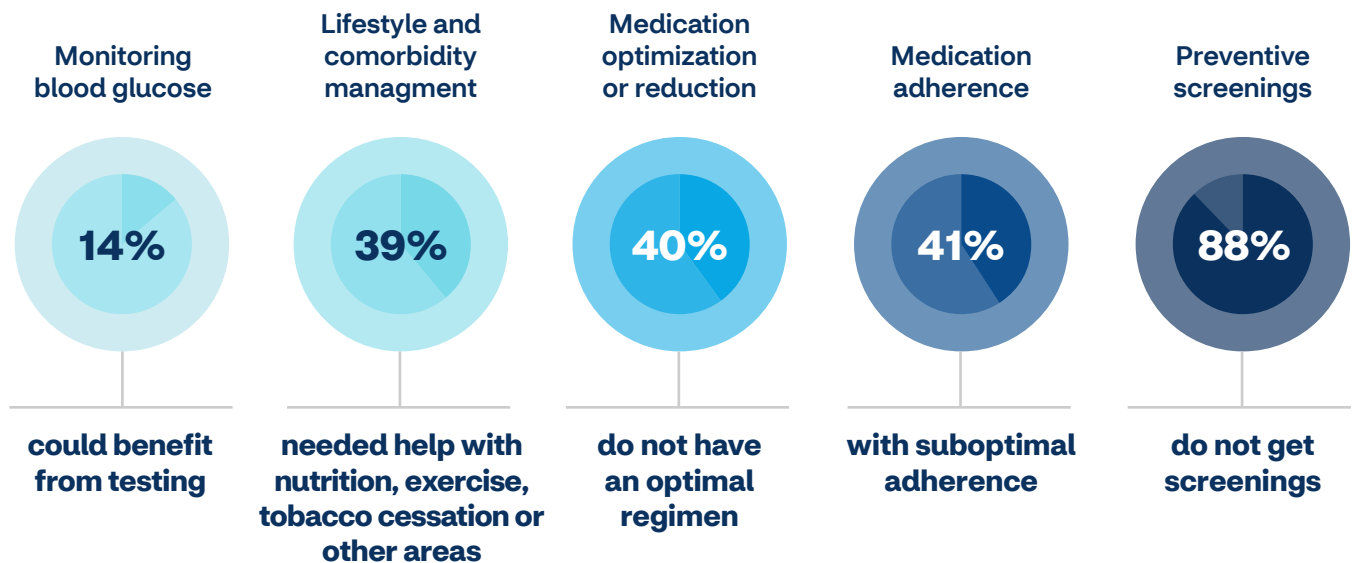
# Lowering medical costs and driving behavioral changes with an individualized diabetes care solution

 <p><b>26%</b> incremental gap closure for commercial members<sup>4</sup></p>	 <p><b>~35%</b> estimated decrease on average in diabetes-specific drug spend<sup>5</sup></p>	 <p><b>\$24.3M</b> in medical cost savings per year<sup>4</sup></p>	 <p><b>3:1</b> ROI observed for commercial clients<sup>6</sup></p>
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**80% of members with A1C >9 saw improvement in their A1C<sup>3</sup>**

## We use robust data to uncover more opportunities for improving member health<sup>2</sup>

← Fewer gaps in care ————— More intervention opportunities →



## Comprehensive, clinically-based approach

**Members with diabetes get customized interventions across five clinical impact areas.**

Interventions include in person and virtual 1:1 pharmacist and care team consultations, plus support by email, text and phone. When your members visit the pharmacy, they're already thinking about their health so it's the perfect time to engage with them. Pharmacists may use social determinants of health as a framework for conversations and to inform ongoing interventions.

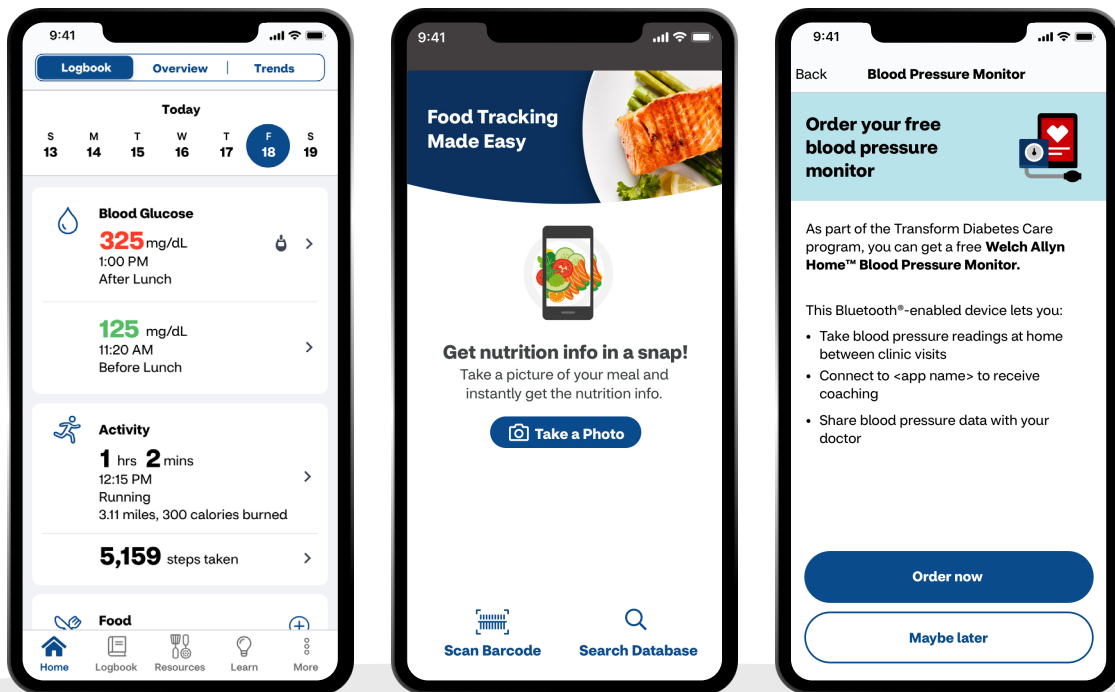
# Our mobile app fits into members' daily life

The Health Optimizer app is designed to help diabetes care program members monitor A1C and blood pressure, and stay on track with their care plan.

- Syncs with over 400 devices including blood glucose and blood pressure monitors<sup>7</sup>
- Supports lifestyle, weight and nutrition management with personalized nutrition information
- Provides enhanced medication adherence education

## Convenient features help members self-manage their diabetes and hypertension<sup>2</sup>:

- Digital coaching
- Diet and nutrition support
- In-app blood pressure cuff ordering
- Chat with CareTeam
- Connect devices to track clinical data
- Manage medications and track adherence
- Track symptoms
- Log lab data and results



# Helping plan members reduce their diabetes medications using personalized nutrition plans and support

Everyone with diabetes has different challenges, so effective treatment needs to be personalized to meet individual goals. For some, reducing or eliminating medications for diabetes is important. Working toward de-prescribing medications can lead to healthier behaviors and better outcomes, as well as significant savings.

Deprescribing is an enhancement to the Transform Diabetes Care® program that offers personalized nutrition coaching, medication titration support and convenient access to care for this subset of members with diabetes. A dedicated CareTeam — consisting of registered dietitians, providers who oversee medication adjustments that may include endocrinologist and the member's PCP — in conjunction with the Health Optimizer and interactive app helps improve member health and reduce anti-diabetic medications.

**Our deprescribing solution focuses on:** 50% of members with type II diabetes that use insulin or other high-cost anti-diabetic medications — and they choose whether to opt in.



## Average monthly engagement and clinical results from pilot<sup>8</sup>

- 1.3 average A1C decrease
- 2.2 visits with registered dietitian
- 4.9% average weight loss
- 28 bidirectional chat messages with registered dietitians
- \$4200 average annual savings per member
- 87% logged their blood glucose at least 1x per week



## Delivering an effective diabetes care solution with savings guaranteed<sup>6</sup>

Your comprehensive diabetes care solution gets results, and members have positive experiences while reaching their health care goals.



To get started, please contact your CVS Health team.

\*Certified Diabetes Care Nurses do not diagnose or treat conditions. Their role is to connect members to appropriate resources and help identify and close gaps in care.

\*\*Registered Dietitians are CDCES certified. Certified Diabetes Care and Education Specialist (CDCES) is a health professional who possesses comprehensive knowledge of and experience in diabetes prevention, prediabetes, and diabetes management. Results and savings projections are based on CVS Caremark data. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. Client-specific modeling available upon request.

1. CVS Health Analytics, 2022. Data from Commercial group members using TDC since 2021 January program expansion. All data sharing complies with applicable law, our information firewall and any applicable contractual limitations. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. (P1011260222)
2. CVS Health Analytics, 2021. Data through 7/31/21. All data sharing complies with applicable law, our information firewall and any applicable contractual limitations. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. (P1009530921)
3. Support for hypertension is available at additional cost.
4. CVS Health Analytics, 2022. Data from 2021. Actual results may vary. 1.) Two approaches were employed to derive a rate card that can tie closure of care gaps to Medical Cost Savings (MCS): (A) Estimated the value of closing a care gap statistically based on its observed impact on improving A1C and used values from medical literature to estimate how improvement in A1C translates to dollars of MCS; and (B) Used literature to estimate the value of closing care gaps that aren't expected to directly drive improvements in A1C outcomes. Relative rates were then scaled such that the rate card times incremental gaps closed is equal to a conservative estimate of MCS for enrolled members. \*As part of its ongoing quality improvement activities, CVS Caremark conducted a retrospective assessment of program quality using established standards. Health outcome results, savings projections, and performance ratings are based on CVS Caremark data. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. Client-specific modeling available upon request.
5. Analysis estimates 30% average decrease in diabetes-specific drug spend based on before and after analysis of Virta program results. This estimate was corroborated by published Virta studies.
6. Conditions for ROI guarantee apply, and full guarantee requires final sign-off by CVS Caremark Actuarial and Underwriting. Patients' actual results may vary.
7. Does not provide real-time monitoring.
8. DeRx Pilot Results, date range: November 2022 to February 2023. (P1014150323)

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